

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 29th of April 2025 @ 12pm

SABC is responding to questions received, please note below:

RFI/TVL/2025/2		
NO.	Questions	Answers
1	Can you please confirm that size and quantities on the SABC contact center i.e. agent count, supervisor count?	58 - CC Agents 8 - 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?	66
2.3	Workforce management?	3
2.4	Quality assurance?	3
2.5	AI-powered tools for automation?	5 - Administrators
2.6	Do you need POPIA compliant voice-logging?	Yes
3	Can you please confirm in detail, what <u>exact</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 OR indicate built-in AI-powered tools e.g. AI-powered quality management, AI-powered Workforce Management & Real-time sentiment analysis	
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 our 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	
6	What Term may bidder use for this RFI – 24-, 36- or 60-Month Term agreements?	60 months (5 years)	
7	Please confirm quantities of Agents and Supervisors to be used for this response?	58 - CC Agents 8 - Supervisors 3 - Quality Assurers	
8	Please confirm if only Audio recording is required for this response for all agents and supervisors?	Yes. Audio recording for All agents calls.	
9	Please confirm if all agents' licenses required should be omni channel licenses, with access to the voice, email, chat and SMS ...?	Yes	
10	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.	
11	Number of agents on a shift?	2 x shift (Max 66 concurrent licenses)	
12	Total number of agents (sum of all shifts)?	66 concurrent users including 8 supervisors	
13	Number of agents per shift during seasonal peaks?	66 concurrent users including 8 supervisors	
14	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.	
15	Are CIM 2.0 and TVDP SABC developed solutions or commercial products, if commercial products what are the OEM details.	Custom developed TV Licence-specific solutions	

16	In part 1, you mentioned that the SABC TV Licences system (Customer Interaction Manager (CIM 2.0) is the primary system for license holders. Do you use this system as the internal CRM for the agents?	Yes	
17	What are the workflows of CIM 2.0?	Mail correspondence is received in our main mailbox, indexed into departmental teams queues from where work items are processed by agents.	
18	Which departments use CIM 2.0 aside from the debt and license management?	TV Licence specific (all departments within TVL)	
19	Do you have a META account under the business or managed by SABC?	Yes	
20	What types of interactions do you need to conduct on WhatsApp?	WhatsApp channel is managed by another service provider. Query responses via WhatsApp messaging.	
21	Does SABC have a service integrator for Facebook and WhatsApp?	Yes, under development	
22	What is your current ticketing system for receiving and handling issues?	CIM 2.0 but we need Contact Centre solution should include ticketing/reference issuing	
23	Do you have a service provider for voice? If so, who is your current vendor, and are they still under contract?	Yes, no need to take over these services. This will be managed thru a separate RFP.	
24	Based on the previous question, do you require the bidder to take over these services for you?	No	
25	What type of connectivity is available at the site where the agents will be working?	LAN when onsite. 3G and VPN for remote.	
26	Will the agents be working remotely? If so, how many?	Hybrid. 3 weeks remote and 1 week on site.	
27	Is your call center primarily inbound or outbound intense?	Primarily inbound but we would like to grow outbound capacity	
30	Kindly share the total number of agents/users that will be using the Omni Channel Contact Centre Solution.	66 concurrent including 8 supervisors	
31	Are respondents expected to answer only the listed questions in Section 5?	At minimum these modules or functionality must be provided by your proposed solution. Additional or value add functions may be provided with clear costing for each.	
32	Should we include a more structured proposal document outlining our capabilities?	Yes	
33	Is there a specific template or additional documentation that should accompany our submission?	Product catalogue or brochure	
34	What level of integration is required?	Basic account info lookup via existing APIs	

