



RFP TITLE: RFP/TVL/2020/38 TV LICENCES INBOUND CALL CENTRE SERVICES.

CONSOLIDATED QUESTIONS FROM BIDDERS AND ANSWERS FROM SABC ISSUED: 20 OCTOBER 2020

BID CLOSING DATE: 30 OCTOBER 2020

#	SERVICE PROVIDER QUESTION	SABC ANSWER
1.	There is only a small requirement on security, is there a detailed requirement on your security posture, or is this the only requirements-	We cannot find the requirement on security referred to. Please be specific.
2.	Is the response above based on the TV Licence Tender?	No
3.	There is mention of mainframe integration, we seek to understand the extent of mainframe integration required, for instance is it just terminal emulation-	Only terminal emulation will be required in order to access the TV Licences Debtor System in order to service licence holders.
4.	Furthermore to your responses above. Item 7 page 26 of the RFP makes reference to security policies. Please could you share some additional information in this regard.	Information regarding your own company's security policies must be provided
5.	Can you please provide the AHT by work-type (or an average AHT)?	All work type / call categories average handling time = 3 minutes
6.	Can you please provide a breakdown of contact volume by work types?	An average of below is received monthly (For bid indicative purposes only) Statements = 880 Balance enquiry = 3742 Payments queries = 750 Pay point information = 750 Updating / Change account details = 320 General households queries = 4600



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7.	Can you please provide lead times for and an indicative length of training? Training: Could you please indicate the training duration?	Two (2) weeks
8.	Can you please provide a breakdown of contact volume by language? Can you please provide further clarification of what languages are required for 'all other African languages'?	English is the medium of communication to licence holders. But provision must be made for licence holders who can't speak English and wish to speak any other official language as outlined in page 24 of the tender document language proficiency.
9.	Can you please provide an indicative volume of statements to be distributed?	Vary and ranges from 600 – 880 monthly.
10.	Can you please provide an indicative target (%) for first call resolution?	80% target for first call resolution. 20% target for queries supplier couldn't resolve due to limited access.
11.	Can you provide further insight in to the requirement for workforce management and what, if any, functionality beyond QA reporting, scoring capabilities and the ability to create skill groups is required?	The supplier should have the capability to schedule staff according to volumes of calls indicated and be able to provide the required QA reporting as outlined in the tender document including call categories / skills groups.
12.	Can you please provide an indicative timeline for contract award and go-live date?	It is anticipated the entire process could take up to four - five months before go – live from the date the tender was advertised.
13.	Can you confirm that no contract will be provided at this stage of the RFP process? (i.e. the contract will be provided once the tender has been awarded?)	Once the tender has been concluded and finalised, the LOI and LOA has been issued, then the contracting stage can commence.



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14.	Can you provide further insight in to the sort of queries that will be asked as part of this service (complex or simplex)? Will additional knowledge beyond that provided by the SABC (user manuals, procedure manuals, product knowledge, regulations knowledge etc.) be required?	Queries are centred around TV licence product knowledge which will be covered during training.
15.	Financial Statements: COMPANY ABC is part of a bigger Group (Based in foreign country). Can we submit the consolidated set of financial statements (would be in foreign currency)?	The bidding company must submit their set of audited financial statements.
16.	Must it be costed on 18 agents/2 TLs. Based on the formula we use for calculations on the call arrival patterns, can one recommend a lower count of agents – this would affect the overall price for the year?	Bidders may submit on two separate costing on both, one as per your proposed numbers of personnel and calculations, but MUST also submit another one as per the bid for comparison.
17.	How far can we go back with client reference letters - clients that we worked with previously?	There is no restriction on how far back, but the reference letters must not be older than a year.
18.	On the client references – must it be clients “COMPANY ABC” South Africa has worked with from the e.g. Cape Town offices, or can it be from the group as we have offices in other foreign countries	The bidding company will bid in South Africa, and site inspections would be at call centres in SA, and companies must decide on what is most relevant and suited to the South Africa’s context and terms of the bid.
19.	Must the Internet connectivity be 10mb or 10Mgb	Minimum required WAN Bandwidth is 10/10 (Up/Down – Mbps).
20.	Telephonic support and not any other channels	Yes, only for telephone support and not for any other channels and provide statements upon customers’ requests



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21.	What is the expectation of an IBR, 8 agents with 12000 calls, assuming 18 agents with that volume of inbound calls, all the agents will need to be multi skilled. With regards to IBR what is the expectation. Will it just be an announcement?	Our IBR is not segregated in terms of different skills. Customer has an option to press whatever skill they want to be assisted on. Agents must be able to multi-skilled able to assist with the different skills which will be covered in training accordingly.
22.	If they are multi-skilled, e.g. balance enquiry, it will be routed to the same agent; therefore what will be the purpose of IBR since you won't be routing to separate skills.	The different skills are different call types pertaining to TV licences product. Balance enquiry is the call type that needs to be routed to the same agent. Same call type should be able to assist with a call related to pay-point. Same agent should be able to handle different call types
23.	What will be the purpose of IBR since you won't be routing to agents based on separate skills. Is it critical or must have	For SABC TV licence purpose, it is critical, as SABC has Internal call centre for different services and this internal call centre uses the same IVR SABC Internal calls should be able to route the same calls to the appointed service provider form the different skills, which uses the same IVR.
24.	The display board, will they be provided by the SABC or must the service provider supply those, if so, how many and how big must they be? So you only want to see it from Laptop or small screen and bot like a wall board. This is only about the access; so there is no need to provide any boards?	SABC will only need access into the bidders call centre. SABC should be able to plug in and see different activities in the service provider. SABC should be able to see into SABC is not prescriptive, as they will have a screen to see the activities as SABC has own screens to see. Yes, it's for remote access.
25.	Will call centre be at SABC or bidders services	The required services must be managed from bidders premises.



