

FMA 0006-2025/26: **PROCUREMENT OF CONTACT CENTRE SERVICES FOR THE DEPARTMENT OF THE PREMIER WITHIN THE WESTERN CAPE GOVERNMENT FOR A PERIOD OF 36 (THIRTY-SIX) MONTHS**

1. OPENING AND WELCOME

1.1 The Non-Compulsory Briefing Session was held on **Tuesday, 09 September 2025**, and commenced at **11H05**. Mr. Jade Haupt welcomed everyone to the meeting and introduced the departmental officials to the Bidders present.

1.2 Staff attending the briefing session:

- Mustapha Baderoen (Project Manager)
- Jade Haupt (Supply Chain Management & Administration)
- John Van Der Vent (Supply Chain Management & Administration)

2. BRIEFING SESSION AND NOTES

2.1 The meeting was held online and recorded via Microsoft Teams.

2.2 Bidders in attendance:

NO	Bidding Company Name	Representative/s in attendance
1	Next Level Growth	Rukeya Hopkins
2	DLK Group	Christo Stoop
3	Merchants SA	Madeleine Schmidt-Ries
4	FEM Power	Mpho Skosana
5	Debt Credit Rescue Solutions Pty Ltd	Phumelele Kunene
6	NEC XON Systems (Pty) Ltd	Nawahl Kamalie
7	Sizwe Africa IT Group	Zeenath Geyer
8	Phungela (Pty) Ltd	Silindokuhle Ngcobo

9	Surestrat Consultants Pty Ltd	Tariq Isaacs
10	Appleworx	Kganya Seroto
12	Alteram Solutions (Pty) Ltd	Petrus Janson
13	IN2IT	Rohan Malhotra
14	LDesfountain@datacentrix.co.za	Lizelle Desfountain
16	Digicall South Africa	John Hunidzarira
17	Expertflow	Dallas Otto
18	Datacentrix	Ricardo Steyn
19	Sizwe Africa IT Group	Moleboheng Sekonyela
20	Teleresources	Londiwe Luthuli
21	PIBG Technologies	Mhlonitshwa Nkala
22	Gijima Holdings Staffing Solutions	Courtney Usher
23	Expertflow	Wesley Versfeld

3. COMMUNICATION:

3.1 It was agreed that the following will be made available to all Bidders in attendance via e-mail; and uploaded and published via the E-Tender portal:

- Presentation; and
- Non-Compulsory Briefing Session Minutes (Questions and Answers).

4. PRESENTATIONS:

4.1 Mr. Mustapha Baderoen presented the particulars pertaining to the content, organisational context, Terms of Reference: Scope of work, Scope and Range of Services.

4.2 Mr. Jade Haupt presented the SCM information and informed the bidders as follows:

- Briefly took the Bidders through the Bid document;
- Discussed the supply chain management process outline; and
- Bidders were informed that no late bids will be considered and upon submission of their bid document.

5. QUESTIONS AND ANSWERS:

Questions asked by bidders in the meeting		
Requested by:	Questions:	Response by the Project Manager/ Supply Chain Management
Bidding Company: Merchants SA Representative: Madeleine Schmidt-Ries	Question 1: When will the contract commence?	Response: There is an existing contract in place that will end on 31 October 2025. The envisaged date for this contract is 1 December 2025
Requested by:	Questions:	Response by the Project Manager/ Supply Chain Management
Bidding Company: NEC XON Systems (Pty) Ltd Representative: Nawahl Kamalie	Question 1: Must CVs be submitted for all resources in this tender or is it only for team leads, operational people?	Response: CVs are not required for this bid, referring to the contract the resources will be onboarded with and requires the relevant requested qualifications for the contract position.
	Question 2: If the current bidder is not awarded and a new bidder is appointed will the department, consider taking over some of the staff that's currently onsite? Has a hand over period been considered and how long is the hand over period?	Response: If a new bidder is appointed, it is recommended to take on officials currently onsite for the purpose and ease of business continuity. Discussions of a hand over period is still in progress and given the expiration of the current contract of 31 October 2025 the contract might have to be extended in order to cater for a 1-month hand over period.
	Question 3: Due to some companies not doing reference letters, can bidders provide a contact number for telephonic referencing or an e-mail address in place of a reference letter? Must the reference letter be a physical document?	Response: We require reference letters and if the reference does not want to give a reference letter the provision of a sworn affidavit has been provided in the bid document for the bidder's completion. Regarding the sworn affidavit and reference letter there are certain criteria that must be stated on the reference letter for example Company name contact details, customer satisfaction level. The departments challenge is that some letters given by companies does not contain all the required criteria. The department has

