



# **national treasury**

Department:  
National Treasury  
**REPUBLIC OF SOUTH AFRICA**  
Private Bag X115, Pretoria, 0001

**TRANSVERSAL CONTRACTING**  
Enquiries: Noni Myeni  
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E mail: [Transversal.Contracting1@treasury.gov.za](mailto:Transversal.Contracting1@treasury.gov.za)  
Ref: RT27-2019

## **CONTRACT CIRCULAR – AMENDMENT 18**

### **CONTRACT RT27-2019: PROVISION OF DEBT COLLECTION SERVICES TO THE STATE FOR THE PERIOD 1 JULY 2020 TO 30 JUNE 2023.**

1. This contract will be subject to the Master Transversal Contract and all its annexures issued in accordance with Chapter 16A of the Treasury Regulations published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The Special Conditions of Contract and all the annexures are supplementary to that of the Master Transversal Contract. Where, however, the Master Transversal Contract is in conflict with the Participation Agreement, General Conditions of Contract and Special Conditions of Contract the Master Transversal Contract will prevail.
2. The contract circular for the aforementioned contract distributed to State Institutions together with all other annexures constitutes the official and binding agreement between the Service Provider and the State. State Institutions are, therefore prohibited from making any amendments of any nature to the aforementioned contract, except on the service levels.
3. The National Treasury will communicate all amendments, if any, to the State Institutions. It would only be at the receipt of such notification from the National Treasury that State Institutions can effect any changes to this contract.

#### **4. Supporting Documents**

The documents below will be updated as and when required and therefore State Institutions should always refer to the latest available documents from the National Treasury Website.

- 4.1. Contract Circular and Address List
- 4.2. Master Transversal Agreement
- 4.3. Participation Agreement Template

- 4.4. Service Request Template
- 4.5. Special Conditions of Contract
- 4.6. Request for Participation Letter

## 5. Utilization Guidelines

### 5.1. Initial Process

- 5.1.1. The interested State Institutions must complete the Request to Participate Letter in order to be included as a participant on the contract. The letter must be submitted to National Treasury – Chief Director: Transversal Contracting for consideration to [Sithembiso.Mahlalela@treasury.gov.za](mailto:Sithembiso.Mahlalela@treasury.gov.za). The office will respond officially to confirm participation.
- 5.1.2. All the sixteen (16) appointed Service Providers are qualified, have met the technical requirements of the bid and have demonstrated the capacity and capability to deliver the debt collection services to the State.
- 5.1.3. The commission fees chargeable was negotiated and approved by National Treasury. However, State Institutions may further negotiate the commission fee with any of the Service Providers (if necessary).
- 5.1.4. All of the Service Providers have signed the Master Transversal Agreement with National Treasury and are readily available to provide the debt collection services.
- 5.1.5. The appointment of all Service Providers was on an “as an when required” basis, therefore no guarantees of allocation of works must be made to the Service Providers.

### 5.2. Selection Process

- 5.2.1. Appointment of more than one (multiple) Service Providers is highly encouraged to effectively manage the performance of the appointed Service Provider(s). Successful collection will be measured against average performance of other Service Providers.
- 5.2.2. The State Institutions must follow the least cost model to select and appoint any of the listed Service Providers. If the Service Provider with a higher commission fee is appointed, the State Institution must be in a position to motivate the reasons for not selecting other service providers in favour of the Service Provider with a higher commission fee and record such reasons for audit purposes.
- 5.2.3. The State Institutions may use the company profiles report to motivate the reasons for appointment or non-selection. If needs be, Institutions may request the Service Providers for presentations and demonstrations of their service offering.

5.2.4. State Institutions must conclude Participation Agreements with the appointed Service Providers as identified in paragraph 5.2.2 above. Once the Participation Agreement is duly signed, the State Institutions will issue the Service Request(s) with the allocated debt book. All Service Requests must be signed off by both parties and attached to the relevant Participation Agreement as Annexures to the said Participation Agreement.

### 5.3. **Rotation Process**

5.3.1. State Institutions are encouraged to rotate the appointed Service Providers to ensure maximum successful collection and fair distribution/allocation of works.

5.3.2. In order to ensure a fair rotation process, the Institutions must request the Service Providers to declare the number of Institutions they have or are rendering services to in terms of RT27/2019 and the debt book value of such appointments. This will assist to determine the workload/allocation of work of all the appointed service providers for rotation purposes.

