



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 46

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. 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.

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
1	Eastern Cape Provincial Treasury	Portia Hashe	Tymzashe Building; Phalo Avenue; Bisho; Eastern Cape	040 101 0127 083 460 1785	Portia.Hashe@ectreasury.gov.za
2	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	RVenkatsamy@justice.gov.za ThPotgieter@justice.gov.za
3	Statistics South Africa	Ian Chabalala	75 Koch Street, Salvokop, Tshwane, 0002	012 310 6908	IanC@Statssa.gov.za
4	Limpopo Treasury	George Mashila,	56 Paul Kruger Street, Finance House Provincial Treasury, Polokwane	015 291 8711 082 802 4876	MashilaXG@treasury.limpopo.gov.za ;
5	South African Police Services	J Smit	117 Creswell Road; A'Block, Silverton	012 841 7119 082 778 7808	smitj3@saps.gov.za
6	Department of Correctional Services	Christina Monaisa	124 Poyntons Building, WF Nkomo and Sophie De Bruyn	012 307 2101 082 318 3736	Christina.Gabaediwe@dcs.gov.za
7	Eastern Cape Transport	M L Mboya	Mbuyiseli Mboya 25 Brooklyn Road Woodbrook East London; 5201	043 731 2902 082 773 6298	Mbuyiseli.Mboya@dot.ecprov.gov.za
8	PSIRA	Mmatlou Sebogodi	420 Witch-Hazel Avenue, Block B – Eco Glades 2 Office Park, Highveld Ext 70	012 003 0510 084 555 1716	Mmatlou.sebogodi@psira.co.za ;
9	National Prosecuting Authority	Elizabeth Choma	123 Weavind Park, Westlake Avenue, Silverton, 0184	012 845 6118 079 250 2636	mchoma@nppa.gov.za
10	Boxing South Africa	Thabang Moses	1077 Arcadia Street, Second Floor Hatfield Forum East Building,	012 765 9600 072 413 4759	thabang@boxingsa.co.za

#	DEPARTMENT	CONTACT PERSON	ADDRESS	CONTACT DETAILS	E-MAIL ADDRESS
11	National Housing Finance Corporation SOC LTD	Bruce Gordon Anda Mazibuko	Hatfield, Pretoria Old Trafford 3, Isle of Houghton, 11 Boundary Road, Houghton	067 425 1891; 082 951 6578	BruceG@nhfc.co.za ; Andam@nhfc.co.za
12	Bitou Local Municipality	Phelisa Casa	No.4 Sewell Street, Plettenberg Bay, 6600	044 501 3407 061 544 3717	<a href="mailto:Phelisa.Primrose.Casa<pcasa@pletb.gov.za">Phelisa.Primrose.Casa<pcasa@pletb.gov.za
13	Lesedi Local Municipality	Paul Malgas	1 HF Verwoerd Street; Civic Centre Building; Heidelberg; 1438	016 492 0028 064 095 4074	paulm@lesedi.gov.za
14	Amahlathi	Siphelele Kambi	No 12 MacClean Street Stutterheim 4930	043 492 1164 083 968 3868	Skambi@amahlathi.gov.za Kmbi.siphelele@gmail.com
15	Elundini	Bukelwa Mashologu Dlodlo	No 1 Seller Street MacClear 5480	045 932 8100 078 4939162	bukelwad@elundini.gov.za
16	Limpopo Provincial Health	Mongwai Mathoto	Office A2 18 College Street Polokwane 0700	015 293 6356	Mathoto.Mongwai@dhsd.limpopo.gov.za
17	Emfuleni Local Municipality	Pitsi Boshome	P.O BOX 3 Vanderbijlpark 1900	(016) 950 5153 082 960 4043	Pitsi@emfuleni.gov.za
18	Council for Scientific and Industrial Research	Kamogelo Rathebe	P. O BOX 395 Pretoria 0001	012 841 2911 012 841 2033	enquiries@csir.co.za Krathebe@csir.co.za
19	Gateway Airports Authority Limited	Julius Ramatjje	P O Box 1309 Polokwane 0700	015 288 0122	Julius.ramatjje@gaal.co.za
20	Office of the Premier	Cosy Rabothata	40 Hans van Rensburg Mowaneng Building Polokwane 0699	015 287 6000/6288 076 118 6535	rabothatac@premier.limpopo.co.za rabothatac@premier.co.za