35	Are there existing APIs or middleware in place?	Yes	
36	Are you expecting detailed technical information at this stage or just a high-level capability reference?	Only high-level capability	
37	How many service agents do you currently have?	66 concurrent users including 8 supervisors	
38	How many licences do you need overall? Our pricing model is based on license per user.	66 concurrent users including 8 supervisors	
39	Do you want to include Whatsapp as a possible additional Omnichannel?	Yes	
40	What Call Recording Module do you use at the moment?	Built-in the current temporary solution in place.	
41	What must the Quality Assurance Module do? We need a bit more detail on what the requirement is here.	Ability to configure quality assessment templates for our QAs to score agents on different interactions with licence holders/clients.	
42	Is the Workflow of the management and routing of communication evenly across the support team?	No, CIM work routing is based on query type .	
43	What sort of question are covered in the IVR Routing system	0113309555 for testing purposes	
44	What database and application do the CIM develop in?	SQL databases, Java and DotNet	
45	Can we access CIM via a API?	Yes	
46	Is the CIM cloud based? (IBM zOS Mainframe)	Server based and integrated with the primary TV Licences database on the mainframe.	
	<u>See:</u> https://www.ibm.com/downloads/documents/us-en/107a02e95ac8f5b4		
47	Does this supports REST Web Service integration?	Yes	
48	What payment system do you use?	iVeri Gateway	
49	How do you determine if a payment has been paid via EFT or Credit Card?	Gateway allows for debit and credit card payments only	
50	We recommend that we measure current KPI so that we can calculate ROI after the implementation of the project	This will be measured internally.	
51	I don't see the number of users in the attached document, may I ask you to please confirm the number for me? We could also look at this on a "per seat" basis?	60 concurrent users including 6 supervisors	
52	Please clarify the closing date as the 28th April is a public holiday. Is there a possibility of an extension?	A new date has been given. Closing date will be on the 29th of April 2025	
53	Does the Call Recording need to be		

	compliant?		
54	What is the estimated volume of minutes per month?		
55	Does the SABC have existing IVR recordings that are to be used, or do we need to provide a premium product?	Existing recordings can be used for reference purposes but we would like a premium product.	
56	What automation is required - these are subject to detailed scoping	Just RPA cabapability to be confirmed e.g. partnership with RPA service provider or inhouse capabilities	
57	Does the SABC CRM have open API's?	Yes	
58	How many numbers will we be required to port and are they blocks of numbers or individual numbers?	300 (0113309400 - 0113309699)	
59	If pricing is required please provide us with the quantities for each item?	Not applicable to our RFI	
60	Integration: <i>integrating with SABC TV Licenses systems (Customer Interaction Manager (CIM 2.0) TV Licence Debtor Program (TVDP) hosted on a IBM zOS Mainframe).</i>	EntireX middleware and existing APIs available	
a	Can you briefly advise what the business process (Business Scenarios) is in regard to the Integration?	Basic customer information lookup	
b	What data do you want to integrate to the proposed Solution?	No data migration required	
c	What is the current Software brand name of the CIM solution? This should help us in being detailed about the integration.	CIM 2.0 is a custom developed bespoke system for TV Licences. Java and DotNet with SQL databases.	
d	Would you also like to integrate your Website Contact us form to the proposed Solution?	Yes	
61	Current temporary solution: The current temporary solution in place, implemented in May 2023, was intended as an interim measure. • Would you kindly advise the current solution and would the data on this solution be required to be migrated to the new solution or is data currently captured and recorded only on the CIM Solution?	No data migration required. All licence holder data reside on mainframe and CIM.	
62	Current Volumes/Estimated Volumes: What are the current volumes:		
62.1	Voice	20 000 - 25 000 calls per month. November peaks at 35 000 due to Black Friday (Inbound)	
a	Outbound voice calls per day?		
b	Average minute spent on a call		
62.2	Email		
	Current estimated emails per day?		

	Is the SABC on MS Office 365?		
62.3	Chat		
	Do you need this chat to be on the SABC Website?		
62.4	SMS		
	Expected SMS's to be sent per day/Month		
62.5	and other digital channels.		
	For WhatsApp, would you like an automated AI chat bot?	WhatsApp bot is managed by another service provider. Just to respond to incoming Whatsapp messages.	
63	May I kindly ask that you complete the attached template to enable us to derive the necessary pricing.	Monthly volumes table attached	
64	We would greatly appreciate your guidance on the following items to ensure our response aligns with your expectations:		
a	Clarity on the required response format	No specific format. Cover Section 5 module requirements. Ensure costing included for any additional functionality proposed or value adds. Include product catalogues or brochures.	
b	Expectations regarding IBM zOS Mainframe integration	Account lookup via existing API	
65	Please can you provide monthly volumes for the below for more accurate pricing information.	20 000 - 25 000 calls per month. November peaks at 35 000 due to Black Friday (Inbound)	
66	Note: Propose to SABC a solution which is capable to be used by a visual impaired agent/supervisor. If there are additional features to be quoted, please do for one agent/supervisor license. Currently the visual impaired agent/supervisor use Jaws application and don't use a computer mouse at all when working on the computer, use only a keyboard for input.		

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



Date: 24/04/2025

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