### 5.4. **Supplier Relationship Management Process**

5.4.1. State Institutions are responsible for performance management, supplier relationship management and dispute resolution. Failure to resolve the dispute, both parties may escalate and notify in writing to the National Treasury – Chief Director: Transversal Contracting for further dispute resolution, failing which parties may seek legal advice.

5.4.2. State Institutions and Service Providers are required to submit quarterly historic reports of all the services requests issued and progress thereof. The report will indicate the name of the service(s) providers/State Institution, debt book value, expected targeted value, actual collected value, commission fee payable, challenges, opportunities and success of the contract. This information will be analysed and be used for supplier performance management reviews by National Treasury. The reports to be send to [Sithembiso.Mahlalela@treasury.gov.za](mailto:Sithembiso.Mahlalela@treasury.gov.za).

### 5.5. **Administration Process**

5.5.1. In order to reduce the administration burden, State Institutions must refrain from requesting any bidding document including SBD documents every time they issue a Service Request to the awarded service providers as the competitive process was followed at National Treasury. The compliance documents including the SBD forms can be obtained from National Treasury upon request. Upon signing of the Participation Agreement, all the supporting documents must be finished at this stage for the duration of the contract.



**6. Contract Circular – Commission Fee Structure:**

6.1. The debt collection services offered are on the basis of “No Successful Collection, No Commission Fee” payable. All commission fee percentages are inclusive of 15 % VAT.

| No | NAME OF SERVICE PROVIDER                         | COMMISSION FEE (% ALL INCLUSIVE) | UNIT SCORE | BBBEE LEVEL | B-BBEE SCORE | AWARD SCORE |
|----|--|----------------------------------|------------|-------------|--------------|-------------|
| 1  | Phakamani Debt Collection Services               | 8,00                             | 90,00      | 2           | 9            | 99,00       |
| 2  | Nlloedibe Attorneys                              | 8,50                             | 84,38      | 1           | 10           | 94,38       |
| 3  | New Integrated Credit Solutions (Pty) Ltd        | 9,00                             | 78,75      | 1           | 10           | 88,75       |
| 4  | Barana Ncube Incorporated                        | 9,00                             | 78,75      | 1           | 10           | 88,75       |
| 5  | Ntiso GSI JV                                     | 9,20                             | 76,50      | 1           | 10           | 86,50       |
| 6  | Boffin & Fundi (Pty) Ltd                         | 9,20                             | 76,50      | 1           | 10           | 86,50       |
| 7  | Ismail and Dahya Inc                             | 9,20                             | 76,50      | 1           | 10           | 86,50       |
| 8  | In Quest Collections (Pty) Ltd                   | 9,20                             | 76,50      | 2           | 9            | 85,50       |
| 9  | Transaction Capital Recoveries (Pty) Ltd         | 9,20                             | 76,50      | 2           | 9            | 85,50       |
| 10 | Revenue Consulting (Pty) Ltd                     | 9,66                             | 71,33      | 2           | 9            | 80,33       |
| 11 | Hahn Collections (Pty) Ltd                       | 9,87                             | 68,96      | 2           | 9            | 77,96       |
| 12 | Khumalo Masondo Attorneys Inc                    | 10,00                            | 67,50      | 1           | 10           | 77,50       |
| 13 | Bham & Danya cc                                  | 10,00                            | 67,50      | 1           | 10           | 77,50       |
| 14 | Medaco Revenue Solutions (Pty) Ltd               | 10,00                            | 67,50      | 2           | 9            | 76,50       |
| 15 | ITC Business Administration (Pty) Ltd            | 10,00                            | 67,50      | 2           | 9            | 76,50       |
| 16 | Ducharme Asset Management & Accounting (Pty) Ltd | 10,15                            | 65,81      | 2           | 9            | 74,81       |

