

MTC11-2024-0

REQUEST FOR PROPOSAL FOR THE PROVISION OF DEBT COLLECTION SERVICES FOR MTC

Briefing Meeting

Date: 8th March 2024

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Administration)**



EVALUATION PROCESS

- First technical compliance (preliminary evaluation to sort out solutions meeting the “deal breaker” criteria) – no scoring

EVALUATION PROCESS

- Firstly, technical capability scoring out of a 100% such as:
 - Technical specification strength
 - Relevance of reference

MTC usually calls for presentations from tenderers at this stage



EVALUATION PROCESS

- Secondly commercial evaluation – making sure prices are comparable on all shortlisted offers:
- All-inclusive prices as per the price schedule

MTC BEE POLICY APPLICATION

- BEE price advantage is a maximum of 10% or N\$100k per contract
- SME price advantage is a maximum of 2% or N\$100k per contract

HOW TO ALIGN WITH BEE REQUIREMENTS

- Submit all or any BEE related documentation:
 - NPPC certificate
 - Other BEE agencies verifications certificates
 - SME certificates



SUMMARY OF DEADLINES

ACTION	DUE DATE
TENDER DOCUMENTS AVAILABILITY:	MONDAY, 04 th MARCH 2024
BRIEFING MEETING	FRIDAY, 08 th MARCH 2024 @ 11H30
SUBMISSION OF QUESTIONS:	FRIDAY, 08 th MARCH 2024
MTC RESPONSE TO QUESTIONS:	WEDNESDAY, 13 th MARCH 2024
TENDER CLOSING DATE:	FRIDAY, 22 nd MARCH 2024 BY 14:30

WEBSITE SUBMISSION

- All soft copies must be uploaded on the MTC website, the link for submission is listed below:
- <https://www.mtc.com.na/procurement/tenders>
- Should tenderers experience any technical difficulties you are encouraged to contact the MTC Procurement Department for assistance before the deadline via (**tenders@mtc.com.na**).
- **NB:** For each tender, the apply button is located on the right side of the screen.
- Should you have difficulties uploading, we have a step by step manual on the procurement website.

BRIEF IN A NUTSHELL

REQUIREMENTS

🌀 The aim of the RFP (Request for Proposal) is to identify a vendor who can apply the following:

- ❑ Handover requirements from Vendor to MTC
- ❑ What details/information are captured/maintained on vendor's Database?
- ❑ Specify collection procedures (in detail) from date of handover.
- ❑ Specify, if any, the different methods used for collection of low, medium and high handover amounts.
- ❑ Elaborate how debtors are traced within Namibia & cross border.
- ❑ Specify communication options between collector and MTC, and costs, if applicable.

REQUIREMENTS

- ❑ Confirm accessibility from MTC's side to view history /progress of a debtor? Is access to MTC for free, or payable per user?
- ❑ Specify collection company's month end processes
- ❑ How regular is collections paid over to MTC?
- ❑ What collection reports are available to vendor and/or MTC, and specify the format and details included in each report. Confirm if MTC can extract own reports, for free or payable per user?
- ❑ Provide an example of each available report mentioned above to vendor and MTC.

REQUIREMENTS

- ❑ Progress report of non-collected accounts
- ❑ Collector's company offices / branches / expertise staff compliment in Namibia or elsewhere
- ❑ Success rate of collections over past 5 years
- ❑ List Collector's Existing Database
- ❑ How is collector's commission calculated, ie. specify the Interest rate charged, admin fees, other fees etc
- ❑ What is cost to MTC for non-traced debtors - result based?

REQUIREMENTS

- ❑ At what point is commission and other costs subtracted from collections, if Debtor has a long-term payment arrangement with the vendor?
- ❑ Confidentiality and cyber-security measurements.
- ❑ Provide at least 3 recent references from current collection corporate companies
- ❑ List the companies to whom you provided collection services for the past 3 years
- ❑ Procedure from vendor to inform MTC of full and final payments
- ❑ Vendor must provide paid-up letters to customers.
- ❑ Procedure of update the Credit Bureau
- ❑ Specify computer programs/software used, data security.

REQUIREMENTS

- ❑ Specify responsible Auditing Company of Collecting Agent
- ❑ Mention any future developments to add value as service provider and to MTC.
- ❑ 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.
- ❑ What payment methods are available to the customers ?
- ❑ 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.
- ❑ Note: MTC shall award a collection contract of 24 months for this tender

QUESTIONS?



THANK YOU

