

FINANCIAL SECTOR CONDUCT AUTHORITY	 Financial Sector Conduct Authority
QUESTION AND ANSWERS	
BID FSCA2022/23-T012 [PROVISION OF CALL CENTRE TO THE FSCA]	

The following questions were received by the Financial Sector Conduct Authority (FSCA) on bid FSCA2022/23-T012 and are responded to accordingly:

NO.	QUESTION	RESPONSE																								
1.1	Please provide historical trends (preferably 12 months) of calls/interactions offered, AHT, emails offered, and any other transactions offered. This is to assist us in resourcing for the solution more accurately.	Calls offered: <table><tr><td>Jan-22</td><td>2556</td></tr><tr><td>Feb-22</td><td>9235</td></tr><tr><td>Mar-22</td><td>4800</td></tr><tr><td>Apr-22</td><td>3328</td></tr><tr><td>May-22</td><td>2517</td></tr><tr><td>Jun-22</td><td>3279</td></tr><tr><td>Jul-22</td><td>3121</td></tr><tr><td>Aug-22</td><td>7084</td></tr><tr><td>Sep-22</td><td>4297</td></tr><tr><td>Oct-22</td><td>3918</td></tr><tr><td>Nov-22</td><td>2950</td></tr><tr><td>Dec-22</td><td>1482</td></tr></table> Below is statistics for one month	Jan-22	2556	Feb-22	9235	Mar-22	4800	Apr-22	3328	May-22	2517	Jun-22	3279	Jul-22	3121	Aug-22	7084	Sep-22	4297	Oct-22	3918	Nov-22	2950	Dec-22	1482
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1.2.	Please provide volumes of interactions offered per month broken down by language. This will help us to resource accordingly based on the language needs.	This is inclusive of all combined South African languages, please also refer to answers provided on question 1.1 above														

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2.	Should this be a Section 197, please can you provide the salary/benefit files for people that will be considered for transfer. Kindly include leave balances, benefits and contributions.	This is not section 197 appointment; Call Centre employees are not employed by the FSCA.
3.	Please share the trend of repeat interactions broken down via disposition per month or disposition trends of call drivers.	FSCA does not have the requested data
4.	Will we be required to provide a CRM system/solution, or would we be using an existing system provided by FSCA (if so, would this run through a tunnel or would there be a need for API integration)?	Yes, bidders will be required to provide own solution.
5.	Would FSCA prefer a dedicated trainer for the team, or would a syndicated resource suffice?	No, the FSCA does not prefer a dedicated trainer for the team however will train the trainer. The trainer will provide training to the relevant call centre resources.

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6.	Please provide us with the latest version of the General Conditions of Contract and Special Conditions of Contract (or at least a link at which they can be found) (Page reference - page 33 in the TOR and point reference - 2.3 & 2.3.1).	GCC can be downloaded from the hyperlink provided below http://ocpo.treasury.gov.za/Resource_Centre/Legislation/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf
7.	Please can we get clarity on what information is required by clause 2.3 and 2.3.1 in terms of directors/ trustees/ shareholders/ members/ partners?	2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? YES/NO 2.3.1 If so, furnish particulars: By ticking a YES means information must be furnished of the above-mentioned parties concerned. and a NO means there is no information to be furnished of the above-mentioned parties. For further information relating to SBD forms please liaise with National Treasury