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26.	What is the language preference	The medium communication with licence holders is English, but should customer need assistance in any official language, they need to be accommodated in their preferred language proficiency.
27.	Does the screen recording need to be catered for in the same way as the voice recording. Retention period for the recording?	It should be the same as the call recording, as you won't be able to capture all interaction. The bidder must decide how many must be on voice and screen. SABC will need an indicative of how the bidder will do both. Will be for the entire duration of the contract.
28.	Post the contract, will the recordings will be transferred back to the SABC or must the bidder retain the recordings	Recordings must be submitted to the SABC monthly, and post the contract, the entire recording must be handed back to SABC.
29.	<u>Document E - Point 12.3, page 35 of 53</u> – The Solution Evaluation, indicates that Multi-Channel communication will be required however during the Briefing yesterday, it was advised that the solution will only need to accommodate for voice calls. Please confirm.	The service required is to assist licence holders on voice calls only and provide statements upon customers requests



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30.	<p>Document E - Point 5.0, page 25 of 53 - System Function Requirements (IVR requirement), please see below our interpretation of the IVR requirement and confirm if correct? SABC customer will call in and will be presented with a welcome message with query options e.g.</p> <ul style="list-style-type: none"> ➤ Welcome to the SABC customer services line: <ul style="list-style-type: none"> Query Options <ul style="list-style-type: none"> • For television licence enquiries, please press 1 – if the customer choses this option they will be routed to the television licence skill • For SABC Program enquiries, please press 2 – if the customer choses this option they will be routed to the SABC program skill <p>The IVR solution does not require for the customer to enter details such as ID number for an automated response e.g. customer enters ID number and chooses an option thereafter to have an automated response on their outstanding balance. If this solution is required, our IVR solution will need to be tightly coupled on a real-time basis with SABC systems, will this level of integration be possible from SABC?</p>	<p>For the purpose of the bid calls through IVR for TV licence General household will only be channelled / routed through option 1 of the IVR.</p> <p>Correct</p> <p>Correct</p> <p>No ID required. IVR calls are routed to agents on option 1 of television licence enquiries</p> <p>It is not required.</p>
31.	<p><u>Document E – Point 2.0, page 23 of 53 – Services Required –</u> via what medium will the statements for TV licence accounts to TV licence holders be distributed?</p>	<p>Through SABC email account for sending of statement.</p>



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32.	<p><u>CONTENTS PAGE 4 of 23</u> – you refer to Document K Vendor Form (SABC supplier/vendor registration form) the form was not included to the RFP – where can we obtain this document?</p>	<p>SABC Tender office will add it as a separate attachment or maybe be requested from tenderqueries@sabc.co.za</p>
33.	<p>General:</p> <ol style="list-style-type: none"> 1. Is there a requirement to service any other channel ie email, SMS, etc? 2. Are there supporting administrative functions required? 3. What channels are currently being used to distribute statements to clients and would alternative channels (MMS) be considered? 4. Please confirm if proximity to SABC offices in Gauteng is a key requirement? 5. What is the anticipated Go-live date? 	<ol style="list-style-type: none"> 1. No, only voice calls 2. No 3. SABC Email and No, they won't be considered. 4. No 5. In 4 – 5 months



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34.	<p>Information Technology:</p> <ol style="list-style-type: none"> 1. Could you please advise the current telephony platform utilized? 2. Please explain the requirement for the point to point? 3. Could we make use of a IPsec tunnel or alternatively obtain access to your VPN. 4. Main frame emulator for integration – would you be open to integrate using an API? 5. Could you please explain the reason for the Main frame emulator integration? 6. Could you please elaborate on the Multi-Channel recording for Voice and Screen. Will both screens and call recording be required simultaneously? 7. Does SABC own the current inbound number? 8. Please confirm if there is an outbound call component required? 	<ol style="list-style-type: none"> 1. Not sure how it going to assist them on the bid, however SABC is using Avaya Platform. 2. Dedicated point to point fibre line to SABC may be taken out, and be replaced by the Minimum required WAN Bandwidth is 10/10 (Up/Down – Mbps). 3. Yes, a VPN application will be provided by the SABC. 4. No, only emulators similar to Ramba. 5. You can use any emulator which can talk to Main frame, for example SABC is using Ramba emulator. 6. It should be the same as the call recording, as you won't be able to capture all interaction. The bidder must decide how many must be on voice and screen. SABC will need an indicative of how the bidder will do both. 7. Yes, we do. 8. No, outbound calls are not part of this tender.
35.	<p>WFM:</p> <ol style="list-style-type: none"> 1. Could you please provide the average call duration for a call? 2. Could you please provide the average handling time? 	<ol style="list-style-type: none"> 1. All work type / call categories average handling time = 3 minutes 2. Two (2) minutes
36.	<p>Quality Assurance:</p> <p>Could you please provide the anticipated volume of calls to be assessed?</p>	<p>Five weekly call types / categories per agents to be assessed.</p>



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37.	1. Do you allow electronic submission for this tender as per the subject line? 2. For TV License, will the TV license number suffice? 3. There are pages that require stamping, is this mandatory?	1. Yes, kindly find instruction and guidance on first page of the Bid document. 2. Page 2 of bid document refers to Valid TV License Statement. 3. The bid made no mention of mandatory requirement for stamping of any pages.

END OF QUESTIONS AND ANSWERS