

TENDER NOTICE

Yalelo Uganda SMC Limited (Yalelo) is running an open tender for debt collection services and would like to invite all eligible service providers to submit proposals as indicated in the terms of reference document.

Completed RFP should be submitted to procurement@yalelo.ug by 7th September 2025 by 1700Hrs EAT.

TENDER FOR PROVISION OF DEBT COLLECTION SERVICES

TERMS OF REFERENCE

1. BACKGROUND

Yalelo Uganda SMC Limited (Yalelo) is Uganda's number 1 Tilapia fish farm and pioneer in Africa's aquaculture sector in terms of operating efficiency, production volume, and processing capability combining local resources with world class aquaculture practices. Yalelo's vision and mission is to lead Uganda in becoming a regional aquaculture powerhouse and stabilizing regional food security by sustainably producing a reliable and affordable supply of fresh fish.

Yalelo is seeking proposals from experienced and reputable debt collection companies to provide comprehensive debt recovery services in an efficient, ethical and professional manner while working closely with Yalelo's finance department in the respective operational areas.

These Terms of Reference (TOR) outline the objective, scope of services, performance metric, authority and limitations, scope of work, requirements, evaluation criteria and terms and conditions that will guide the selection and engagement of a qualified debt collection company.

2. OBJECTIVE

Yalelo's objective is to minimize the impact of unpaid debts on its financial performance, while ensuring compliance with all relevant legal and regulatory requirements. Yalelo is committed to optimizing its cash flow, reducing the risk of bad debts, ensuring the outstanding payments are managed effectively and preserving the client customer relationship through ethical and professional conduct.

3. SCOPE OF SERVICES

The debt collectors shall be responsible for:

- i. Contacting debtors via phone, email or in person visits to recover outstanding debts in accordance with the law.
- ii. Negotiating payment plans in accordance with Yalelo's policies and financial policies.
- iii. Review, analyze and validate all debt accounts properly and provide documentation as needed whilst maintaining confidentiality of Yalelo and the debtor information.
- iv. Maintaining accurate records of all communications and payments received.

- v. Recommending legal action in cases where debts remain unpaid after exhausting all other recovery avenues.
- vi. Submit monthly progress reports to Yalelo detailing the status of each account, amounts collected and ongoing actions.
- vii. Ensuring compliance with all applicable laws and regulations regarding debt collection practices in liaison with Yalelo legal counsel.

4. PERFORMANCE METRICS

The performance of debt collectors will be evaluated based on:

- Collection success rate.
- Timeliness reporting and collection.
- Professional conduct and adherence to legal standards.
- Customer service and complaint handling.

5. AUTHORITY AND LIMITATIONS

Debt collectors are not authorized:

- To use abusive, deceptive or unfair practices when collecting debts, this includes using threats of violence, obscene language, harassment or any illegal means.
- Receive money from customers. Customers must deposit money to Yalelo's bank accounts as indicated in the performance contract.

6. SCOPE OF WORK

- To receive a list of defaulted debtors with supporting documents from Yalelo's finance department, trace and locate the handed-over debtors, and obtain any additional information required to successfully reach out to them for settlement of the overdue debt.
- Setting up and maintaining records for each debtor handed over to him and giving a written monthly report on each case with suggested specific actions. The report should entail all enquiries and visits made. Transactions and proceedings regarding the debt settlement process.
- To contact all the handed-over debtors to demand for payments and where applicable, offer to work with them on an approved repayment plan from Yalelo's finance

- department. Accurately explain the consequences of non-payment to the debtors, including legal remedies available to Yalelo.
- Frequently review existing payment arrangements after an agreed period, ascertain progress and in case of defaults investigate the debtor's financial viability and if there are sufficient grounds for believing that there is non-cooperation, advise Yalelo on the next steps.
- To ensure all recovered payments are wired directly to Yalelo account.
- To advise Yalelo on identified and evaluated outstanding debts that prove to be completely uncollectable with reasons detailing why of the said debts seems necessary for write off consideration.
- Surrender all the documents gathered from their work to Yalelo once the case is closed with a summary report of each debtor including correspondences from debtors whenever possible.
- Retirement of each handed over debt shall be within 5 working days from the handover date but in case of accounts with active payment plans, retirement duration does not apply.
- Perform other assigned tasks and duties necessary to support the finance department and enlist the efforts of senior management when to accelerate the collection process.
- To make debtors detailed final report at the end of the contractual term that will enable the finance department to compile its comprehensive performance debtors report.

