



## employment & labour

Department:  
Employment and Labour  
REPUBLIC OF SOUTH AFRICA



### QUESTIONS AND ANSWERS

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#### REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CONTACT CENTRE SOLUTION SERVICES TO THE UNEMPLOYMENT INSURANCE FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS

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**TENDER NUMBER:** UIF5/26/27  
**DATE ISSUED:** 08 September 2026  
**CLOSING DATE AND TIME:** 30 September 2026 at 11h00  
**BID VALIDITY PERIOD:** 120 Calendar days

**TENDER BOX ADDRESS:** Unemployment Insurance Fund  
Absa Towers Building  
Ground Floor  
230 Lillian Ngoyi Street  
Pretoria  
0002

**TENDER BRIEFING SESSION: 15 September 2026**  
**Contact Person:** Mpfareleni Ravhutsi  
**Email Address:** [Mpfareleni.Ravhutsi@labour.gov.za](mailto:Mpfareleni.Ravhutsi@labour.gov.za)  
**Contact Number:** 012 337 1918

| NO | QUESTIONS                                                                                                                                                                                                                   | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| 1. | You mentioned on the presentation that the document for pricing is sbd 3.1, but in the document is sbd 3.3 are you changing to sbd 3.1                                                                                      | No the correct document to be used for pricing is SBD3.3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2. | you got the documents we supposed to be included on Section 2 and section 3 requires the CSD again , do we have to put it in each section or once you put in one section you are done.                                      | Once a document has been included under Section 1, there is no need to include the same document again in another section.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3. | Volumes: Please confirm whether the stated 200,000 inbound calls and 50,000 omni-channel interactions are monthly volumes, and whether the 250,000-call server capacity represents the required monthly design capacity.    | Yes. The <b>200,000 inbound calls</b> and <b>50,000 omni-channel interactions</b> reflected in the pricing schedule are intended as <b>monthly volumes</b> for pricing and capacity-planning purposes. The requirement for <b>server capacity to handle a minimum of 250,000 calls monthly</b> represents the <b>minimum monthly design capacity</b> that the proposed solution must support. During peak times capacity can be interchangeable. Please prepare technology for 250 inbound calls, if business needs to move capacity from Omni-channel due to increased call volumes we must be flexible. As long as the volumes are 250k consolidated. Bidders should ensure that all telephony, CRM, cloud infrastructure, reporting, workforce management, and associated technology components are appropriately sized to accommodate these anticipated monthly volumes, while also providing scalability to manage seasonal demand fluctuations and overflow capacity requirements as specified in the bid document. |
| 4. | Agent model: Please confirm the respective responsibilities of the service provider for the 100 UIF agents and the 250 seasonal agents , particularly regarding salaries, equipment, licences, connectivity and management. | <p>The tender adopts a hybrid operating model in which the core contact centre operation will be insourced by the UIF between year 2 – 3, while the service provider supplies and supports the required contact centre technology platform and seasonal overflow capacity.</p> <p><b>100 UIF Agents (Internal Capacity)</b><br/> The UIF will remain responsible for the employment and remuneration of the 100 UIF agents. The service provider is required to provide and maintain the contact centre technology platform, including telephony,</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| NO | QUESTIONS                                                                                                                                                                                            | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|    |                                                                                                                                                                                                      | <p>CRM, AI-enabled solutions, cloud infrastructure, software licences and related support services necessary for these agents to operate on the platform. The tender requires technology licensing and capacity planning for up to 350 users, including UIF agents and seasonal agents.</p> <p><b>250 Seasonal Agents (Overflow Capacity)</b></p> <p>The service provider is responsible for providing overflow capacity of up to 250 seasonal agents on request by the UIF. The cost per seat must include all resources required to enable these agents, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Salaries/remuneration aligned to industry standards.</li> <li>• Laptops and related equipment.</li> <li>• Headsets.</li> <li>• Connectivity (including remote-working capability).</li> <li>• Software licences.</li> <li>• Team leaders and operational support.</li> <li>• Contact centre management support.</li> <li>• Other associated resources required to provide the service. The specification explicitly states that the cost-per-seat pricing must include laptops, connectivity, headsets, team leaders, licensing, contact centre management and related operational resources for the seasonal overflow capacity.</li> </ul> |
| 5. | Seasonal agents: Please confirm whether the additional 250 agents will be charged per activated seat/per month , only when requested by UIF, rather than being included as a permanent monthly cost. | Yes. The overflow capacity of up to <b>250 seasonal agents</b> is intended to be <b>utilized on an as-needed basis</b> , subject to UIF operational requirements and seasonal demand fluctuations. The specification states that the requirement for seasonal agents is not a core responsibility and that the number of seasonal agents will fluctuate based on demand.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| NO | QUESTIONS                                                                                                                                                                                                                                                       | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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|    |                                                                                                                                                                                                                                                                 | <p>Furthermore, the pricing schedule specifically states that the <b>cost per seat</b> for the overflow agents is provided for evaluation purposes and that these are <b>seasonal agents required as and when by the Fund</b>.</p> <p>Accordingly:</p> <ul style="list-style-type: none"> <li>• Bidders must provide a <b>monthly cost per seat</b> for overflow agents.</li> <li>• Charges for seasonal agents will apply <b>only when such agents are activated/requested by UIF</b>.</li> <li>• The maximum overflow capacity remains <b>250 agents</b> at any given time.</li> <li>• Bidders should not assume that all 250 seasonal agents will be deployed continuously throughout the contract period.</li> <li>• The pricing schedule requires the cost-per-seat rate to facilitate future call-off of overflow capacity when operational volumes exceed UIF's internal capacity.</li> </ul> |
