

**MTN Cameroon**  
**Request for Information (RFI) for DEBT RECOVERY**



RFI No: **CA/FIN/RFI/MAY/18**  
RFI Name: **LOAN RECOVERY**  
RFI Closing Date: **18th MAY 2018**

**Confidentiality**

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We undertake to return to MTN Cameroon within three (10) working days from receipt of the complete RFI package with all attachments, information, documents, drawings, references, rating scores by rating bureaus, etc. related thereto as provided by MTN Cameroon and any copies made thereof.

**PRELIMINARY NON-DISCLOSURE AGREEMENT**

1. We agree that all information, documents, references, etc. contained in or related to this RFI as provided by MTN Cameroon is proprietary information and shall be treated as confidential.
2. We undertake that all such information, documents, references, as described above, shall not be divulged to any other party (such prohibition applies to any further release of information regarding this RFI by MTN) without the prior written permission from MTN Cameroon to do so.
3. We agree that this RFI and all information, documents, references, etc. relating thereto and provided hereunder by MTN Cameroon are not to be used for any purpose other than for preparation of our Tender submission. This undertaking will also apply to any subsequent contract resulting from this RFI.

**DEBT RECOVERY**

**1. INTRODUCTION**

This Request for Information ("RFI") outlines the requirements of MTN Cameroon and the process to be followed by prospective Tenderers in submitting a tender for Debt Recovery as per the requirements/specifications. The purpose of this RFI therefore, is to obtain detailed information from selected suppliers that meet the requirements to provide these services to MTNC.

The intent is to survey the industry to obtain information that provides guidance. MTN Cameroon will review the responses to this RFI and based on those responses will update its roadmap and may prepare and issue an RFP (Request for Proposal). Prospective Tenderers are expected to unequivocally specify their capability to provide these services in line with MTN Cameroon's requirements.

**2. BACKGROUND**

MTN is a licensed GSM cellular network operator in various countries. The MTN Group provides cellular network access and associated services through its subsidiaries and joint ventures in Nigeria, South Africa, Uganda, Cameroon, Rwanda, Swaziland, Botswana, Cote d'Ivoire, Congo Brazzaville, Zambia and Iran as well as Guinea Bissau, Guinea Conakry, Ghana, Liberia, Afghanistan, Cyprus, Sudan, South Sudan, Syria, Benin and Yemen.

MTN Cameroon is a telecommunications company present in Cameroon since February 2000 following the purchase of CAMTEL Mobile, 70% held by the MTN Group and 30% by Cameroonian shareholders. Its capital stands at FCFA 53,272,167,000 billion.

MTN Cameroon sells its services on a prepaid and post-paid basis. Over time some of MTN Cameroon's post-paid customers and partners default payment with the related aged receivables becoming doubtful. In order to recover the doubtful debt, MTN Cameroon requires the services of Debt Recovery Agent specialised in recovering such debt.

### 3. SCOPE OF WORK

The debt recovery Agent will be expected to demonstrate their competency in effectively recovering the debts as well as follow through debts not recovered to obtaining a bad debt write off certificates before effective write off.

**Category A:** Debt recovery from high profile corporate customers, state owned corporations and Distribution Partners

**Category B:** Debt recovery from SME and Individuals.

This Request for Information ("RFI") outlines the requirements of MTN Cameroon and the process to be followed by bidders in submitting a response for the MANAGEMENT OF DEBT RECOVERY PROCESS THROUGH TO EFFECTIVELY COLLECTIONS

Bidders are expected to unequivocally specify their capability and proven methodology to effectively recover debts owed by defaulted MTN Cameroon customers and partners.

The Debt Recovery Agent will be responsible for the development and implementation of a debt recovery strategy legally acceptable.  
LEVERAGE ON CREDIT RISK INTELLIGENCE

Particularly for category A recovery, the agent will be expected to demonstrate how she intends to leverage on her experience and credit risk intelligence of the local market to effectively recover from defaulted partners and corporate customers actively doing business in Cameroon.

### PLANNING

#### OTHERS

1. How long have you been in this business?
  2. Are you a subsidiary of multinational group with presence out of Cameroon?
  3. In addition to debt recovery, do you do credit insurances?
  4. In addition to debt recovery, do you act as Credit Bureau for local banks and businesses operating in Cameroon?
  5. What are your financial guarantees to succeed in such challenge?
  6. Provide your administrative documentation
    - A statement of intention to bid, giving details of the bidder.
    - A summary document presenting understanding of missions assigned to the agency
    - A certified copy of the tax payer's card
    - A certified and valid copy of the business card
    - A valid insurance contract (Civil Liability)
    - A certificate of incorporation
    - A certificate of bank direct debit
    - A copy of the company's status
    - A certified financial statement for last two years 2017 and 2017
  7. Technical
    - Presentation of the agency (people, chart, footprint, etc.)
    - Reference document covering provision of similar services to different customers
    - Provide if any, evidence of ownership or access to Credit risk intelligence you could leverage to ensure effective debt recovery.
- (Relevant for category A)
- Provide if any, evidence of internationally recognized Ratings such as Moody's, Fitch or Standard & Poor's ratings (Relevant for category A).

### GOOD TO KNOW

This Request for information is the first phase of a process that will go through 03 steps:

1. Request for Information (press release)
2. Pre-selection of selected agencies and a call for tender
3. Publication of the result (press release).

Applications will be accepted until **18 May 2018 at 15:00PM**

All files must be submitted in Sealed envelopes in 3 copies at the courier service of MTN Head Office and addressed as follows.

Supply Chain Unit  
MTN Cameroon  
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Cameroon.