

Addendum

MTC11-2024-O:

REQUEST FOR PROPOSAL FOR THE PROVISION OF DEBT COLLECTION SERVICES FOR MOBILE TELECOMMUNICATIONS LIMITED (MTC)

Dear Tenderer,

Please be advised of changes that has been done on the initial tender document.

PROJECT SPECIFICATIONS REQUIREMENTS (Page 19-20), the below 10 requirements have been added:

- Confirm accessibility from MTC's side to view history /progress of a debtor? Is access to MTC for free, or payable per user?
- At what point is commission and other costs subtracted from collections, if Debtor has a long-term payment arrangement with the vendor?
- Vendor must provide paid-up letters to customers.
- Vendor must provide information on how the system (computer programs/software) complies with data security?
- Vendors must provide information on how the customers' information is protected and sorted (is it locally or outside the country).
- Vendor must indicate whether the system complies with GDPR/POPIA data standards?
- For the above three points Kindly reference **INFORMATION SECURITY PROVISIONS** on page 15.
- Should MTC require the vendor's system to be integrated with MTC, cost will be handled by vendor.
- Vendor must provide their latest annual financial statements.
- Was there a case where the vendor was in an agreement/contract (in the last three years) which was terminated before the end-date? If yes, please provide the reason.

Regards,

MTC Procurement