#	DEPARTMENT	CONTACT PERSON	ADDRESS	CONTACT DETAILS	E-MAIL ADDRESS
21	Modimolle Mookgophong Local Municipality	Matlakala Kekana	OR Tambo Square Harry Gwala Street Modimolle 0560	014 718 2077 071 555 5558	kekaname@modimolle.gov.za
22	Limpopo Economic Development Agency	Tlou Nkhumishe	PO Box 760 Lebowakgomo 0737	015 633 4700	Tlou.Nkhumishe@lleda.co.za
23	Gauteng Partnership Fund	Nokuthula Mqwashi	82 Grayston Drive Sandton 2196	011 685 6676	nokuthulam@gpf.org.za
24	MerSETA	Deslynn Lucas	95, 7 th Avenue Cnr Rustenburg Road Melville Johannesburg	010 219 3337	DLucas@merseta.org.za MMamabolo@merseta.org.za
25	Limpopo Arts, Sports & Culture	Mbasa Armstrong Ngumia	21 Biccard Street Polokwane 0069	015 284 4000/ 4173	cfo@sac.limpopo.gov.za
26	Department of Co-Operative Governance Human Settlements & Traditional Affairs	Richard Mposhomali	28 Mark Street Polokwane 0700	015 294 2274 083 2564 351	mwthizwe@mweb.co.za LionNM@coghsta.limpopo.gov.za
27	Limpopo Department of Social Development	Maja Ramadimeja Iris	Private Bag x 9071 Polokwane 0699	015 230 4348 072 352 9733	MajaR@dtd.limpopo.gov.za
28	Limpopo Department of Agriculture and rural Development	TS Sivhabu	67/69 Biccard Street Polokwane 0700	015 294 3385	MarupingT@agric.limpopo.gov.za
29	Buffalo City Metropolitan Municipality	Roxanne Haarhoff	P. O Box 522 East London 5200	043 705 2000 043 722 7203	RoxanneH@buffalocity.gov.za
30	Rustenburg Local Municipality	Carol Mokale Kingsely Phutiage	P. O BOX 16 Rustenburg 0300	014 590 3551	CMokale@rustenburg.gov.za kphuticgae@rustenburg.gov.za

#	DEPARTMENT	CONTACT PERSON	ADDRESS	CONTACT DETAILS	E-MAIL ADDRESS
31	Newcastle Municipality	Mukelani Mdalose Hlengiwe Nkosi	Private Bag X6621 Newcastle 2940	034 328 7821 034 328 7825 060 696 1822	Mukelani.Mdalose@newcastle.gov.za Hlengiwe.nkosi@newcastle.gov.za
32	uMgungundlovu District Municipality	Brenden Sarawan	242 Langalibalele Street Pietermaritzburg 3201	033 897 6961	brenden.sarawan@umdm.gov.za
33	Department of Public Works	Mbalenhle Sibiya	Private Bag X65 Pretoria 0001	012 406 1910	Mbalenhle.Sibiya@dpw.gov.za Aaron.Mazibuko@dpw.gov.za
34	Gauteng Enterprise propeller	Godfrey Masindi	6 th Floor 124 Main Street Marshalltown Johannesburg	011 085 2026	gmasindi@gep.co.za
35	Mafube Local Municipality	Maleshwane Ngozo	2471 Sunrise Section Namahadi Frankfort 9830	058 813 1051 071 688 2892	Maleshwane.tsotetsi@yahoo.com
36	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	sakhiwo.makayi@safetyec.gov.za
37	Limpopo Provincial Treasury	Tshepiso Maphanga	46 Hans van Rensburg Street Polokwane 0700	015 298 7055 083 277 2115	maphangath@treasury.limpopo.gov.za
38	Pan South African Language Board	Daniel Vuma	523 Starza Bopape 5th Floor Provisus Building Arcardia 0083	012 341 9638 082 805 6235	daniel@pansalb.org

