



# national treasury

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

## TRANSVERSAL CONTRACTING

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Ref: RT27-2019

### CONTRACT CIRCULAR – AMENDMENT 24

#### 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	Ntloedibe 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	Bafana Ncube Incorporated	9,00	78,75	1	10	88,75
5	Ntiyiso 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	Ducharne 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 083 460 1785	<a href="mailto:Portia.Hashe@ectreasury.gov.za">Portia.Hashe@ectreasury.gov.za</a>
Department of Justice and Constitutional Development The Office of the State Attorney	Raymond Venkatsamy Potgieter Theunis	Momentum Centre, 329 Pretorius Street, Pretoria Central, 0001	012 315 4636; 083 269 0339 012 315 4537	<a href="mailto:RVenkatsamy@justice.gov.za">RVenkatsamy@justice.gov.za</a> <a href="mailto:ThPotgieter@justice.gov.za">ThPotgieter@justice.gov.za</a>
Statistics South Africa	Ian Chabalala	75 Koch Street, Salvokop, Tshwane, 0002	012 310 6908	<a href="mailto:IanC@Statssa.gov.za">IanC@Statssa.gov.za</a>
Limpopo Treasury	George Mashila,	56 Paul Kruger Street, Finance House Provincial Treasury, Polokwane	015 291 8711 082 802 4876	<a href="mailto:MashilaXG@treasury.limpopo.gov.za">MashilaXG@treasury.limpopo.gov.za</a> ;
South African Police Services	J Smit	117 Creswell Road; A'Block, Silverton	012 841 7119 082 778 7808	<a href="mailto:smitj3@saps.gov.za">smitj3@saps.gov.za</a>
Department of Correctional Services	Christina Monaisa	124 Poyntons Building, WF Nkomo and Sophie De Bruyn	012 307 2101 082 318 3736	<a href="mailto:Christina.Gabaediwe@dcs.gov.za">Christina.Gabaediwe@dcs.gov.za</a>
Eastern Cape Transport	M L Mboya	Mbuyiseli Mboya 25 Brooklyn Road Woodbrook East London; 5201	043 731 2902 082 773 6298	<a href="mailto:Mbuyiseli.Mboya@dot.ecprov.gov.za">Mbuyiseli.Mboya@dot.ecprov.gov.za</a>
PSIRA	Mmatlou Sebogodi	420 Witch-Hazel Avenue, Block B – Eco Glades 2 Office Park, Highveld Ext 70	012 003 0510 084 555 1716	<a href="mailto:Mmatlou.sebogodi@psira.co.za">Mmatlou.sebogodi@psira.co.za</a> ;
National Prosecuting Authority	Elizabeth Choma	123 Weavind Park, Westlake Avenue, Silverton, 0184	012 845 6118 079 250 2636	<a href="mailto:mchoma@npa.gov.za">mchoma@npa.gov.za</a>
Boxing South Africa	Thabang Moses	1077 Arcadia Street, Second Floor Hatfield Forum East Building, Hatfield, Pretoria	012 765 9600 072 413 4759	<a href="mailto:thabang@boxingsa.co.za">thabang@boxingsa.co.za</a>
National Housing Finance Corporation SOC LTD	Bruce Gordon Anda Mazibuko	Old Trafford 3, Isle of Houghton, 11 Boundary Road, Houghton	067 425 1891; 082 951 6578	<a href="mailto:BruceG@nhfc.co.za">BruceG@nhfc.co.za</a> ; <a href="mailto:Andam@nhfc.co.za">Andam@nhfc.co.za</a>
Bitou Local Municipality	Phelisa Casa	No.4 Sewell Street, Plettenberg Bay, 6600	044 501 3407 061 544 3717	<a href="mailto:Phelisa.Primrose.Casa@plett.gov.za">Phelisa.Primrose.Casa</a> < <a href="mailto:pcasa@plett.gov.za">pcasa@plett.gov.za</a> >
Lesedi Local Municipality	Paul Malgas	1 HF Verwoerd Street;	016 492 0028	<a href="mailto:paulm@lesedi.gov.za">paulm@lesedi.gov.za</a>