| 6. | Premises: Please confirm the required location, minimum floor area and seating capacity for the physical contact centre, and whether the bidder is responsible for the full office fit-out, furniture, security, utilities and related infrastructure.          | Your call centre can be set up within the borders of South Africa. Floor space will be according to Occupational Health and Safety regulations, a hybrid model is suggested as staff cannot be managed continuously from home, facilities for training is needed with appropriate boardrooms for accommodating UIF and the ministry at any time, this is part of due diligence visits as per contract management. You will be required to set up your office with assets, support areas, security and other elements indicated in the specification – this is for your cost solely.                                                                                                                                                                                                                                                                                                                  |
| 7. | WF Nkomo transition: Please clarify the expected timing and scope of the Year 1 hosting arrangement and the Year 2–3 migration to UIF/WF Nkomo , including which party will fund the infrastructure, fit-out, connectivity and migration costs at the UIF site. | Transitioning of the call centre to WF Nkomo will be at the bidder's costs. We are looking at moving within the next year. As per the briefing all infrastructure costs, fit out, connectivity and migration costs before and after the move to WF Nkomo is at the bidders costs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8. | Telephony: Please confirm whether the existing UIF toll-free/Telkom number, IVR configuration and call flows will                                                                                                                                               | The existing UIF toll-free/Telkom number remains the property of the UIF. The successful bidder will be provided with the information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| NO  | QUESTIONS                                                                                                                                                                                   | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|     | be made available to the successful bidder for migration/duplication.                                                                                                                       | necessary to duplicate the existing IVR configuration and call flows. UIF will guide the requirement and levels of IVR required. UIF will facilitate change of share call number with BCX from current provider to the new provider.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9.  | Connectivity: Please confirm whether the specified 100 Mbps connection is the primary connection only and whether a redundant connection is required.                                       | The 100 Mbps connection specified in the bid represents the minimum required connectivity for the contact centre solution. The bid does not prescribe a mandatory redundant connection. Bidders are responsible for designing a solution capable of meeting the required availability, uptime, business continuity and service-level requirements, and may propose additional redundancy where necessary to achieve these objectives. UIF cannot afford its call centre to be uncontactable/non-accessible at any point. A reasonable redundant, or fall back plan must be considered.                                                                                                                                                                                                                                                                                                                                                                             |
| 10. | CRM integration: Please confirm which UIF core systems must integrate with the proposed CRM and whether UIF will provide the necessary APIs, technical documentation and test environments. | The bid does not prescribe a specific list of UIF core systems for integration. The proposed solution must be capable of integrating with UIF core systems and the contact centre value chain through standard APIs and real-time synchronisation mechanisms. Detailed integration requirements, including system interfaces, API specifications, and technical documentation and testing arrangements, will be provided to the successful bidder during the implementation and solution design phase, subject to applicable security and governance requirements. The bidder will be required to supply the API in order to build integration to at least 3 core systems, which includes SAP – should there be a need for UI to assist with internal policy we will assist the service provider. We will provide test environments if there is a need to connect to our network however all other project planning tasks must be covered by the service provider. |
| 11. | Existing systems/assets: Please advise what existing telephony, CRM, hardware, recordings, data and other                                                                                   | The bid does not provide for the transfer of a defined inventory of existing contact centre assets. Bidders must price and propose a complete end-                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| NO  | QUESTIONS                                                                                                                                                                                                         | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|     | contact-centre assets will be made available to the successful bidder.                                                                                                                                            | to-end solution in accordance with the specification. Existing UIF assets required for transition purposes, such as the toll-free number, IVR structure, call-flow configurations and approved integration interfaces, will be made available to the successful bidder during implementation where applicable. The availability and migration of any existing data, recordings, configurations or related assets will be addressed during the implementation and transition planning phase.                                                                                                                                                                                                                                                                                                       |