#	DEPARTMENT	CONTACT PERSON	ADDRESS	CONTACT DETAILS	E-MAIL ADDRESS
39	KwaZulu Natal Department of Humans Settlements	Razia Gafoor	Private Bag X54367 Durban 400	031-3365142 021-3365142	Razia.Gafoor@kzndhs.gov.za
40	Eastern Cape Department of Public Works & Infrastructure	Nomaza Pangwa	Private Bag X0022 Bisho 5605	040 602 4139 040 602 4067	Nomaza.Pangwa@ecdppw.gov.za
41	Passenger Cres Corporate Real Estate Solutions	Parousia Malopa	Umjantshi House 30 Wolmarans Street Braamfontein 2001	011 013 1700 011 013 0438	Parousia.Malopa@prasa.com Nyameka.madikizela@prasa.com
42	Limpopo Economic Development, Environment and Tourism	Robert Shavhani	Private Bag X9484 Polokwane 0700	015 293 8761 071 603 7232	ShavhaniR@ledet.gov.za
43	Social Development Mpumalanga Province	Phindile Mbatha	Private Bag X11213 Mbombela 1200	013 766 3611 073 138 7069	PhindileM@dsdmpu.gov.za
44	Limpopo Department of Public Works, Roads & Infrastructure	Kutama Samuel	Private Bag X9490 Polokwane 0700	015 284 7001	KutamaT@dpw.limpopo.gov.za
45	Dr Nkosazana Dlamini Zuma Local Municipality	Londiwe Mhlamvu	P O Box 62 Creighton 3263	039 833 1038	mhlamvulm@ndz.gov.za
46	uThukela Water (Pty) Ltd	Xolile Mgaga	Private Bag X6644 New Castle KZN 2940	034 328 5067 060 975 2915	Xolile.mgaga@uthukelawater.co.za
47	Elias Motsoaledi Local Municipality	Moleko Sebelemetja	P O Box 48 Groblersdal 0470	013 262 3056 076 029 4763	msebelemetja@emlm.gov.za

#	DEPARTMENT	CONTACT PERSON	ADDRESS	CONTACT DETAILS	E-MAIL ADDRESS
48	KZN Department Sport and Recreation	Nhlanhla Ngubane	Private Bag X9141 Pietermaritzburg 3200	033 897 9402 082 966 4199	Nhlanhla.ngubane@kzndsr.gov.za
49	Nelson Mandela Bay Municipality	Selwyn Thys	P O Box 834 Port Elizabeth 6000	041 506 5498/ 1587/ 3209 0607379843	selwynthys@gmail.com jswartz@mandelametro.gov.za
50	Department of Education Eastern Cape	Chuma Nombembe Sina Timothy	Private Bag X0032 Bisho 5605	040 500 0273 040 608 4102	Chuma.Nombembe@ecdoe.gov.za sina.timothy@ecdoe.gov.za
51	Letsemeng Local Municipality	Sihembile Tooi	Private Bag X3 Koffiefontein 9986	053 33 00 221	toois@letsemeng.gov.za
52	Department of Labour: Compensation Fund	Boitumelo Kau	167 Thabo Sehume Street Pretoria 0001	012 406 5720 066 471 6579	Boitumelo.Kau@labour.gov.za
53	Government Communications and Information System	Phumla Williams	Private Bag X745 Pretoria 0001	012 473 0245 012 473 0000/1	phumla@gcis.gov.za lebogangm@gcis.gov.za
54	Emadlangeni Local Municipality	Nombali Madondo	34 Voor Street Utrecht 2980	034 331 3041	madondot@emadlangeni.gov.za cfo@emadlangeni.gov.za
55	Mahlikeng Local Municipality	Reuben Atti Morris	Private Bag X63 Mmabatho 2735	018 389 0111 083 461 7398	Attie.morris@gmail.com cfosec@mahlikeng.gov.za
56	Eastern Cape Department of Health	Zanele Mnukwana Siboniso Mlumbi	Private Bag X0038 Bhisho 5605	083 3780 415 040 608 9650 0609872497	Zanele.mnukwana@echealt.gov.za Siboniso.mlumbi@echealth.gov.za
57	Mogalakwena Local Municipality	Ms Koena Maleka	P. O Box 34 Mokopane 0600	015 491 9604 015 491 9755	malebanab@mogalakwena.gov.za

