

RFP TITLE: RFP/TVL/2022/1

RFP TITLE: SABC TV LICENCES OPERATIONS OUTSOURCING IN TERMS OF SECTION 197 OF THE LABOUR RELATIONS ACT 66 OF 1995 FOR A PERIOD OF FIVE (5) YEARS.

CONSOLIDATED QUESTIONS FROM BIDDERS AND ANSWERS FROM SABC ISSUED: 20 JUNE 2022

BID CLOSING DATE: 10 JUNE 2022 EXTENDED TO 24 JUNE 2022

#	SERVICE PROVIDER QUESTION	SABC ANSWER
1.	I would like to know the CTC per agent please.	Refer to the published response 07 June 2022
2.	Job profile for each role in the bands	The profiles will be handed over to the winning bidder, the RFP spec already gives functions per business unit where the employees are based
3.	Total salary cost per band with all benefits –	Already submitted by HR
4.	What Unions does SABC belong to –	Bidders should read S197 LRA thoroughly, this is not material for the RFP. We can confirm that or employees are registered with Unions.
5.	Can the Service provider replace staff at diff salary bands should the staff leave?	This will be at the supplier's discretion to ensure that objectives are met. Supplier will need to justify to SABC to levy the costs.
6.	Does the Service provider put costing in per head and how is project made profitable for us as Service provider?	S197 of the LRA, the salaries are existing salaries irrespective of what the bidders quote. Bidders must indicate management fees and performance incentives to be agreed to with the winning bidder upon contracting.
7.	Does SABC staff move over on their contracts iro get new contracts.	YES contracts move over, again as per S197

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8.	If the Service provider appoint replacements, do the staff still go on SABC's benefits.	No, the replacements will not be SABC employees that were taken over therefore will not go on SABC's benefits
9.	Concerning the answers to questions published in the SABC website, the headcount of staff to be transferred (totalling 68) does not correspond with the RFP document indicating a total of 94. Are the 63 staff the total to be transferred and the balance "suggested" operational positions?	Our total staff number changes every month and will continue to change in the coming months. This will not however affect or increase the value of the RFP. We indicated in the RFP that the number is subject to change otherwise we will do this exercise every now and again without an end to the actual SCM process.
10.	What are the current salary and benefit structures (Including leave and annual bonus / monthly incentives + commission) of all employees to be transferred under S197?	Refer to the published response 07 June 2022
11.	The S197 transfer requirement makes no mention of Team Leaders, Operational Managers and Heads of Department - are these roles also to be absorbed as part of the bid and if so, what is the quantum and their salary and benefit structures?	Not part of absorption.
12.	Is the headcount to remain at 93? In the event of drop off, is backfill required or is workforce management up to the discretion of the service provider?	Workforce management up to supplier in line with SABC needs/requirements to achieve targets. Supplier to take over whatever remaining employee total at SABC.
13.	Remote working – is this a contractual obligation? If employees are currently working from home are they contracted to work from home or is this a temporary (Covid) arrangement?	Remote working is currently a Covid management arrangement and not a contractual obligation.
14.	If employees are contracted to work from home, what are the terms of the WFH policy and rules around whether this can be changed if required? Supplier will determine this.	At present all remote working employees are bound by employment contractual obligations and all SABC policies must be adhered to i.e. leave, working hours etc.
15.	What are the specific WFH requirements if any, and what is the effect thereof on office space requirements as specified?	Bidder to determine.
16.	Should the declaration of interest include contracts with local government departments by associated entities?	Bidder to determine.

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17.	Are there additional staffing requirements due to spikes expected as a result of special campaigns etc.?	Current capacity is sufficient for current monthly volumes. Additional capacity may be seasonal and not required permanently i.e. Black Friday, festive season.																																				
18.	<p>The number of employees reflected above is 68, if read correctly, on page 25 of the RFP the total number of employees across all divisions equate to 94.</p> <p>Apologies, just seeking clarity on the correct numbers in order to cost correctly.</p>	Our total staff number changes every month and will continue to change in the coming months. This will not however affect or increase the value of the RFP. We indicated in the RFP that the number is subject to change otherwise we will do this exercise every now and again without an end to the actual SCM process.																																				
19.	<p>With regards to the CTC question per agent and the answer provided on the Q&A...</p> <p>We are of the understanding that the 'Scale' is the Job Grading for specific roles. If so, please could you advise which scale would apply to which specific role within the organization? IE: Scale 405 – Inbound Agent</p>	<table><tr><th colspan="4">TV LICENCES PERSONNEL BREAKDOWN</th></tr><tr><th>Scale Code</th><th>No. of employees</th><th>Role/Job</th><th>TGRP/CTC</th></tr><tr><td>300</td><td>2</td><td>Quality Assurors</td><td>861,173</td></tr><tr><td>401</td><td>4</td><td>2x Call Centre Supervisor, 2x Correspondence Supervisor</td><td>665,733</td></tr><tr><td>402</td><td>5</td><td>1x QA, 1x Logistics Supervisor, 1x Client Liaison Officer, 1x System Administrator, 1x Information Call Centre Officer</td><td>573,252</td></tr><tr><td>403</td><td>47</td><td>Account Administrators & Correspondence Administrators</td><td>513,776</td></tr><tr><td>404</td><td>4</td><td>Logistics Clerks</td><td>437,842</td></tr><tr><td>405</td><td>30</td><td>Inbound & Outbound Call Centre Agents</td><td>371,489</td></tr><tr><td colspan="2">Total</td><td colspan="2">92</td></tr></table>	TV LICENCES PERSONNEL BREAKDOWN				Scale Code	No. of employees	Role/Job	TGRP/CTC	300	2	Quality Assurors	861,173	401	4	2x Call Centre Supervisor, 2x Correspondence Supervisor	665,733	402	5	1x QA, 1x Logistics Supervisor, 1x Client Liaison Officer, 1x System Administrator, 1x Information Call Centre Officer	573,252	403	47	Account Administrators & Correspondence Administrators	513,776	404	4	Logistics Clerks	437,842	405	30	Inbound & Outbound Call Centre Agents	371,489	Total		92	
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20.	If Supplier has to work out the Sizing, then basic details for Volumes, AHT, SL Targets for all LOBs in scope, will be required. Please share, if applicable. Riaan -TV licence stats	<p>the available stats that we could extract from the CMS system:</p> <p>Volume: 33 000 – 38 000 calls per month <u>Inbound</u> (ALL skills including Dealer & Business)</p> <p>Volume: 8 500 – 10 000 calls per month <u>Outbound</u> (Domestic, Dealer & Business)</p> <p>AHT: 3 minutes per call (divisional average)</p> <p>Service Level Targets: 80% of calls within 20 seconds</p>
21.	Regarding the extension of the closing date for the above-mentioned RFP; I called the procurement department yesterday and spoke to a practitioner. I asked him to confirm whether our emails were received by the correct persons Please advise confirm whether you have received the below communications as I have not had a response from the practitioner or any other persons in the tender queries office.	<p>Only questions sent through the tenderqueries@sabc.co.za are responded to. Responses are consolidated and published on the same platform the tender was advertised.</p> <p>National Treasury's tender portal (http://www.etenders.gov.za)</p> <p>SABC Website (http://www.sabc.co.za/sabc/tenders/)</p> <p>Bid closing date was extended to 24 June 2022 @12h00pm</p>
22.		
23.		
24.		

END OF QUESTIONS AND ANSWERS