| 12. | Call recordings: Please clarify the required storage capacity and responsibility for maintaining the five-year recording retention requirement after contract expiry, including the two segregated backups.       | Bidders are responsible for providing sufficient storage capacity to accommodate all call recordings generated under the contract, including the primary recording repository and two segregated backup copies. The solution must support retention of recordings for a minimum period of five (5) years from the date of the call, including recordings generated during the contract period. The bid does not prescribe a specific storage volume and bidders must size their solution accordingly. Detailed arrangements regarding the custody, transfer and long-term retention of recordings upon contract expiry will be finalised during contracting and transition planning. The bidder must look at the volumes expected for the duration of the contract and provide for that capacity. |
| 13. | Support resources: Please confirm whether the specified telephony, CRM, AI and project-management resources must be dedicated full-time resources or may be shared resources subject to meeting the required SLA. | The bid specification does not prescribe that telephony, CRM, AI, project-management or related technical support resources must be dedicated exclusively to the UIF contract, but note that UIF is technical and process changes happen frequently. This will require UIF needs to be prioritised and actioned without delay. Bidders may utilise dedicated or shared resource models, provided that the proposed approach meets all contractual service-level requirements, support obligations, availability targets and performance standards set out in the bid specification and SLA                                                                                                                                                                                                        |
| 14. | CRM development: Please confirm whether the requirement for approximately 300 CRM development                                                                                                                     | This can be flexible according to work needed. We expect this to be used up monthly due to the multiple channels and reporting needs by                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| NO  | QUESTIONS                                                                                                                                                                                                               | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     | hours per month is a fixed monthly contractual requirement throughout the 36-month period.                                                                                                                              | the UIF. Timing and deployment is why we indicated these hours so that we don't delay client experience. The approximately 300 CRM development hours per month should be regarded as the capacity requirement to be made available under the contract for pricing and resource-planning purposes. Actual utilisation will be driven by UIF business requirements, approved enhancements, integrations and change requests during the term of the contract                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 15. | SLA: Please provide the intended minimum SLA/KPI targets for Answer Rate, Abandonment Rate, FCR, service level, system availability, QA and other operational measures, where these have already been defined.          | <p>The bid specification does not prescribe minimum numeric targets for Answer Rate, Abandonment Rate, Service Level, First Call Resolution (FCR), Average Handling Time (AHT), Quality Assurance (QA) scores or related operational contact-centre KPIs. The successful bidder will be required to provide reporting, monitoring and quality-management capabilities to support these measures. Detailed operational KPI targets and SLA commitments will be finalized during contract negotiations. The bid specification does, however, require greater than 99% telephony uptime, 100% call recording, disaster recovery capability, business continuity measures, and comprehensive reporting and monitoring functionality.</p> <p>Targets for the different SLA's will be discussed during contracting and industry standards will be used. However, for Answer rate is 90% currently and QA is over 95% for both call listening and competency assessment.</p> |
| 16. | Pricing: Please confirm that the 350-agent pricing shown in SBD 3.3 is for evaluation purposes , and that the 250 seasonal agents will be billed according to actual activation rather than as a fixed 36-month charge. | The pricing reflected in SBD 3.3 is primarily for evaluation and capacity-planning purposes. We require all bidders to propose pricing according to the maximum elements of the contract. The pricing on this tender is used for any given time during the tender. Therefore we are expecting all bidders to price the maximum scenario of 250 resource irrespective of seasonal work. An invoice can never exceed the SBD 3.3 but can always be less than the SBD 3.3.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                          | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 17. | OEM requirements: Please confirm that separate OEM/accreditation letters may be submitted for Telephony, CRM, AI and Infrastructure, provided all four required areas are covered as specified in Annexure H.                                                                                                      | Separate OEM authorization or accreditation letters may be submitted for the different solution components (Telephony, CRM, AI and Infrastructure), provided that all areas specified in Annexure H are covered and the required supporting documentation clearly demonstrates the bidder's authorization, accreditation or partnership status for the proposed solution.                                                                                                                                    |
| 18. | Given the comprehensive nature of the requirements, including telephony, CRM, AI capabilities, cloud infrastructure, OEM accreditations, and partner commitments, we kindly request the UIF to consider extending the tender closing date by one to two weeks                                                      | The tender will close on the 30 September 2026 and there will be no extension, and the answers will be advertised on the 23 September to allow bidders sufficient time to prepare their proposals.                                                                                                                                                                                                                                                                                                           |