DEPARTMENT	CONTACT PERSON	ADDRESS	CONTACT DETAILS	E-MAIL ADDRESS
		Civic Centre Building; Heidelberg; 1438	064 095 4074	
Amahlathi	Siphelele Kambi	No 12 MaClean Street Stutterheim 4930	043 492 1164 083 968 3868	<a href="mailto:Skambi@amahlathi.gov.za">Skambi@amahlathi.gov.za</a> <a href="mailto:Kmbi.siphelele@gmail.com">Kmbi.siphelele@gmail.com</a>
Elundini	Bukelwa Mashologu Dlodlo	No 1 Seller Street MaClear 5480	045 932 8100 078 4939162	<a href="mailto:bukelwad@elundini.gov.za">bukelwad@elundini.gov.za</a>
Limpopo Provincial Health	Mongwai Mathoto	Office A2 18 College Street Polokwane 0700	015 293 6356	<a href="mailto:Mathoto.Mongwai@dhsd.limpopo.gov.za">Mathoto.Mongwai@dhsd.limpopo.gov.za</a>
Emfuleni Local Municipality	Pitsi Boshome	P.O BOX 3 Vanderbijlpark 1900	(016) 950 5153 082 960 4043	<a href="mailto:Pitsi@emfuleni.gov.za">Pitsi@emfuleni.gov.za</a>
Council for Scientific and Industrial Research	Kamogelo Rathebe	P. O BOX 395 Pretoria 0001	012 841 2911 012 841 2033	<a href="mailto:enquiries@csir.co.za">enquiries@csir.co.za</a> <a href="mailto:Krathebe@csir.co.za">Krathebe@csir.co.za</a>
Gateway Airports Authority Limited	Julius Ramatjie	P O Box 1309 Polokwane 0700	015 288 0122	<a href="mailto:Julius.ramatjie@gaal.co.za">Julius.ramatjie@gaal.co.za</a>
Office of the Premier	Cosy Rabothata	40 Hans van Rensburg Mowaneng Building Polokwane 0699	015 287 6000/6288 076 118 6535	<a href="mailto:rabothatac@premier.limpopo.co.za">rabothatac@premier.limpopo.co.za</a> <a href="mailto:rabothatac@premier.co.za">rabothatac@premier.co.za</a>
Modimolle Mookgophong Local Municipality	Matlakala Kekana	OR Tambo Square Harry Gwala Street Modimolle 0560	014 718 2077 071 555 5558	<a href="mailto:kekaname@modimolle.gov.za">kekaname@modimolle.gov.za</a>
Limpopo Economic Development Agency	Tlou Nkhumishe	PO Box 760 Lebowakgomo 0737	015 633 4700	<a href="mailto:Tlou.Nkhumishe@lieda.co.za">Tlou.Nkhumishe@lieda.co.za</a>
Gauteng Partnership Fund	Nokuthula Mqwashi	82 Grayston Drive Sandton 2196	011 685 6676	<a href="mailto:nokuthulam@gpf.org.za">nokuthulam@gpf.org.za</a>

DEPARTMENT	CONTACT PERSON	ADDRESS	CONTACT DETAILS	E-MAIL ADDRESS
MerSETA	Deslynn Lucas	95, 7 <sup>th</sup> Avenue Cnr Rustenburg Road Mellville Johannesburg	010 219 3337	<a href="mailto:DLucas@merseta.org.za">DLucas@merseta.org.za</a> <a href="mailto:MMamabolo@merseta.org.za">MMamabolo@merseta.org.za</a>
Limpopo Arts, Sports & Culture	Mbasa Armstrong Ngumla	21 Biccard Street Polokwane 0069	015 284 4000/ 4173	<a href="mailto:cfo@sac.limpopo.gov.za">cfo@sac.limpopo.gov.za</a>
Department of Co-Operative Governance Human Settlements & Traditional Affairs	Richard Mposhomali	28 Mark Street Polokwane 0700	015 294 2274 083 2564 351	<a href="mailto:mwthizwe@mweb.co.za">mwthizwe@mweb.co.za</a> <a href="mailto:LionNM@coghsta.limpopo.gov.za">LionNM@coghsta.limpopo.gov.za</a>
Limpopo Department of Social Development	Maja Ramadimetja Iris	Private Bag x 9071 Polokwane 0699	015 230 4348 072 352 9733	<a href="mailto:MajaR@dsd.limpopo.gov.za">MajaR@dsd.limpopo.gov.za</a>
Limpopo Department of Agriculture and rural Development	TS Sivhabu	67/69 Biccard Street Polokwane 0700	015 294 3385	<a href="mailto:MarupingT@agric.limpopo.gov.za">MarupingT@agric.limpopo.gov.za</a>
Buffalo City Metropolitan Municipality	Roxanne Haarhoff	P.O Box 522 East London 5200	043 705 2000 043 722 7203	<a href="mailto:RoxanneH@buffalocity.gov.za">RoxanneH@buffalocity.gov.za</a>
Rustenburg Local Municipality	Carol Mokale Kingsely Phutiage	P.O BOX 16 Rustenburg 0300	014 590 3551	<a href="mailto:CMokale@rustenburg.gov.za">CMokale@rustenburg.gov.za</a> <a href="mailto:kphutieagae@rustenburg.gov.za">kphutieagae@rustenburg.gov.za</a>
Newcastle Municipality	Mukelani Mdlalose Hlengiwe Nkosi	Private Bag X6621 Newcastle 2940	034 328 7821 034 328 7825 060 696 1822	<a href="mailto:Mukelani.Mdlalose@newcastle.gov.za">Mukelani.Mdlalose@newcastle.gov.za</a> <a href="mailto:Hlengiwe.nkosi@newcastle.gov.za">Hlengiwe.nkosi@newcastle.gov.za</a>
uMgungundlovu District Municipality	Brenden Sarawan	242 Langalibalele Street Pietermaritzburg 3201	033 897 6961	<a href="mailto:brenden.sarawan@umdm.gov.za">brenden.sarawan@umdm.gov.za</a>
Department of Public Works	Mbalenhle Sibiya	Private Bag X65 Pretoria 0001	012 406 1910	<a href="mailto:Mbalenhle.Sibiya@dpw.gov.za">Mbalenhle.Sibiya@dpw.gov.za</a> <a href="mailto:Aaron.Mazibuko@dpw.gov.za">Aaron.Mazibuko@dpw.gov.za</a>

