

RFI ADDENDUM NOTICE

RFI NO: RFI/TVL/2025/2

RFI TITLE: Request for Information for Omni-channel Contact Centre Solution

The above-mentioned Request for Information was published on the 07th of April 2025.

Closing date is set for the 28th of April 2025 @ 12pm

SABC is responding to questions received, please note below:

Number	Questions	Answers
1	Can you please confirm that size and quantities on the SABC contact center i.e. agent count, supervisor count?	50 - CC Agents 5 - Supervisors 3 - Quality Assurers
2	Can you please confirm the amount of agents that will request each of the below feature & function respectively:	
2.1	Voice only?	
2.2	Full multi-media omnichannel blending?	55
2.3	Workforce management?	3
2.4	Quality assurance?	3
2.5	AI-powered tools for automation?	5
2.6	Do you need POPIA compliant voice-logging?	Yes
3	Can you please confirm in detail, what <u>exactly</u> the requirements/expectations are on the below:	
3.1	Workforce management?	Tool to manage multiple shifts and agent scheduling in multiple call centres
3.2	Quality Assurance?	Tool that allows Quality Assurers to rate agents' voice and written responses to clients. Viewing of

		correspondence and listening calls. Coaching and QA reporting.
3.3	Multi-channel communication?	Solution must cater for omni-channel blending voice, SMS, Whatsapp/Live chat/Chatbots, email
3.4	AI-powered tools for automation?	Robotic Process Automation (RPA) to automate repetitive back end tasks e.g. sending of statements or balance enquiry
4	Can you please elaborate in detail, what exactly the below systems are capable of in terms of integrations?	
4.1	SABC TV Licences systems (Customer Interaction Manager (CIM 2.0)?	This is main system used to process and store all incoming TV Licence correspondence items and responses to licence holders.
4.2	TV Licences primary database hosted on IBM zOS Mainframe)?	This is the primary TV Licences debtor system where all licence holder account and personal contact information is stored.
5	Can you please confirm what contract period the SABC is considering in this bid scope?	5 years

Please note that this is a Request For Information and not a Request For Proposal.

Queries can be sent to: tenderqueries@sabc.co.za

Yours faithfully



Nombulelo Ntozini
Demand management office

Date: 08/04/2025