| 19. | Query 1 — Reliance on a named sub-contractor's experience and reference letters (Annexure A, criterion 2, page 39)                                                                                                                                                                                                 | A bidder may rely on the experience and reference letters of a named sub-contractor for purposes of meeting the requirements of Annexure A, Criterion 2, provided that the sub-contractor is clearly identified in the bid submission, is committed to performing the relevant portion of the services, and all required supporting documentation is submitted. The UIF reserves the right to verify all reference letters, experience claims and sub-contractor arrangements during the evaluation process. |
| 20. | Criterion 2 of Annexure A allocates 20 points and provides that "The Bidder must demonstrate specialized experience in the contact Centre environment..." supported by a minimum of three reference letters, two of which must be for contact centres of more than 149 seats                                       | This is correct                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 21. | Paragraph 30 of the bid document contemplates that the Fund may allow a bidder to make use of sub-contractors, and paragraph 3.1 requires a bidder to ensure that all sub-contractors are tax compliant. Table 4 further lists sub-contracting agreements among the supplementary information a bidder may submit. | Yes, Subcontracting and Join ventures are allowed.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 22. | The Fund is kindly requested to confirm:<br>Whether a bidder may rely on the contact centre experience and reference letters of a formally named sub-contractor for the purposes of scoring criterion 2, where a signed sub-contracting agreement is submitted with the bid; and                                                                                                                                                                                        | A bidder may rely on the experience and reference letters of a named sub-contractor for purposes of meeting the requirements of Annexure A, Criterion 2, provided that the sub-contractor is clearly identified in the bid submission, is committed to performing the relevant portion of the services, and all required supporting documentation is submitted. The UIF reserves the right to verify all reference letters, experience claims and sub-contractor arrangements during the evaluation process.                                                                                                                                                                                                |
| 23. | If so, what documentation the Fund requires to be submitted at bid stage in respect of that sub-contractor — for example the signed sub-contracting agreement, the sub-contractor's CIPC registration, tax compliance status PIN, CSD registration and director identity documents                                                                                                                                                                                      | Bidders intending to utilise subcontractors must clearly disclose the subcontracting arrangement and submit all documentation expressly required by the bid document. Annexure A, Criterion 2 does not prescribe additional specific documentation for subcontractors for purposes of scoring experience beyond the requirements set out elsewhere in the tender document. The UIF reserves the right to verify any subcontracting arrangements and supporting documentation submitted as part of the bid                                                                                                                                                                                                   |
| 24. | Query 2 — Holder of the lease and Occupancy Certificate (Part B, paragraph 8(b), page 37)<br>Paragraph 8(b) provides that, within three working days of provisional award, the successful bidder will be required to "provide the following documents... [which] must demonstrate a legal right to occupy and operate the contact centre", being a valid lease agreement, proof of ownership or letter of intent to lease, together with a valid Occupancy Certificate. | The UIF will accept a valid lease agreement, proof of ownership or letter of intent to lease, together with a valid Occupancy Certificate, provided that the documentation clearly demonstrates the successful bidder's legal right to occupy and operate the proposed Contact Centre facility for the duration of the contract. Where the premises are owned, leased or operated by a group company, landlord or nominated subcontractor, the bidder must provide sufficient supporting documentation demonstrating its right to utilize the facility for delivery of the services. UIF reserves the right to verify all such arrangements during the post-award verification and site inspection process. |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 25. | The Fund is kindly requested to confirm whether the lease agreement and Occupancy Certificate may be held in the name of a named sub-contractor that will operate the contact centre premises on the bidder's behalf, provided that the bidder submits those documents and that the physical address supplied corresponds to the premises made available for the site inspection contemplated in paragraphs 8(a) and 8(c).                                             | The UIF will accept a valid lease agreement, proof of ownership, letter of intent to lease and Occupancy Certificate held in the name of a named subcontractor, provided that the subcontractor is disclosed in the bid, the bidder demonstrates a lawful right to utilize the premises for delivery of the services, and the address reflected in the supporting documentation corresponds with the facility that will be presented for the site inspection. The bidder shall remain fully responsible for the performance of the contract irrespective of any subcontracting arrangement. |
| 26. | Query 3 — Scope of a single OEM letter across multiple functions (Part B, Technical Mandatory Document Requirements, item 1, page 26)<br>Item 1 requires a valid OEM letter or accreditation covering Telephony, Customer Relationship Management (CRM), AI Capability and ICT Infrastructure (Cloud Storage and Servers), and provides that "A single or multiple (maximum four), OEM letter/s or accreditation must be submitted for each function mentioned above." | A single OEM letter or accreditation may cover more than one of the required functions where the OEM provides an integrated solution and the documentation clearly demonstrates authorization, accreditation or partnership status for the applicable functions. The UIF's requirement is that all four functional areas (Telephony, CRM, AI Capability and ICT Infrastructure) must be covered by valid OEM authorization or accreditation documentation, whether through a single letter or multiple letters, up to a maximum of four submissions.                                        |
