

**Questions and Answers**

**RFP/TVL/2018/52 - TV LICENSE CALL CENTER SERVICES FOR A PERIOD OF TWELVE (12) MONTHS**

**DATE: 06 AUGUST 2018**

#	SERVICE PROVIDER QUESTION	SABC ANSWER (FOR SABC USE)
1.	Is the briefing session dated 30 July 2018 compulsory?	The briefing session is not compulsory
2.	Would SABC consider a Cape Town based site or must the contact centre be based on JHB?	The contact centre does not have to be based in Johannesburg.
3.	What is meant by multi-channel recording?	The call centre solution quality recording system should be able to record the call details and also display agents' activities on the monitor during the call.
4.	Will there be transfer of employees to the successful service provider	No employees will be transferred. The agents will not form part of the SABC or transferred back to the SABC at the end of the contract.
5.	What is the integration requirement between contact centre and the back end system?	It will be through a mainframe emulator, SABC will provide and manage user ID's and passwords for agents.
6.	How will LAN and number porting be handled?	Certain calls will be re-routed to the external contact centre by the SABC.

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7.	Is the call outbound or inbound?	Inbound calls only
8.	If both, what is the call ratio on in to out?	Inbound calls only
9.	Is SABC currently in Teraco?	No
10.	Is the requirement for only one visual aid at SABC into the outsourced contact centre?	The requirement is for 2 screens in different locations. SABC will supply the screens
11.	It is assumed that all staff members are new and that all staff benefits and management is for the account of the service provider	The assumption is correct.
12.	Please provide call delivery pattern report so that we can see what the impact will be from a shift allowance perspective	The current monthly call volume is ±33 000 calls, excluding retailer validations. No weekday's overtime / shift allowance required. Working pattern to be confined to 8 hours per day.
13.	Please provide historical data/reports in order to be able to make recommendations around staffing.	Assign 24 x inbound call centre agents and 2 x supervisors to cover the operating hours i.e. <ul style="list-style-type: none"> <li>➤ Monday – Friday 08:00am to 18:00pm</li> <li>➤ Saturday - 08:00am to 18:00pm</li> <li>➤ Sundays and public holidays 09:00am to 17:00pm</li> </ul>

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14.	As the operations run 7 days a week, would SABC require 24 agents at any given time or would it be split into shifts?	<p>SABC requires 24 agents to cover the following operating hours:</p> <ul style="list-style-type: none"> <li>➤ Monday – Friday 08:00am to 18:00pm</li> <li>➤ Saturday - 08:00am to 18:00pm</li> <li>➤ Sundays and public holidays 09:00am to 17:00pm</li> </ul> <p>For an example there can be a split in shifts to cover eight hours per day. 8am – 4:30pm which can be manned by 85% of the required number of agents and 15% of the required number of agents can be on the 9:30am – 6pm shift</p>
15.	The current monthly volumes are 33 000 calls per month. Could SABC please indicate peak/off peak times?	<p>The daily peak times are in the morning between 8am – 11am.</p> <p>The peak period in the month is the first week and the last week of the month.</p>
16.	Company experience-The individual have been a director at a previous call centre organization. Would Director experience sufficient?	Only company experience will be considered for this requirement.
17.	Regarding evaluation phase. A new entity that has recently acquired new offices would not have all desks ready at time of the site visit, but it would have 2 workstations ready for evaluation and sufficient space to expand. Would this be sufficient for the visit?	Kindly refer to page 27 of the tender document, the second phase evaluation criteria is outlined.

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18.	Trade references-. Can a service provider use their service providers as trade references?	<p>Trade references should contain reference letters from clients in the clients' letterhead where your company previously provided services or is currently providing services that are similar to the services required. The following should be reflected:</p> <ul style="list-style-type: none"> <li>➤ Name of Client</li> <li>➤ Contactable trade reference, should be a senior personnel</li> <li>➤ Services</li> <li>➤ Start date (Month/Year)</li> <li>➤ Completion date (Month/Year)</li> <li>➤ Description of actual services provided</li> </ul>
19.	Please provide age, LSM groups of consumers who contact the call centre.	<p>South African public with valid domestic TV licences from all walks of life. Rural and Urban areas. Customer base ranges from working population and pensioners including enquiries on how to obtain / apply for a TV licence</p>