7. Participating State Institutions:

| DEPARTMENT   | CONTACT PERSON                          | ADDRESS  | CONTACT DETAILS                               | E-MAIL ADDRESS   |
|--|---|--|---|--|
| Eastern Cape Provincial Treasury                     | Portia Hashe                            | Tymzashe Building; Phalo Avenue; Bisho; Eastern Cape                               | 040 101 0127<br>083 460 1785                  | <a href="mailto:Portia.Hashe@ectreasury.gov.za">Portia.Hashe@ectreasury.gov.za</a>   |
| Department of Justice and Constitutional Development | Raymond Venkatsamy<br>Potgieter Theunis | Momentum Centre, 329 Pretorius Street, Pretoria Central, 0001                      | 012 315 4636;<br>083 269 0339<br>012 315 4537 | <a href="mailto:RVenkatsamy@justice.gov.za">RVenkatsamy@justice.gov.za</a><br><a href="mailto:ThPotgieter@justice.gov.za">ThPotgieter@justice.gov.za</a> |
| The Office of the State Attorney                     | Ian Chabalala                           | 75 Koch Street, Salvokop, Tshwane, 0002  | 012 310 6908                                  | <a href="mailto:IanC@Statssa.gov.za">IanC@Statssa.gov.za</a>   |
| Statistics South Africa                              | George Mashila,                         | 56 Paul Kruger Street, Finance House Provincial Treasury, Polokwane                | 015 291 8711<br>082 802 4876                  | <a href="mailto:MashilaXG@treasury.limpopo.gov.za">MashilaXG@treasury.limpopo.gov.za</a> ;   |
| Limpopo Treasury                                     | J Smit                                  | 117 Creswell Road; A'Block, Silverton  | 012 841 7119<br>082 778 7808                  | <a href="mailto:smitj3@saps.gov.za">smitj3@saps.gov.za</a>   |
| South African Police Services                        | Christina Monaisa                       | 124 Poyntons Building, WF Nkomo and Sophie De Bruyn                                | 012 307 2101<br>082 318 3736                  | <a href="mailto:Christina.Gabaediwe@dcs.gov.za">Christina.Gabaediwe@dcs.gov.za</a>   |
| Department of Correctional Services                  | M L Mboya                               | Mbuyiseli Mboya<br>25 Brooklyn Road<br>Woodbrook<br>East London; 5201              | 043 731 2902<br>082 773 6298                  | <a href="mailto:Mbuyiseli.Mboya@dot.ecprov.gov.za">Mbuyiseli.Mboya@dot.ecprov.gov.za</a>   |
| Eastern Cape Transport                               | Mmatlou Sebogodi                        | 420 Witch-Hazel Avenue, Block B – Eco Glades 2<br>Office Park, Highveld Ext 70     | 012 003 0510<br>084 555 1716                  | <a href="mailto:Mmatlou.sebogodi@psira.co.za">Mmatlou.sebogodi@psira.co.za</a> ;   |
| PSIRA  | Elizabeth Choma                         | 123 Weavind Park, Westlake Avenue, Silverton, 0184                                 | 012 845 6118<br>079 250 2636                  | <a href="mailto:mchoma@npa.gov.za">mchoma@npa.gov.za</a>   |
| National Prosecuting Authority                       | Thabang Moses                           | 1077 Arcadia Street, Second Floor Hatfield Forum East Building, Hatfield, Pretoria | 012 765 9600<br>072 413 4759                  | <a href="mailto:thabang@boxingsa.co.za">thabang@boxingsa.co.za</a>   |
| Boxing South Africa                                  | Bruce Gordon<br>Anda Mazibuko           | Old Trafford 3, Isle of Houghton, 11 Boundary Road, Houghton                       | 067 425 1891;<br>082 951 6578                 | <a href="mailto:BruceG@nhfc.co.za">BruceG@nhfc.co.za</a> ;<br><a href="mailto:Andam@nhfc.co.za">Andam@nhfc.co.za</a>                                     |
| National Housing Finance Corporation SOC LTD         | Phelisa Casa                            | No.4 Sewell Street, Plettenberg Bay, 6600  | 044 501 3407<br>061 544 3717                  | <a href="mailto:Phelisa.Primrose.Casa@pcasa@plett.gov.za">Phelisa.Primrose.Casa@pcasa@plett.gov.za</a>   |
| Bitou Local Municipality                             |   |  |   |  |