DEPARTMENT	CONTACT PERSON	ADDRESS	CONTACT DETAILS	E-MAIL ADDRESS
Gauteng Enterprise propeller	Godfrey Masindi	6 <sup>th</sup> Floor 124 Main Street Marshalltown Johannesburg	011 085 2026	<a href="mailto:gmasindi@gep.co.za">gmasindi@gep.co.za</a>
Mafube Local Municipality	Maleshwane Ngozo	2471 Sunrise Section Namahadi Frankfort 9830	058 813 1051 071 688 2892	<a href="mailto:Maleshwane.tsotetsi@yahoo.com">Maleshwane.tsotetsi@yahoo.com</a>
Eastern Cape Department of Safety and Liaison	Sakhiwo Makayi	No 7 Archies Building King Williams Town Eastern Cape 5605	043 605 6801 060 981 5837	<a href="mailto:sakhiwo.makayi@safetyec.gov.za">sakhiwo.makayi@safetyec.gov.za</a>
Limpopo Provincial Treasury	Tshepiso Maphanga	46 Hans van Rensburg Street Polokwane 0700	015 298 7055 083 277 2115	<a href="mailto:maphangath@treasury.limpopo.gov.za">maphangath@treasury.limpopo.gov.za</a>
Pan South African Language Board	Daniel Vuma	523 Stanza Bopape 5th Floor Provisus Building Arcardia 0083	012 341 9638 082 805 6235	<a href="mailto:daniel@pansalb.org">daniel@pansalb.org</a>
KwaZulu Natal Department of Humans Settlements	Razia Gafoor	Private Bag X54367 Durban 400	031-3365142 021-3365142	<a href="mailto:Razia.Gafoor@kzndhs.gov.za">Razia.Gafoor@kzndhs.gov.za</a>
Eastern Cape Department of Public Works & Infrastructure	Nomaza Pangwa	Private Bag X0022 Bisho 5605	040 602 4139 040 602 4067	<a href="mailto:Nomaza.Pangwa@ecdpw.gov.za">Nomaza.Pangwa@ecdpw.gov.za</a>



**8. Appointed Service Providers:**

<b>Name of Contractor</b>	<b>Contact Person</b>	<b>Telephone number</b>	<b>e-mail address</b>
Phakamani Debt Collection Services	Myles Baker	087 940 7464; 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; 084 694 3706	<a href="mailto:ntloedibeattorneys@telkomsa.net">ntloedibeattorneys@telkomsa.net</a> ; <a href="mailto:solomon.ntloedibe@hotmail.com">solomon.ntloedibe@hotmail.com</a>
New Integrated Credit Solutions (Pty) Ltd	Moalosi Caleb Makakaba	012 432 5000; 082 376 0148	<a href="mailto:info@nics.co.za">info@nics.co.za</a>
Bafana Ncube Incorporated	Bafana Ncube	011 880 4204; 078 304 8240	<a href="mailto:bafana@ncubeinc.co.za">bafana@ncubeinc.co.za</a> <a href="mailto:mfanu@ncubeinc.co.za">mfanu@ncubeinc.co.za</a>
Ntiyiso GSI JV	Vongani Machimana	012 940 5435; 074 120 6826	<a href="mailto:info@ntiyisoconsulting.co.za">info@ntiyisoconsulting.co.za</a> ; <a href="mailto:vongani.machimana@ntiyisoconsulting.co.za">vongani.machimana@ntiyisoconsulting.co.za</a>
Boffin & Fundi (Pty) Ltd	Tebogo Nkosi	012 346 3318; 066 229 8567	<a href="mailto:tebogo@bofn.co.za">tebogo@bofn.co.za</a> <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; 011 475 0010	<a href="mailto:info@in-quest.co.za">info@in-quest.co.za</a> ; <a href="mailto:bernard@in-quest.co.za">bernard@in-quest.co.za</a>
Transaction Capital Recoveries (Pty) Ltd	Shandu Lukoto	011 560 6765; 060 992-4719	<a href="mailto:shandul@tcrecoveries.co.za">shandul@tcrecoveries.co.za</a>
Revenue Consulting (Pty) Ltd	Vusi Jennings	011 747 9740; 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>
Khumalo Masondo Attorneys Inc	Jabulani Khumalo	011 615 2560 010 100 0110	<a href="mailto:jabu@kminc.co.za">jabu@kminc.co.za</a>
Bham & Danya cc	Deepak Dahya	011 422 5380 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 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 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 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: 1 SEPTEMBER 2021**