| 27. | The Fund is kindly requested to confirm that where a single original equipment manufacturer provides more than one of the four listed functions, one OEM letter from that manufacturer expressly addressing each of the relevant functions will satisfy the requirement in respect of all functions so addressed, and that a separate letter per function is not required from the same manufacturer.                                                                  | Where a single OEM provides multiple required functions, one OEM authorization letter or accreditation certificate from that OEM will be accepted, provided that it expressly covers all the relevant functions for which the OEM solution is proposed. Separate OEM letters for each individual function from the same OEM are not required. The bidder must, however, ensure that all four required functional areas are covered by valid OEM authorization or accreditation documentation as required by the bid.                                                                        |
| 28. | Query 4 — Applicable functionality threshold (paragraphs 15.3 and 15.4, pages 12 and 13).<br>Paragraph 15.3 provides that bidders will be evaluated out of 100 points on functionality and that "Any bidder that                                                                                                                                                                                                                                                       | An erratum was advertised to remove all references to Part 2, Phase 2, and the 60% threshold mentioned in the specification.<br><br>The threshold to proceed to phase 3 of the evaluation is 70 points on the functionality.                                                                                                                                                                                                                                                                                                                                                                |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                            | ANSWERS                                                                                                                              |
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|     | scores less than 70 points out of 100 on functionality shall not be considered for Phase 3 of the evaluation process."                                                                                                                                                                                                                                                                               |                                                                                                                                      |
| 29. | Paragraph 15.4 provides that "Only Bidders that score a minimum 60% threshold in Phase 2 part 2 will be evaluated in Phase 3 for Price and Specific Goals."                                                                                                                                                                                                                                          | An erratum was advertised to remove all references to Part 2, Phase 2, and the 60% threshold mentioned in the specification.         |
| 30. | The bid document does not appear to divide Phase 2 into parts elsewhere. The Fund is kindly requested to confirm which threshold applies for progression to Phase 3, and whether Phase 2 comprises a single functionality evaluation scored out of 100 in terms of Annexures A and B.                                                                                                                | The threshold to proceed to phase 3 of the evaluation is 70 points on the functionality.                                             |
| 31. | Query 5 — Specific goals applicable to this bid (Table 5, page 14).<br>Table 5 indicates, by means of an "X" in the applicable column, that the specific goals applicable to this tender are black ownership (100%) at 5 points, women ownership (51–100%) at 2 points and EME/QSE black owned (51–100%) at 3 points, totalling 10 points.                                                           | Yes, Bidders may only claim points for the specific goals selected in the specification, which are indicated by an "X" next to them. |
| 32. | The Fund is kindly requested to confirm that these three goals are the only goals against which specific goal points will be awarded for this bid, and that the remaining goals listed in Table 5 are not applicable.                                                                                                                                                                                | Bidders may only claim points for the specific goals selected in the specification, which are indicated by an "X" next to them.      |
| 33. | The tender document states that all pages must be numbered. However, supporting documents such as the Tax Compliance Status (Tax Pin), B-BBEE Certificate, company registration documents, and other original third-party documents are issued without page numbers. Please confirm whether the page numbering requirement applies only to the tender response/documentation prepared by the bidder. | The bidder should number all the pages on the proposals to avoid missing pages.                                                      |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                  | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| 34. | Please confirm if a separate Master Agreement/SLA governing the engagement will be issued and executed post-award?                                                                                                                                                         | Yes. Following the award of the tender, the successful bidder will be required to enter into a formal contractual agreement with the UIF. The detailed service levels, performance measures, reporting requirements, governance arrangements, implementation obligations and related operational provisions will be finalized during contract negotiations and incorporated into the applicable contractual documentation, including the Service Level Agreement (SLA).                                                                                                                                                                                       |