| DEPARTMENT                                     | CONTACT PERSON              | ADDRESS   | CONTACT DETAILS                   | E-MAIL ADDRESS   |
|--|-----------------------------|---|-----------------------------------|--|
| Lesedi Local Municipality                      | Paul Malgas                 | 1 HF Verwoerd Street;<br>Civic Centre Building;<br>Heidelberg; 1438 | 016 492 0028<br>064 095 4074      | <a href="mailto:paulm@lesedi.gov.za">paulm@lesedi.gov.za</a>   |
| Amahliathi                                     | Siphelele Kambi             | No 12 MacClean Street<br>Stutterheim<br>4930                        | 043 492 1164<br>083 968 3868      | <a href="mailto:Skambi@amahliathi.gov.za">Skambi@amahliathi.gov.za</a><br><a href="mailto:Kmbi.siphelele@gmail.com">Kmbi.siphelele@gmail.com</a>                 |
| Elundini                                       | Bukelwa Mashologu<br>Dlodlo | No 1 Seller Street<br>MacClear<br>5480                              | 045 932 8100<br>078 4939162       | <a href="mailto:bukelwad@elundini.gov.za">bukelwad@elundini.gov.za</a>   |
| Limpopo Provincial Health                      | Mongwai Mathoto             | Office A2<br>18 College Street<br>Polokwane<br>0700                 | 015 293 6356                      | <a href="mailto:Mathoto.Mongwai@dhsd.limpopo.gov.za">Mathoto.Mongwai@dhsd.limpopo.gov.za</a>   |
| Empfuleni Local Municipality                   | Pitsi Boshome               | P.O BOX 3<br>Vanderbijlpark<br>1900                                 | (016) 950 5153<br>082 960 4043    | <a href="mailto:Pitsi@empfuleni.gov.za">Pitsi@empfuleni.gov.za</a>   |
| Council for Scientific and Industrial Research | Kamogelo Rathebe            | P. O BOX 395<br>Pretoria<br>0001                                    | 012 841 2911<br>012 841 2033      | <a href="mailto:enquiries@csir.co.za">enquiries@csir.co.za</a><br><a href="mailto:Krathebe@csir.co.za">Krathebe@csir.co.za</a>                                   |
| Gateway Airports Authority Limited             | Julius Ramatjije            | P O Box 1309<br>Polokwane<br>0700                                   | 015 288 0122                      | <a href="mailto:Julius.ramatjije@gaal.co.za">Julius.ramatjije@gaal.co.za</a>   |
| Office of the Premier                          | Cosy Rabothata              | 40 Hans van Rensburg<br>Mowaneng Building<br>Polokwane<br>0699      | 015 287 6000/6288<br>076 118 6535 | <a href="mailto:rabothatac@premier.limpopo.co.za">rabothatac@premier.limpopo.co.za</a><br><a href="mailto:rabothatac@premier.co.za">rabothatac@premier.co.za</a> |
| Modimolle Mookgophong Local Municipality       | Matlakala Kekana            | OR Tambo Square<br>Harry Gwala Street<br>Modimolle<br>0560          | 014 718 2077<br>071 555 5558      | <a href="mailto:kekaname@modimolle.gov.za">kekaname@modimolle.gov.za</a>   |
| Limpopo Economic Development Agency            | Tlou Nkhumishe              | PO Box 760<br>Lebowakgomo<br>0737                                   | 015 633 4700                      | <a href="mailto:Tlou.Nkhumishe@jieda.co.za">Tlou.Nkhumishe@jieda.co.za</a>   |