#	DEPARTMENT	CONTACT PERSON	ADDRESS	CONTACT DETAILS	E-MAIL ADDRESS
58	Department of Water and Sanitation	Unathi Makalima	185 Francis Baard Street Pretoria 0001	012 336 7382	MakalimaU@dws.gov.za
59	Maquassi Hills Local Municipality	Pontsho Galeboe	Private Bag X3 19 Kruger Street Wolmaransstad 2630	018 065 0010 / 018 596 3025 ext. 2083 083 288 1288	annag@maquassihills.org
60	Walter Sisulu Local Municipality	Sakhele Mankayi	Cnr of Church & Greyling Street Burgersdorp 9744	076 021 5210	sakhelemankayi123@gmail.com
61	Department of Health: Eastern Cape	Siboniso Mlumbi	Private Bag X0038 Bisho 5605	060 987 2497	Siboniso.Mlumbi@ECHEALTH.GOV.ZA
62	Rand West City Local Municipality	Lethogonolo Molebatsi	Cnr Pollock & Sunderland Street Randfontein 1760	011 411 0051	Lethogonolo.Molebatsi@Randwestcity.gov.za
63	Department of Defence	Lieutenant Colonel David J. Engela	Private Bag X19 Pretoria 0001	012 402 2788/083 395 0763	djengela50@gmail.com
64	KZN Community Safety & Liaison	Nokuthula Cele	Private Bag X454 Pietermaritzburg 3200	033 341 9300	CFO@comsafety.gov.za
65	Road Agency Limpopo	Rabelani Makungo Pretty Digama	Private Bag X9554 Polokwane 0700	015 284 4631 082 928 6981	MakungoR@ral.co.za digamap@ral.co.za

8. Appointed Service Providers:

Name of Contractor	Contact Person	Telephone number	e-mail address
Phakamani Debt Collection Services	Myles Baker	087 940 7464; 082 329 6030	myles@pdcs.co.za , raflk@pdcs.co.za
Ntloedibe Attorneys	Solomon Ntloedibe	012 323 6457; 084 694 3706	ntloedibeattorneys@telkomsa.net ; solomon.ntloedibe@hotmail.com
New Integrated Credit Solutions (Pty) Ltd	Moalosi Caleb Makakaba	012 432 5000; 082 376 0148	info@nics.co.za
Bafana Ncube Incorporated	Bafana Ncube	011 880 4204; 078 304 8240	bafana@ncubeinc.co.za mfannu@ncubeinc.co.za
Ntlyiso GSI JV	Vongani Machimana	012 940 5435; 074 120 6826	info@ntlyisoconsulting.co.za ; vongani.machimana@ntlyisoconsulting.co.za
Boffin & Fundi (Pty) Ltd	Tebogo Nikosi	012 346 3318; 066 229 8567	tebogo@bofn.co.za oswan@bofn.co.za
Ismail and Dahya Inc	Wahid Ismail	011 837 0366	Legal@idalaw.co.za
In Quest Collections (Pty) Ltd	Bernard van Rensburg	087 898 4780; 011 475 0010	info@in-quest.co.za ; bernard@in-quest.co.za
Transaction Capital Recoveries (Pty) Ltd	Shandu Lukoto	011 560 6765; 060 992-4719	shandul@tcrecoveries.co.za
Revenue Consulting (Pty) Ltd	Vusi Jennings	011 747 9740; 082 773 1305	yusij@revenueconsulting.co.za
Hahn Collections (Pty) Ltd	Tshiamo Baloyi	086 099 5130	marketing@hahncollections.co.za
Khumalo Masondo Attorneys Inc	Jabulani Khumalo	011 615 2560 010 100 0110	jabu@kminc.co.za
Bham & Danya cc	Deepak Dahya	011 422 5380 082 566 7746	deepak@bhamdahya.co.za
Medaco Revenue Solutions (Pty) Ltd	Edward Mururi	086 099 9927 072 479 0874	edwardm@medaco.co.za

Name of Contractor	Contact Person	Telephone number	e-mail address
ITC Business Administration (Pty) Ltd	Tracey Faias	021 405 5700 083 450 0668	tfaias@itcba.co.za
Ducharme Asset Management & Accounting (Pty) Ltd	Awie Vlijoen	021 887 9121 082 826 3094	avlijoen@ducharme.co.za


MULATEDZI RAUDZINGANA

FOR CHIEF DIRECTOR: TRANSVERSAL CONTRACTING
OFFICE OF THE CHIEF PROCUREMENT OFFICER

DATE: 13 OCTOBER 2022