| 35. | Tender Closing Date<br>Given the solution complexity and timing of clarification responses, will UIF extend the closing date and allow sufficient time after issuing responses?                                                                                            | The tender will close on the 30 September 2026 and there will be no extension, and the answers will be advertised on the 23 september to allow bidders sufficient time to prepare their proposals.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 36. | OEM Letters and Technology Partner Support<br>Will UIF accept OEM letters or accreditations issued through subcontractors or technology partners, including one letter covering multiple components and up to four letters in total, while the bidder remains accountable? | The UIF will accept valid OEM letters, accreditations or partnership authorizations submitted through nominated subcontractors or technology partners. A single OEM letter may cover multiple required functions where the OEM provides an integrated solution, and multiple OEM letters may be submitted up to the maximum permitted by the bid document. The bidder shall remain fully responsible and accountable for the proposed solution, including all OEM, subcontractor and technology partner arrangements.                                                                                                                                         |
| 37. | Subcontracting Arrangement<br>What tender-stage evidence is required for specialist subcontractors or technology partners: signed agreements, letters of intent, partner confirmations, OEM authorizations, or a combination?                                              | The UIF will accept appropriate documentary evidence demonstrating the existence and commitment of proposed subcontracting and technology-partner arrangements. Such evidence may include signed agreements, letters of intent, partner confirmation letters, OEM authorizations, accreditation certificates or a combination thereof. The submitted documentation must clearly identify the parties, their respective roles and the scope of their involvement in the proposed solution. Notwithstanding any subcontracting or technology-partner arrangements, the bidder shall remain fully responsible and accountable for the execution of the contract. |

| NO  | QUESTIONS                                                                                                                                                                                                                                                          | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 38. | Official Pricing Schedule<br>May bidders attach supplementary pricing assumptions, notes, schedules or breakdowns if the completed SBD 3.3 remains the primary pricing submission?                                                                                 | Yes bidders are allowed to submit additional breakdowns however, Bidders must note that failure to submit a completed sbd3.3 with a total bid price inclusive of Vat, the bid will be immediately disqualified.                                                                                                                                                                                                                                                         |
| 39. | Pricing Basis for 350 Users<br>Should bidders price fube disqualifiediedy capacity for 350 users for evaluation, with seasonal-agent billing based on actual UIF demand and usage?                                                                                 | The pricing reflected in SBD 3.3 is primarily for evaluation and capacity-planning purposes. We require all bidders to propose pricing according to the maximum elements of the contract. The pricing on this tender is used for any given time during the tender. Therefore we are expecting all bidders to price the maximum scenario of 250 resource irrespective of seasonal work. An invoice can never exceed the SBD 3.3 but can always be less than the SBD 3.3. |
| 40. | Seasonal Agent Costing<br>Must the seasonal or overflow cost per seat include all tools and enablement, including equipment, connectivity, softphone, licences, platforms, facilities or remote working, supervision, management, quality assurance and reporting? | <b>Yes.</b> The seasonal/overflow cost per seat must include all tools of trade and enablement required for the agent.                                                                                                                                                                                                                                                                                                                                                  |
| 41. | Maximum Volume Assumptions<br>Should pricing use the stated maxima: 200,000 inbound calls, 50,000 omnichannel interactions, 600 concurrent calls, 350 total users and 250 seasonal or overflow agents?                                                             | Yes. Bidders should base their pricing on the maximum volumes and capacity requirements stated in the bid specification                                                                                                                                                                                                                                                                                                                                                 |
| 42. | Omnichannel Interaction Volumes<br>Is 50,000 the combined monthly volume across all digital channels, and will UIF provide estimates by channel if available?                                                                                                      | Yes. The 50,000 omnichannel interactions should be interpreted as the combined monthly volume across all digital channels included in the omnichannel solution                                                                                                                                                                                                                                                                                                          |
| 43. | WhatsApp, AI and Transcript Costing<br>What pricing basis should apply to WhatsApp conversations, AI interactions and transcripts: per interaction, conversation, message, transcript, licence, bot interaction, or monthly bundle?                                | Pricing should include, developers, design of process, development scenarios, collaboration sessions, whatsapp numbers, data usage, integration into your CRM, omni-channel view of client usage across all channels, reporting for this channel, resources for this channel, interaction costs.                                                                                                                                                                        |

| NO  | QUESTIONS                                                                                                                                                                                                                              | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| 44. | SMS Notifications<br>Should SMS notifications be priced separately on usage or included in overall omnichannel pricing?                                                                                                                | SMS notifications should be included in the overall omnichannel pricing.                                                                                                                                                                                                                                                                                                                                                                 |