| DEPARTMENT  | CONTACT PERSON                      | ADDRESS   | CONTACT DETAILS                              | E-MAIL ADDRESS   |
|---|-------------------------------------|---|--|--|
| Gauteng Partnership Fund  | Nokuthula Mqwashi                   | 82 Grayston Drive<br>Sandton<br>2196  | 011 685 6676                                 | <a href="mailto:nokuthulam@gpf.org.za">nokuthulam@gpf.org.za</a>   |
| MerSETA   | Deslynn Lucas                       | 95, 7 <sup>th</sup> Avenue<br>Cnr Rustenburg Road<br>Melville<br>Johannesburg | 010 219 3337                                 | <a href="mailto:DLucas@merseta.org.za">DLucas@merseta.org.za</a><br><a href="mailto:MMamabolo@merseta.org.za">MMamabolo@merseta.org.za</a>   |
| Limpopo Arts, Sports & Culture  | Mbasa Armstrong Ngumla              | 21 Biccard Street<br>Polokwane<br>0069  | 015 284 4000/ 4173                           | <a href="mailto:cfo@sac.limpopo.gov.za">cfo@sac.limpopo.gov.za</a>   |
| Department of Co-Operative<br>Governance Human Settlements &<br>Traditional Affairs | Richard Mposhomali                  | 28 Mark Street<br>Polokwane<br>0700   | 015 294 2274<br>083 2564 351                 | <a href="mailto:mwthizwe@mmweb.co.za">mwthizwe@mmweb.co.za</a><br><a href="mailto:LionNM@coghsta.limpopo.gov.za">LionNM@coghsta.limpopo.gov.za</a>                                 |
| Limpopo Department of Social<br>Development   | Maja Ramadimetja Iris               | Private Bag x 9071<br>Polokwane<br>0699                                       | 015 230 4348<br>072 352 9733                 | <a href="mailto:MaiaR@dtd.limpopo.gov.za">MaiaR@dtd.limpopo.gov.za</a>   |
| Limpopo Department of Agriculture<br>and rural Development                          | TS Sivhabu                          | 67/69 Biccard Street<br>Polokwane<br>0700                                     | 015 294 3385                                 | <a href="mailto:MarupingT@agric.limpopo.gov.za">MarupingT@agric.limpopo.gov.za</a>   |
| Buffalo City Metropolitan<br>Municipality   | Roxanne Haarhoff                    | P. O Box 522<br>East London<br>5200   | 043 705 2000<br>043 722 7203                 | <a href="mailto:RoxanneH@buffalocity.gov.za">RoxanneH@buffalocity.gov.za</a>   |
| Rustenburg Local Municipality   | Carol Mokale<br>Kingsely Phutiage   | P. O BOX 16<br>Rustenburg<br>0300   | 014 590 3551                                 | <a href="mailto:CMokale@rustenburg.gov.za">CMokale@rustenburg.gov.za</a><br><a href="mailto:kphutiegae@rustenburg.gov.za">kphutiegae@rustenburg.gov.za</a>                         |
| Newcastle Municipality  | Mukelani Mdlalose<br>Hlengiwe Nkosi | Private Bag X6621<br>Newcastle<br>2940  | 034 328 7821<br>034 328 7825<br>060 696 1822 | <a href="mailto:Mukelani.Mdlalose@newcastle.gov.za">Mukelani.Mdlalose@newcastle.gov.za</a><br><a href="mailto:Hlengiwe.nkosi@newcastle.gov.za">Hlengiwe.nkosi@newcastle.gov.za</a> |
| uMgungundlovu District Municipality   | Brenden Sarawan                     | 242 Langalibalele Street<br>Pietermaritzburg<br>3201                          | 033 897 6961                                 | <a href="mailto:brenden.sarawan@umdm.gov.za">brenden.sarawan@umdm.gov.za</a>   |



| DEPARTMENT                           | CONTACT PERSON   | ADDRESS                                  | CONTACT DETAILS | E-MAIL ADDRESS   |
|--------------------------------------|------------------|--|-----------------|--|
| Department of Public Works           | Mbalenhle Sibiya | Private Bag X65<br>Pretoria<br>0001      | 012 406 1910    | <a href="mailto:Mbalenhle.Sibiya@dpw.gov.za">Mbalenhle.Sibiya@dpw.gov.za</a><br><a href="mailto:Aaron.Mazibuko@dpw.gov.za">Aaron.Mazibuko@dpw.gov.za</a> |
| Department of Transport Eastern Cape | Siphokazi Somcho | Private Bag X0001<br>East London<br>5218 | 078 609 7296    | <a href="mailto:siphokazi.somcho@ectransport.gov.za">siphokazi.somcho@ectransport.gov.za</a>   |

