

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:

1	What Term may bidder use for this RFI – 24-, 36- or 60-Month Term agreements?	60 months (5 years)
2	Please confirm quantities of Agents and Supervisors to be used for this response?	50 - CC Agents 5 - Supervisors 3 - Quality Assurers
3	Please confirm if only Audio recording is required for this response for all agents and supervisors?	Yes. Audio recording for All agents calls.
4	Please confirm if all agents' licenses required should be omni channel licenses, with access to the voice, email, chat and SMS ...?	Yes
5	Please confirm which " <i>other digital channels</i> " are used by SBC currently and the quantity of agent licenses??	None in use at the moment. Propose Chatbot/LiveChat and Whatsapp. Max 10 licences.
6	Number of agents on a shift?	2 x shift (Max 55 concurrent licenses)
7	Total number of agents (sum of all shifts)?	50 agents and 5 supervisors
8	Number of agents per shift during seasonal peaks?	55 concurrent including 5 supervisors
9	Do agents take payments or do you envisage that Agent will take payment via the Call Centre platform?	No. Payment option should be a client self-service option.
10	Are CIM 2.0 and TVDP SABC developed solutions or commercial	Custom developed TV Licence-specific solutions

	products, if commercial products what are the OEM details.	
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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: 09/04/2025