



**SOUTH AFRICAN BROADCASTING CORPORATION SOC  
LIMITED**

**TENDERERS ARE REQUIRED TO TREAT THE DETAILS OF  
THIS RFI ENQUIRY AS CONFIDENTIAL.**

**REQUEST FOR INFORMATION (RFI)**

**RFI NUMBER: RFI/TVL/2018/18**

**RFI TITLE: TV Licences E-billing Services**

**Address:               SABC Auckland Park  
                              Henley Road  
                              Johannesburg**

**Telephone:           011 714 2091**

**Contact Person:   Israel Vele  
                          [velei@sabc.co.za](mailto:velei@sabc.co.za)**

### EXPECTED TIMEFRAME

TENDER PROCESS	EXPECTED DATES
RFI Issue Date	19 November 2018
Available on SABC Internet	19 November 2018
Site Inspection	Not Required
RFI Closing Date	03 December 2018 @ 12h00

The Corporation retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

### REQUIRED DOCUMENTS (OPTIONAL)

- 1) Valid Tax Clearance Certificate
- 2) Valid TV Licence (Company's and all Directors)
- 3) Valid BBBEE Certificate (from SANAS affiliated Agency)
- 4) Company Registration Document
- 5) Shareholders' certificates

### CONTACT DETAILS OF THE BIDDER:

Company Name: \_\_\_\_\_

Physical Address: \_\_\_\_\_

#### Contact person:

Name : \_\_\_\_\_

Telephone : \_\_\_\_\_

Mobile : \_\_\_\_\_

Fax : \_\_\_\_\_

E-mail address: \_\_\_\_\_

## REQUEST FOR INFORMATION (RFI) FOR E-BILLING SERVICE SOLUTION FOR TV LICENCES

### 1. Purpose

The purpose of this RFI is to request information and pricing for an E-Billing services solution for TV Licences.

### 2. Background

TV Licences Division is responsible for the collection and management of TV licence fees from ±9.5m active accounts on its database. This involves the distribution of renewal statements / tax invoices, reminders and general notices to licence holders / defaulters in order to optimise revenue generation. The Division utilises cost-effective e-Billing services to mail full-colour tax invoices to certain businesses and reminder notices to domestic television licence holders. This does not only expedite delivery of invoices, but also optimises the success rate with immediate verification of receipt – thereby increasing television licence revenue. The distribution of TV Licence notices via e-mail is a cost-effective communication method

### 3. SABC Requirements

The required service provider will be required to send bulk emails for the following campaigns:

1.	Domestic Renewals
2.	D2 Hunters
3.	First Time Defaulters
4.	Retailer Reminders
5.	Business Tax Invoices
6.	Business Renewal Reminders
7.	Business Reminders
8.	Business Update Letters
9.	Business Marketing Campaign
10.	Trace Alert Email Report
11.	Retailer Tax Invoice
12.	TV Card Letters (Credit)
13.	TV Card Letters (Zero)
14.	Final Reminders
15.	Final Reminder Individuals Postcard
16.	Statements
17.	Undelivered SMS Letters 1

18.	Undelivered SMS Letters 2
19.	Tax Invoices for Government Departments

### 3.2 Volumes

- The estimated volume is 250 000 emails per month.

### 3.3 SCOPE OF SERVICES

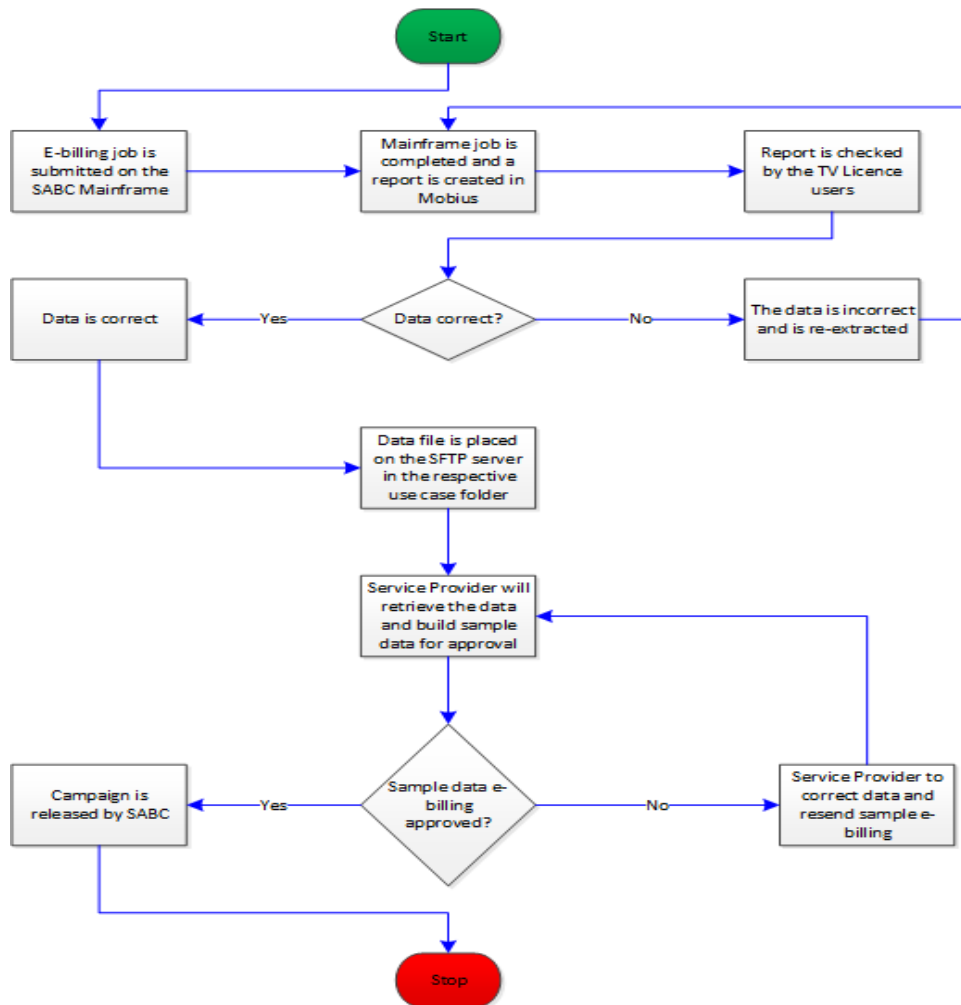
#### 3.3.1 The services should include the following:

- Bulk generation and distribution of TV Licences notices and reminders via email;
- Provide delivery rate capabilities per minute and/or hour;
- Authentication – bypassing of spam filters;
- Generate PDF attachments from the data and artwork provided by the SABC;
- Delivery reports must be provided for every distributed campaign reflecting delivered, bounced and undelivered mails within 48 hours of distribution;
- The solution must have an online user facility which the SABC can use to trace and resend undelivered emails;
- The service provider must have a secure electronic file transfer process in place;
- The submission must include estimated turnaround times to develop new ad-hoc campaigns.

#### 3.3.2 Value Adds:

- Does your solution have an e-mail cleansing facility – provide details, if yes;
- Does the solution have the capability to identify device types used to read the notices?
- Describe any additional functionality that can be provided by your solution.



#### 3.3.3 Process Flow



### 3.3.4 Sample Use Case

#### UC1: Domestic Renewal Process

From address	<a href="mailto:renewals@sabc.co.za">renewals@sabc.co.za</a>
Return address	<a href="mailto:renewals@sabc.co.za">renewals@sabc.co.za</a>
Samples to	<a href="mailto:rigneymc@sabc.co.za">rigneymc@sabc.co.za</a> ; <a href="mailto:baatjiesr@sabc.co.za">baatjiesr@sabc.co.za</a>
File naming	REN00001.TXT
Attachment	Statement
Description	This is a monthly campaign notifying licence holders of their upcoming TV Licence renewal.
Frequency	Monthly
Top banner	

	
Info box	<p><b>PLEASE NOTE:</b></p> <p>Kindly ignore renewal notice if account is being paid via debit order.</p>
Bottom banner	
File format	Fixed length TXT file. Layout attached.
Delivery Report sample	Attached.

#### 4. SITE INSPECTION

N/A

#### 5. EVALUATION CRITERIA

The evaluation criteria will be used in next phase of the tender process.

## **6. NOTICE TO INTERESTED TENDERERS**

### **6.1 COSTING MODEL TO BE USED**

- Bidders must provide a detailed cost breakdown by pricing all items for the delivery of a total solution as per the specification.
- All deviations should be stipulated as options with the indicative unit prices.
- Supplier must provide the product specifications of the items priced
- Bidders must submit unit and total pricing in SA Rands (Excluding VAT), and where applicable, use foreign currency rate to calculate the Rand value. Use Annexure A to indicate the total amount subject to foreign exchange.

### **6.2 REQUEST FOR INFORMATION DOCUMENTS**

- The Request for Information shall be used in preparation for the proposal; the SABC assumes no responsibility for errors or misinterpretation resulting from the use of an incomplete Request for Information.
- The SABC will avail/send copies of the Request for Information on the above terms, does so only for the purpose of obtaining information for the project and does not confer permission for any other use.

### **6.3 INTERPRETATIONS**

- All questions about the meaning or intent of the Request for Information shall be submitted in writing to the SABC on the set closing date.
- Interested tenderers should promptly notify the SABC of any ambiguity, inconsistency, or errors which they may discover upon examination of the Request for Information.

## **7. SUBMISSION PROCEDURES**

RFI must be hand delivered at the SABC Auckland Park Reception, Radio Park Building, Henley Road, Auckland Park, Johannesburg. The closing date is on the 3 December 2018 at 12h00.

## **8. GENERAL INFORMATION**

Contact Persons for RFI Queries  
Enquiries in respect of this RFI should be addressed to:  
Supply chain Division,  
Radio Park Office Block  
Henley Road  
Auckland Park  
Johannesburg  
South Africa  
E-mail: [Velet@sabc.co.za](mailto:Velet@sabc.co.za)

**END OF RFI DOCUMENT**