		drawn up a sworn affidavit with all the required criteria in the bid document.
Requested by:	Questions:	Response by the Project Manager/ Supply Chain Management
Bidding Company: PIBG Technologies Representative: Mhlonitshwa Nkala	Question 1: Must CVs be submitted with the certifications?	Response: When the resources are onboarded the CV's and qualifications of the resources put forward will be required.
	Question 2: Is it compulsory to submit the CVs and qualifications with the bid document.	Response: It is not required to submit the cvs and qualifications at the stage in the process.
Requested by:	Questions:	Response by the Project Manager/ Supply Chain Management
Bidding Company: Gijima Holdings Staffing Solutions Representative: Courtney Usher	Question 1: Must the qualifications that are required to be submitted be certified.	Response: Yes.
Requested by:	Questions:	Response by the Project Manager/ Supply Chain Management
Bidding Company: Digicall South Africa Representative: John Hunidzarira	Question 1: Will the WCG provide their own telephony system, or must the bidder have its own telephony system?	Response: The WCG will utilise their own telephony system and software.
Requested by:	Questions:	Response by the Project Manager/ Supply Chain Management
Bidding Company: Surestrat Consultants Pty Ltd Representative: Taariq Isaacs	Question 1: Since the bidder will be utilising the WCG telephony system will there be IT support?	Response: Yes, there will be IT support.

Questions asked by bidders after the meeting		
Requested by:	Questions:	Response by the Project Manager/ Supply Chain Management
<p>Bidding Company: Digicall South Africa</p> <p>Representative: John Hunidzarira</p>	<p>Question 1: The bidder sought clarity on the following:</p> <ol style="list-style-type: none"> 1. Operating hours and days of the year? 2. Do we use all WC system to capture cases and report 3. Which telephony platform do you make use of 4. What skills do the agents need, and what is the level of experience /skills required 	<p>Response:</p> <p>1. Operating hours and days of the year?</p> <ul style="list-style-type: none"> • As per the Terms of Reference (TOR): <ul style="list-style-type: none"> ○ The WCG Contact Centre's normal operating hours during weekdays (Monday to Friday) are: 07h00 –17h00. ○ Normal operating hours during weekends and public holidays are: 08h00 – 13h00 ○ There is currently no After-Hours service requirement. However, after-hours services may be required on an <i>ad hoc</i> basis. <p>2.Yes, the logging of tickets and reporting must be done on the Western Cape Government (WCG) CRM system provided.</p> <p>3.The Contact Centre makes use of a cloud-based telephony platform that is provided to the WCG under a separate unified communications contract. Service Providers will be onboarded to this platform and do not need to make provision for an alternative telephony solution.</p> <p>4.The TOR specifies minimum skills/experience for Agents like Matric, + a minimum of 1-year relevant Contact Centre industry experience.</p> <ul style="list-style-type: none"> • Core Soft Skills that the Agent must possess would include:

