



RFP NUMBER: RFP/TVL/2023/4

RFP TITLE: SABC TV LICENCES OPERATIONS OUTSOURCING IN TERMS OF SECTION 197 OF THE LABOUR RELATIONS ACT 66 OF 1995 FOR A PERIOD OF FIVE (5) YEARS.

CONSOLIDATED QUESTIONS FROM BIDDERS AND ANSWERS FROM SABC ISSUED: 26 APRIL 2023.

BID CLOSING DATE: 04 MAY 2023

#	SERVICE PROVIDER QUESTION	SABC ANSWER
1.	If we have agents in our call centre working remotely not in the office, because our agents can work from home, but we do have office situated in Benoni which has 19 seats. We have all the tools and infrastructure. Is there a reason why we should be closer to your offices?	The TV Licences staff have worked in the Auckland Park area for years. Majority of our staff use public transport daily. We do not intend to inconvenience them, their personal lives or financial situations. It is therefore to their benefit if their lives are not disrupted due to long travels that will also increase their costs. A bidder that has a fully functional remote working infrastructure should also consider and indicate whether they would be able to sustain remote working into the future for the number of staff that we have, whether the full remote working model caters for our structural needs and positions within TV Licences and how the different positions will be catered for and managed into the future.
2.	In terms of answering calls and service, because I see also debt collection must we have certificate for collection?	We have external debt collection agencies and are not looking for debt collection agencies, therefore the bidder does not need to be registered. The internal debt collection team provides support to our external agencies where additional information is required or enquiries can only be processed within TV Licences.

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