

FINANCIAL SERVICES BOARD

INVITATION TO TENDER FOR PROVISION OF DEBT COLLECTION SERVICES

1. BACKGROUND

The FSB is a unique independent institution established by statute to oversee the South African Non-Banking Financial Services Industry in the public interest. Our vision is to promote and maintain sound financial investment in South Africa. Please visit the FSB website on www.fsb.co.za for more information on the FSB.

The Financial Services Board ("FSB") seeks proposals from service providers who provide professional debt collection services as prescribed in terms of the Debt Collectors Act, Act No. 114, of 1998.

2. PURPOSE

The purpose of these terms of reference is to request a suitable service provider to submit a proposal with regard to provision of debt collection services to the FSB.

3. DEBT COLLECTION SOLUTION REQUIRED

The FSB will require a debt collection agency to provide the following:

- Tracing of absconded debtors.
- Locate individuals and information needed to succeed.
- Use of investigators, field representatives, tracing agents and debt collectors who are registered with the Council for Debt Collectors established in terms of Section 2 of the Debt Collectors Act, Act No. 114, of 1998 and who are committed to client satisfaction.
- Report on a monthly basis, on the status of the various debtors handed over for collection as well as the successful collection of the capital amount collected.
- Adherence to a strict code of conduct and ethical practices.
- Provision of a service which is expedient, economical and feasible backed by experience, resources and appropriate technology.

- Offer professional services and ongoing support e.g. a dedicated account manager.

4. EVALUATION CRITERIA

In order to facilitate fairness in the bid adjudication process, bidders are requested to submit at least three references of previous work undertaken and the names of three clients that would demonstrate their competence to meet the full range of requirements of the FSB.

In addition to the requirements as stated, all bids will be evaluated on the basis of price and the proposal that will best suit the corporate operational requirements of the FSB. Proposals will be assessed as follows:

- Pricing 80 points
 - Prices 70%
 - Technical/functionality 30%
- Historically Disadvantaged Individual 20 points

4.1 PRICING

For comparative purposes, bidders quote's will be assessed on price of the services provided.

TECHNICAL CRITERIA

The following technical criteria will apply:

- Ability to provide required solution (no subcontracting).
- Evaluation of the quality of systems and service delivery in line with the stated range of requirements of the FSB.
- Use of investigators, field representatives, tracing agents and debt collectors who are registered with the Council for Debt Collectors established in terms of Section 2 of the Debt Collectors Act, Act No. 114, of 1998 and who adhere to the Code of Conduct for Debt Collectors in terms of Section 14 of the Act.

HDI STATUS

Details to be completed in the Vendor Accreditation form requested in point 6 below.

5. SUBMISSION

The submission of proposals should be forwarded to Ms Elmarie Hamman as follows:

Closing date of tender: 16 February 2010

Closing time 16:00 South African Standard Time

Venue: FSB Office

Address: Riverwalk Office Park Block B 41 Matroosberg Road Ashlea Gardens Extension 6

Please note that any tenders not in the tender box at closing time will be considered late.

For further information contact: Elmarie Hamman: 012 428 8019, Email: elmarieh@fsb.co.za

6. ADDITIONAL INFORMATION REQUIRED:

The following additional information is required:

- FSB Vendor Accreditation Form
- Valid SARS issued Tax Clearance Certificate
- Original Copy of Banking Details/cancelled cheque
- Provide a copy of registration certificates issued to your company's investigators by the Council for Debt Collectors.