



REQUEST FOR INFORMATION

RFI NO: RFI/TVL/2025/2

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

RFI OBJECTIVE:

This RFI calls for request for information to provide a detailed cost of procuring the omni-channel contact centre solution with built-in AI-powered tools for quality assurance, automation and data analytics, pricing to include integration costs of integrating with SABC TV Licenses systems (Customer Interaction Manager (CIM 2.0) TV Licence Debtor Program (TVDP) hosted on a IBM zOS Mainframe).

RFI documents are obtainable from **07 April 2025** from the following websites:

- **Government E-Portal** <http://www.etenders.gov.za>
- **SABC Website** <http://www.sabc.co.za/sabc/tenders>

Closing Date: 28 April 2025 at 12H00

For enquiries: E-mail: tenderqueries@sabc.co.za



SOUTH AFRICAN BROADCASTING SABC SOC LIMITED
("The SABC")

REQUEST FOR INFORMATION (RFI)

RFI NUMBER	: RFI/TVL/2025/2
RFI TITLE	: Request for Information for Omni Channel Contact Centre Solution

EXPECTED TIME FRAME

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	07 April 2025
RFI Available from	Government E-Portal http://www.etenders.gov.za SABC Website http://www.sabc.co.za/sabc/tenders
Briefing Session	None
RFI Closing Date and Time	28 April 2025 at 12H00
Contact details for questions/ queries	tenderqueries@sabc.co.za

The SABC retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to RFPSubmissions@sabc.co.za and , please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.

Submissions are to be made electronical at the above-mentioned address.

PDF Documents will be available on the SABC Website.

Please note that this is a Request For Information and not a Request For Proposal. No award will be.

REQUEST FOR INFORMATION:

1. DEFINITIONS

- 1.1 “**RFI**” - a request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 1.2 “**RFI response**” - a written response in a prescribed form in response to an RFI.
- 1.3 “**Hosting Partners**” - companies who entered into an agreement with SABC LOC in the areas of application management; application hosting, application service provision, and marketplace hosting are incorporated in this category.
- 1.4 “**Respondent**” – any person (natural or juristic) who forwards an acceptable RFI in response to this RFI with the intention of being the main contractor should the RFI be awarded to him.

2. CONFIDENTIALITY

All information related to this request for information both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the SABC, written approval to divulge such information will have to be obtained from SABC.

The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI. Respondents must ensure that: access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This RFI remains at all times the property of the SABC. No rights other than as provided in this RFI and in respect of the confidential information are granted or conveyed to bidder/s

NAME OF Respondent: _____

PHYSICAL ADDRESS: _____

Respondent's contact person: Name : _____

Telephone : _____

Mobile : _____

Fax.: _____

E-mail address: _____

3. The manner of submission of the RFI

- 3.1** Respondent shall submit RFI response in accordance with the prescribed manner of submissions as specified below.
- 3.2** Respondent shall submit one (1) electronic copy. Electronic copies may be e-mailed to: RFPSubmissions@sabc.co.za and tenderqueries@sabc.co.za
- 3.3** All additions to the information documents i.e. appendices, supporting documentation, photographs, technical specifications and other support documentation covering suggested solutions etc. shall be neatly bound as part of the schedule concerned.

4. **BACKGROUND**

The TV Licences business unit requires a permanent, fully functional omni-channel contact centre solution with built-in AI-powered tools for quality assurance, automation and data analytics to support and optimize the management of approximately 12 million active accounts. The current temporary solution in place, implemented in May 2023, was intended as an interim measure. However, a more sustainable and long-term solution is now critical to ensure efficient revenue collection, enhanced customer service delivery, and growth.

TV Licences plays a pivotal role in the collection and management of TV licence fees by mailing renewal statements, tax invoices, reminders, and general notices to licence holders and managing both inbound and outbound customer interactions to drive collections and address customer queries.

The current contact centre solution, while functional, remains a temporary arrangement. This poses risks in terms of operational continuity, scalability, and the ability to fully meet evolving business requirements. A permanent omni-channel solution with built-in AI-powered tools for quality assurance, automation and data analytics is essential to align with long-term strategic objectives and support sustained revenue growth.

The reliance on the temporary contact centre solution has revealed the following challenges:

- **Operational Instability:** Temporary solutions lack long-term reliability and robustness.
- **Limited Functionality:** Current system may not fully support omni-channel capabilities, impacting customer experience.
- **Scalability Concerns:** As customer interaction volumes fluctuate, the temporary solution may not scale effectively to meet demand.
- **Revenue Impact:** Suboptimal customer service delivery can lead to delayed collections and reduced compliance.
- **Strategic Misalignment:** Temporary solutions are not conducive to achieving long-term revenue and growth targets.

The objective of this project is to implement a permanent, fully integrated omni-channel contact centre solution with built-in AI-powered tools for quality assurance, automation and data analytics that will enhance inbound and outbound customer interactions across voice, email, chat, SMS, and other digital channels. Other objectives include:

- Improve operational efficiency, scalability, and reliability.

- Support revenue collection targets through optimized customer service delivery.
- Enable advanced reporting, analytics, and performance management.
- Align with the business unit's long-term strategic vision and AI strategy.

5. Scope

The scope of this RFI encompasses a cloud-based omni-channel contact centre solution with the following modules included:

- Multi-channel communication module
- Call Recording module
- Quality Assurance module
- Workforce Management module
- AI-powered tools for automation
- IVR and Intelligent routing module
- Integration with existing SABC TV Licences systems (Customer Interaction Manager (CIM 2.0), TV Licences primary database hosted on IBM zOS Mainframe)
- Pricing for proposed solution (pricing to include cost of system integration and all modules)

6. GENERAL INFORMATION

Contact Persons for Queries

Enquiries in respect of this RFI should be addressed to:

SCM Division

E-mail: tenderqueries@sabc.co.za

All queries to be e-mailed.

7. RFI SUBMISSION INFORMATION

SUBMISSION DETAILS:

RFI responses should be submitted to the below address.

Electronic copies may be emailed to RFPSubmissions@sabc.co.za and tenderqueries@sabc.co.za

END OF THE REQUEST FOR INFORMATION DOCUMENT