| 45. | Implementation Timeline<br>Does the two-week implementation criterion mean mobilisation, priority inbound go-live, a minimum viable launch, or full implementation including integrations, testing, reporting and training enablement? | Two-week implementation period refers to priority inbound go-live and operational readiness.                                                                                                                                                                                                                                                                                                                                             |
| 46. | Phased Implementation<br>May bidders propose a phased roadmap that launches critical functions first and progressively enables omnichannel, AI, reporting, integration and optimisation capabilities?                                  | Yes. Bidders may propose a phased implementation approach, provided that the priority inbound call capability is operational within the required implementation timeframe and all tender requirements are fully delivered thereafter – however this needs to be a minimum time period due to the other components/functionality pricing starts from the beginning of the contract. Fruitless and wasteful expenditure must be minimised. |
| 47. | Hybrid or Remote Operating Model<br>May bidders propose hybrid or remote seasonal agents if service levels, security, POPIA, call quality, reporting, supervision, workforce management and operational control requirements are met?  | Yes. Bidders may propose a hybrid or remote operating model for seasonal agents, provided that all service level, security, POPIA, quality assurance, reporting, supervision, workforce management, and operational control requirements are fully met.                                                                                                                                                                                  |
| 48. | Site Inspection Address<br>Will inspection cover the registered address, current contact centre, proposed future premises, or premises supported by a lease or letter of intent?                                                       | Site inspections must be according to the documentation submitted at the time of request on Provisional awarding. This address cannot be replace over the course of the 3 year contract.                                                                                                                                                                                                                                                 |
| 49. | Future Premises / Letter of Intent to Lease<br>Will UIF accept a valid letter of intent to lease or similar evidence for premises not yet occupied, subject to pre contract verification?                                              | Yes. UIF will accept a valid letter of intent to lease, lease agreement, or proof of ownership for proposed premises, subject to verification during the post-award and pre-contracting site inspection process.                                                                                                                                                                                                                         |
| 50. | Hosting and Transition Model<br>Should bidders provide a phased roadmap covering initial hosting, UIF enablement, infrastructure transition, overflow routing, support, and handover or knowledge                                      | Site inspections must be according to the documentation submitted at the time of request on Provisional awarding. This address cannot be replace over the course of the 3 year contract. No disruption of services                                                                                                                                                                                                                       |

| NO  | QUESTIONS                                                                                                                                                                                                                                | ANSWERS                                                                                                                                                                                                                                                                   |
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|     | transfer?                                                                                                                                                                                                                                | will be accommodation by moving or hosting contact centre in different locations after site visit.                                                                                                                                                                        |
| 51. | Reference Letters and Award Letters<br>If an award or appointment letter is confidential, will a detailed reference confirming scope, duration, capacity, metrics, achievements and client contacts be acceptable?                       | We need projects completed not projects still to start. This is a reference of work done and ability to carry out the requirements.                                                                                                                                       |
| 52. | Public and Private Sector References<br>Must references include both public and private sector experience, or may either sector be used if capacity, duration and metric requirements are met?                                           | References from either the public or private sector will be accepted, provided that they demonstrate the required capacity, contract duration, scope, and performance metrics specified in the tender                                                                     |
| 53. | Support Resource CVs<br>May CVs include committed resources from confirmed subcontractors or technology partners, or must all nominated resources be permanent bidder employees at submission?                                           | Yes. CVs may include committed resources from subcontractors or technology partners, provided that their role in the solution is clearly defined and supported by the relevant partnership or subcontracting arrangements.                                                |