**8. Appointed Service Providers:**

| Name of Contractor                        | Contact Person         | Telephone number              | e-mail address   |
|---|------------------------|-------------------------------|--|
| Phakamani Debt Collection Services        | Myles Baker            | 087 940 7464;<br>082 329 6030 | <a href="mailto:myles@pdcs.co.za">myles@pdcs.co.za</a> , <a href="mailto:rafik@pdcs.co.za">rafik@pdcs.co.za</a>  |
| Ntloedibe Attorneys                       | Solomon Ntloedibe      | 012 323 6457;<br>084 694 3706 | <a href="mailto:ntloedibeattorneys@telkomsa.net">ntloedibeattorneys@telkomsa.net</a> ;<br><a href="mailto:solomon.ntloedibe@hotmail.com">solomon.ntloedibe@hotmail.com</a>                   |
| New Integrated Credit Solutions (Pty) Ltd | Moalosi Caleb Makakaba | 012 432 5000;<br>082 376 0148 | <a href="mailto:info@nics.co.za">info@nics.co.za</a>   |
| Bafana Ncube Incorporated                 | Bafana Ncube           | 011 880 4204;<br>078 304 8240 | <a href="mailto:bafana@ncubeinc.co.za">bafana@ncubeinc.co.za</a><br><a href="mailto:mfanu@ncubeinc.co.za">mfanu@ncubeinc.co.za</a>   |
| Ntiyiso GSI JV                            | Vongani Machimana      | 012 940 5435;<br>074 120 6826 | <a href="mailto:info@ntiyisoconsulting.co.za">info@ntiyisoconsulting.co.za</a> ;<br><a href="mailto:vongani.machimana@ntiyisoconsulting.co.za">vongani.machimana@ntiyisoconsulting.co.za</a> |
| Boffin & Fundi (Pty) Ltd                  | Tebogo Nkosi           | 012 346 3318;<br>066 229 8567 | <a href="mailto:tebogo@bofn.co.za">tebogo@bofn.co.za</a><br><a href="mailto:oswan@bofn.co.za">oswan@bofn.co.za</a>   |
| Ismail and Dahya Inc                      | Wahid Ismail           | 011 837 0366                  | <a href="mailto:Legal@idalaw.co.za">Legal@idalaw.co.za</a>   |
| In Quest Collections (Pty) Ltd            | Bernard van Rensburg   | 087 898 4780;<br>011 475 0010 | <a href="mailto:info@in-quest.co.za">info@in-quest.co.za</a> ;<br><a href="mailto:bernard@in-quest.co.za">bernard@in-quest.co.za</a>   |
| Transaction Capital Recoveries (Pty) Ltd  | Shandu Lukoto          | 011 560 6765;<br>060 992-4719 | <a href="mailto:shandul@tcrecoveries.co.za">shandul@tcrecoveries.co.za</a>   |
| Revenue Consulting (Pty) Ltd              | Vusi Jennings          | 011 747 9740;<br>082 773 1305 | <a href="mailto:vusij@revenueconsulting.co.za">vusij@revenueconsulting.co.za</a>   |
| Hahn Collections (Pty) Ltd                | Tshiamo Baloyi         | 086 099 5130                  | <a href="mailto:marketing@hahncollections.co.za">marketing@hahncollections.co.za</a>   |



| Name of Contractor                               | Contact Person   | Telephone number             | e-mail address   |
|--|------------------|------------------------------|--|
| Khumalo Masondo Attorneys Inc                    | Jabulani Khumalo | 011 615 2560<br>010 100 0110 | <a href="mailto:jabu@kminc.co.za">jabu@kminc.co.za</a>               |
| Bham & Danya cc                                  | Deepak Dahya     | 011 422 5380<br>082 566 7746 | <a href="mailto:deepak@bhamdahya.co.za">deepak@bhamdahya.co.za</a>   |
| Medaco Revenue Solutions (Pty) Ltd               | Edward Muiruri   | 086 099 9927<br>072 479 0874 | <a href="mailto:edwardm@medaco.co.za">edwardm@medaco.co.za</a>       |
| ITC Business Administration (Pty) Ltd            | Tracey Faias     | 021 405 5700<br>083 450 0668 | <a href="mailto:tfaias@itcba.co.za">tfaias@itcba.co.za</a>           |
| Ducharme Asset Management & Accounting (Pty) Ltd | Awie Viljoen     | 021 887 9121<br>082 826 3094 | <a href="mailto:aviljoen@ducharme.co.za">aviljoen@ducharme.co.za</a> |



**DORAH KGOTSE**

**FOR CHIEF DIRECTOR: TRANSVERSAL CONTRACTING**

**OFFICE OF THE CHIEF PROCUREMENT OFFICER**

**DATE: 24 MAY 2021**