		<ul style="list-style-type: none"> • Communication skills <ul style="list-style-type: none"> ○ Clear verbal and written communication (multilingual where relevant). ○ Ability to explain information simply and accurately. • Active listening <ul style="list-style-type: none"> ○ Paying full attention to the residents' concern. ○ Asking clarifying questions to fully understand the issue. • Empathy and patience <ul style="list-style-type: none"> ○ Showing understanding and sensitivity to residents' frustrations. ○ Remaining calm and supportive even in challenging interactions. • Problem-solving <ul style="list-style-type: none"> ○ Ability to apply procedures logically to resolve issues. ○ Resourcefulness in handling unexpected or complex queries. • Adaptability/flexibility <ul style="list-style-type: none"> ○ Comfort with handling different types of queries across multiple channels. ○ Ability to adjust to new scripts, procedures, or systems quickly. • Professionalism and resilience <ul style="list-style-type: none"> ○ Maintaining a respectful and
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	<p>5. Are any minimum qualifications needed at the various levels of positions mandatory</p> <p>6. Do we use WC hardware (laptops, infrastructure, headsets, etc) or our own?</p> <p>7. The off-site employees are required to be on our premises, or is this a work-from-home solution?</p>	<p>courteous tone at all times.</p> <ul style="list-style-type: none"> ○ Handling difficult interactions without losing composure. <ul style="list-style-type: none"> ● Attention to detail <ul style="list-style-type: none"> ○ Ensuring accuracy when capturing information and updating systems. ○ Following scripts and compliance requirements precisely. ● Teamwork & collaboration <ul style="list-style-type: none"> ○ Sharing knowledge with colleagues. ○ Supporting team performance goals. <p>5. Yes, the minimum qualifications and experience per role are mandatory as outlined in Section 3.4 of the TOR: Skills Requirement/Experience.</p> <p>6. Where services are provided at a WCG site, <u>the WCG will provide the necessary hardware</u> - a laptop or similar device, headset, and internet connectivity. Where services are provided off-site, <u>the Service Provider is required to provide the hardware and connectivity</u> (laptop, headset, internet). The WCG will provide all the required software and licenses.</p> <p>7. Off-site can be at the Service Provider's premises or another suitable location, including work-from-home arrangements, provided that all hardware, connectivity, and compliance requirements are met.</p>
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	<p>8. Is the split between on-site and off-site employees for contingency and disaster recovery purposes?</p> <p>9. Data on call volumes per day and per hour – that will give you an idea how to plan – you may find that you only need skeleton staff on Saturday and Public Holidays</p> <p>10. Do you have a QA system platform?</p> <p>11. Walk-in Centres. One resource per day? More information needed for costing, e.g. travelling, etc.</p> <p>12. How many annual campaigns – very important as elections are coming up and the Politicians are already in campaigning.</p> <p>13. Are current processes and procedures documented, and do these documents belong to WCG?</p> <p>14. Service to be delivered as soon as the award is made – time for training on systems and products?</p> <p>15. Does the telephony system offer resource management?</p>	<p>8.Yes, the hybrid model provides flexibility for business continuity, scalability, and disaster recovery.</p> <p>9.Data for the past 12 months attached.</p> <p>10.Yes, QA must be performed using WCG systems and processes.</p> <p>11.The Department normally allocates two resources per day to the WCG Walk-in Centre located at 9 Wale Street, Cape Town. However, resource allocation is based on operational demand, and the Service Provider may be required to adjust accordingly.</p> <p>12.Campaigns vary annually depending on citizen needs. The TOR notes that volumes and services are demand-driven. Elections and other campaigns may influence demand.</p> <p>13. Yes, core processes and SOPs are documented and remain WCG intellectual property.</p> <p>14.Yes. A transition and training period will be provided to allow the Service Provider's resources to be onboarded on WCG systems and processes.</p> <p>15. The current WCG telephony platform includes basic workforce management and reporting functions.</p>
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	<p>Question 1: Annexure B that needs to be completed by the three references, do we have the original pages i.e. pages 25-27 initialled by the representative and a line over saying Refer to the relevant annexure that forms part of the tender document?</p>	<p>Response: The Annexure B Sworn affidavit must be completed and commissioned for each reference and may be referenced to any supporting documentation.</p>
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6. SCM Comments

6.1 It was confirmed that any further questions with regards to Supply Chain Management or assistance to bid portfolio to be communicated via the departmental e-mail address Dotp.aca@westerncape.gov.za before close of business on **Thursday 11 September 2025**.

6.2 The bid presentation and all documentation as listed in paragraph 3.1 will be communicated via e-mail to all present and uploaded and published via the E-Tender portal before close of business on **Friday, 12 September 2025**.

7. Meeting was adjourned at **11H37**.