

The following questions were received by the Financial Sector Conduct Authority (FSCA) on bid FSCA2025/26-T012 and are responded to accordingly:

NO.	QUESTION	RESPONSE
1.	1.1. Please confirm that you are happy with the currently service provider and if not, what is the shortfalls that we must consider.	1.1. The FSCA is not in a position to discuss the current incumbent's performance with any third party. Potential bidders are required to respond in line with the requirements of the published tender document.
	1.2. We have 2 two active on-site Cloud-based contact centres with approximately 300 agents each which we could showcase our understanding of utilising technology, process and services. The technology we are proposing to FSCA is slightly different, but it have the same functionality. Would this be a problem if we don't show the solution that we are proposing.	1.2. The proposed call centre must satisfy all FSCA requirements as outlined in the bid document, including physical hosting and the mandatory requirement outlined in Annexure 1. The bidders must be able to demonstrate their offering and existence thereof. Same must be availed for verification as part of the evaluation process.
2.	2.1.1. Dedicated Agents. To what are they dedicated?	2.1.1 The agents must be dedicated to the FSCA account and cannot be shared with your other client/accounts.
	2.1.2. 3000 inbound calls No mention of the digital volumes?	2.1.2 Digital interactions data is not available as there are no digital interactions currently.
	2.1.3. How many of the 3000 calls per language or per language category?	2.1.3 Call volumes fluctuate monthly and are distributed across all 11 languages, with English being the most preferred language for interaction.
	2.1.4. Will the digital (written) work also be delivered in all 11 languages?	2.1.4 Yes, the service must be provided in 11 official languages

FINANCIAL SECTOR CONDUCT AUTHORITY QUESTION AND ANSWERS

FSCA202526-T012 [PROVISION OF CALL CENTRE SERVICES TO THE FSCA]



NO.	QUESTION	RESPONSE
	2.1.5. Do we need Leadership and Support (TLs, CXAs, other?) in all languages?	2.1.5 That is a business decision.
	2.1.6. Describe or define Peripheral Services?	2.1.6 Services required to ensure that you deliver the call centre service that meets the requirements of the FSCA including the required systems hardware, software and support.
	2.1.7. What is technical training?	2.1.7 In line with paragraph 27.1.2 of the tender document technical training includes systems and call centre specific training (excluding product training offered by the FSCA)
	2.1.8. Timeline: Bidders will be notified 31 November 2025 Go-live date 1 January 2026 Expectation that call centre set-up completion and onboarding and training commences 2 weeks before go-live Does not operate weekends and PH Which means by 15 Dec 2025 (within 2 weeks from notification) EVERYTHING must be ready?	2.1.8 In line with paragraph 28.1 of the tender document the call centre setup must be completed two weeks before go-live in this case it will be by 19 December 2025
	2.1.9. When are we supposed to draft and develop the training material and manuals for the staff?	2.1.9 Bidders may incorporate training material and manuals for the staff in the implementation plan if it is required. FSCA will provide product related training to the successful bidder.
	2.1.10. What are the client system onboarding requirements (name, surname, ID, email, etc?) and what is the timeline before training starts to be submitted to client?	2.1.10 This question is unclear; however this can be included in your proposal and implementation plan.

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	2.1.11. Do you require the agents need to meet the FAIS fit and proper requirements	2.1.1 No – Agents are not expected to perform a role that is regulated by the FAIS Act i.e rendering of financial services as defined in the Act.
	WFM. 2.2.1. What is the AHT per Line of Business?	2.2.1 The AHT (Average Handle Time) vary between 3 – 5 minutes however it must be noted that AHT is not a success metric – rushing agents to close tickets, rather than resolve issues, would hasten the AHT but would not make for happy customers – but it is an important metric for calculating call center levels, assessing efficiency for the call centre overall or for specific agents, and establishing performance benchmarks.
	2.2.2. What is the expected volume for Digital Channels	2.2.2. Digital interactions data is not available as there are no digital interactions currently
	2.2.3. Please confirm the assumed number of seats for pricing in Annexure 2?	2.2.3 Service providers to propose the number of seats based on the proposed methodology/ service offering.
	Training. 2.3.1 What is the training duration for induction training?	2.3.1 One day will be allocated for FSCA training, if more time is required, that can be arranged.
	2.3.2 Will we have a TT for the new trainer?	2.3.2 Not sure what TT stand for. Assuming targeted training - FSCA will provide product training/FSCA specific training.
	2.3.3 Is there an LMS for the material?	2.3.3 FSCA training will not be on Learning Management System, other forms of learning material will be

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		provided e.g power point presentation slides, training manuals etc
2.3.4	What is the nesting / OJT duration before the new learners enter into Business as Usual	2.3.4 FSCA is not in a position to prescribe such information, the requirement is that the call centre service must be ready by go-live date and have the capacity to render the required service
2.3.5	Will we need a PCI training environment - technical / financial etc.?	2.3.5 Not sure what PCI training environment it. Refer to the training requirement in the document
2.3.6	Will the trainer need any qualifications	2.3.6 The determination of this is left to the bidder, as business processes will guide the appropriate approach. This is not specified as a tender requirement.
	Quality.	
2.4.1	What is the evaluation sample size?	2.4.1 FSCA does not have the requested information. This should be part of bidder's quality assurance processes.
2.4.2	Will the incumbent service provider hand over data, scripts, and call logs to the new provider?	2.4.2 There is no requirement to handover any data to new service provider by old service provider.
	Commercials.	
2.5.1	Please confirm if value-added services (chatbots, digital channels, AI) should be priced separately or bundled?	2.5.1 Bidders must provide pricing as per the pricing schedule in Annexure 1, under appropriate line item.
2.5.2	Should bidders also quote for outbound call campaigns (surveys, follow-ups), or is this strictly inbound only?	2.5.2 No outbound calls, inbound calls only

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	Technology. 2.1.1 Please confirm if the call centre system must integrate with any FSCA back-end systems (CRM, databases, reporting tools)?	2.6.1 All systems should provide remote web-based access point or API
3.	3.1.1 The briefing session held on the 15 October 2025 regarding the above tender refers: A question was raised in the briefing session with regard to the “average handling time” per call. This is required by the bidders to capacitate the call centre adequately with the required call centre agents. It would be appreciated if this information could be made available as a matter of urgency	3.1.1 The AHT (Average Handle Time) vary between 3 – 5 minutes however it must be noted that AHT is not a success metric – rushing agents to close tickets, rather than resolve issues, would hasten the AHT but would not make for happy customers – but it is an important metric for calculating call centre levels, assessing efficiency for the call centre overall or for specific agents, and establishing performance benchmarks.
4.	4.1.1 We would appreciate your guidance on the CV requirements. The bid documentation refers to both “General Management” and “Client/Account Relationship” roles, and we are unclear whether this refers to one individual fulfilling both roles or if separate CVs are required for each.	4.1.1 FSCA requires CV for persons responsible for roles specified in paragraph 30, item c of the bid document.
	4.1.2 Additionally, we would like to confirm how many agents are currently deployed on the project	4.1.2 Currently there are 12 agents, but this is based on the old business requirements. The requirements and scope have since been updated. Bidders are now required to propose the number of agents based on their proposed methodology and service offering

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5.	5.1.1 Please could you share any questions and answers that was conducted during this session. Will this tender only be for a period of 5 months, as in the document you are referring to 36 months.	5.1.1 The service is required for a period 36 months
6.	6.1.1 Do we need to include the agents CVs as well and is there a specific qualification or just the more than 5 years' experience	6.1.1 No, bidders are required to provide CVs as required in paragraph 30 item c of the tender document