7. SUBMISSION REQUIREMENTS

Interested service providers are invited to submit a detailed proposal that includes the following:

- Company Profile – Background, ownership, and organizational structure.
- Compliance Documents – Valid trading license, company of incorporation, tax clearance certificate, power of attorney, latest audited financial statements.
- Experience and qualifications.
- Compliance and legal adherence: evidence of company's compliance with all applicable laws and regulations governing debt collection.
- Methodology – Detailed explanation of how the company plans to approach debt recovery including strategies, communication methods and timelines.
- Declaration of conflict-of-interest policies.
- Financial proposal – a clear breakdown of the company's fee structure including:

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- Contingency fees
 - Flat fees
 - Legal fees
 - Any additional costs
 - Insurance coverage.
 - Client References letters – Names, contact persons, and details of at least five similar assignments.
 - Any Other Supporting Documentation – Such as awards, partnerships, or relevant certifications.

8. EVALUATION CRITERIA

Bids will be evaluated based on the following criteria.

S/N	Evaluation Criteria	Sub Evaluation Criteria	Weight (%) allocation for sub evaluation criteria.
1	Company profile and compliance documents.	<ul style="list-style-type: none"> - The bidder must be registered with Uganda Registration Services Bureau (URSB) and must provide valid URSB certificate, Certificate of incorporation, trade license, tax clearance certificate and attach them to the proposal. - Bid documents must be signed and duly completed, together with all declaration of interest/standard bidding documents. 	Yes/No
2	Experience and Qualification	<ul style="list-style-type: none"> - Evidence of having undertaken similar services at least 5 financial institutions and corporate institutions for the last 5 years. - A write up of the bidder's experience including the types of debts collected and success rates (number and amounts collected) for the above-mentioned 5 engagements. - Attach proof of a debt settlement agreement. - Outline the bidders' overall number of experiences in the industry. <p>Provide at least 5 CVs of key technical staff who will be engaged in the assignment with evidence that the staff are trained in ethical debt collection practices and attach copies of professional certificates in relevant areas of expertise, CPA,CCPA or any other business-related fields</p>	30%
3	Legal Compliance	<ul style="list-style-type: none"> - Attach registration certificate with regulatory body 	10%
4	Methodology and work plan	<ul style="list-style-type: none"> - Technical approach and methodology including proposed concept design. Outline your collection strategy, including initial contact methods, 	30%

		- negotiation tactics, escalation procedures and treatment of debtors and legal action if necessary.	
5.	Conflict of interest	- Evidence that the bidder has policies in place to manage conflicts of interest particularly if they are collecting debts for multiple clients in the same industry	5%
6.	Financial Proposal	- Attach breakdown of the fee structure. - Bidder providing the most favorable terms of payment. The Purchaser payment terms are to pay within 30 calendar days of acceptance of services and receipt of invoice.	15%
7.	Insurance Coverage	- Provide evidence of appropriate insurance coverage to protect against liability and non-performance	5%
8.	Client references	- Provide references from previous clients showing the bidders' ethical practices and adherence to strict ethical guidelines and code of conduct in data collection.	5%
			100%

9. TENDER TERMS AND CONDITIONS

- Yalelo Uganda reserves the right to accept or reject any or all bids.
- Late submissions will not be considered.

APPLICATION PROCESS.

Interested service providers are encouraged to send their proposals via email to procurement@yalelo.ug not later than 7th September 2025 17:00Hrs. Any questions can also be sent to procurement@yalelo.ug. The top 3 shortlisted bidders will be invited to make a brief presentation of their proposal.

The successful bidder will be required to sign a contract for a period of one year, with the possibility of renewal based on satisfactory performance. The service provider shall commence work immediately.