| 54. | Licensing Evidence<br>What evidence is acceptable for telephony, CRM, cloud or infrastructure and AI licensing: OEM letters, certifications, license schedules, reseller authorization, subscription confirmation or capability letters? | This is supported by the mandatory requirement for valid OEM letters or accreditation covering all four technology components.                                                                                                                                            |
| 55. | Data Hosting Location<br>Must all data be hosted in South Africa, or are compliant international cloud environments acceptable under POPIA, ISO 27001, ISO 9001 and related security requirements?                                       | The tender requires secure cloud-hosted infrastructure, POPIA compliance, ISO 9001 and ISO 27001 standards, and secure data governance, but does not explicitly prescribe South African-only data hosting however South African regulations must be considered e.g. POPIA |
| 56. | Call Recording Retention<br>Should tender pricing include post-contract storage and retention of call recordings for the full five-year period?                                                                                          | Yes. Tender pricing must include the storage and retention of call recordings for the required five-year retention period, including retention after contract expiry, as stipulated in the specification.                                                                 |

| NO  | QUESTIONS                                                                                                                                                                                                               | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| 57. | Integration with UIF Core Systems<br>After award, will UIF provide API documentation, interface specifications, integration points, test environments, technical contacts and security or access requirements?          | UIF will provide the necessary integration information and collaborate with the successful bidder during the implementation and contracting phases. Please refer to Question 10 for further information on API's.                                                                                                                                                                                                                                                                |
| 58. | Training and Knowledge Management Content<br>Will UIF develop, provide and approve training, scripts, policies and knowledge content, while the bidder configures, hosts, maintains and supports the digital platforms? | UIF will assist with all initial training and processes. We require the service provider to then take over thorough processes we have requested in the specifications around AI capability. Knowledge Management will be for the service provider to organise the knowledge from UIF into a system. Maintenance of this system is for the service provider's accountability. The bidder is correct - the bidder configures, hosts, maintains and supports the digital platforms. |
| 59. | Toll-Free / Share Call Number<br>Will UIF retain ownership of its existing toll-free or share call number, with the provider responsible only for hosting, routing, redirecting or integration?                         | Yes. UIF will retain ownership of its existing toll-free/share call number. The successful bidder will be responsible for hosting, routing, redirecting, supporting and integrating the number within the proposed telephony and contact centre environment, including cloud-based call delivery and integration with UIF systems                                                                                                                                                |
| 60. | Mandatory vs Scored Requirements<br>Are all technical-specification requirements mandatory, or are some functionality-scored requirements that may be met through equivalent or alternative technologies?               | No. The RFP contains both mandatory and functionality-scored requirements. Mandatory requirements include the submission of valid OEM accreditation/letters covering the required technology domains and completion of Annexure H. The detailed technical specifications are primarily evaluated under the functionality scoring criteria.                                                                                                                                       |
| 61. | Equivalent Solutions<br>Where technologies or benchmark tools are cited, may bidders propose equivalents that meet or exceed functional, operational, reporting, security and integration requirements?                 | Yes. Bidders must clearly demonstrate compliance with the required outcomes and provide supporting OEM accreditations, licensing, certifications, and/or technical evidence as applicable. Final evaluation will be based on the bidder's ability to satisfy the specified requirements and functionality criteria.                                                                                                                                                              |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                        |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 62. | <p>Assumptions and Dependencies</p> <p>May bidders state assumptions, dependencies and exclusions concerning UIF information, system access, integration readiness, data, approvals and transition timelines?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p><b>Yes.</b> Bidders may state assumptions, dependencies, and exclusions in their proposals, provided these do not contradict, amend, or qualify the requirements of the RFP. The RFP requires bidders to clearly indicate whether their proposed services comply with the specifications and notes that implementation details and service levels will be finalized during contracting.</p> |
| 63. | <p>Staff Relationship and Hosting of UIF Agents During Year 1</p> <p>With reference to the tender's operating model, which states that the service provider may be required to fully host the contact centre during the first 12 months and that the solution must cater for approximately 100 UIF agents and up to 250 seasonal/overflow agents, please clarify the expected employment and management relationship for the seasonal/overflow staff for the duration of the contract.</p> <p>Specifically, should the seasonal/overflow agents remain employed, managed and supervised by the bidder for the full contract period as and when required by UIF? In addition, during the first 12 months where the service provider is expected to host the contact centre fully, please confirm whether the bidder will also be required to physically or operationally host UIF's 100 internal agents, including the associated space, technology, connectivity, licensing, supervision support and tools of trade.</p> | <p>The bidder must provide the UIF Agents technology capability in order for them to work from home or from their own building. Should this capability not be efficient the bidder will be required to host the UIF agents until a solution is in place. Technology for the UIF 100 agents has always been part of this tender.</p>                                                            |
| 64. | <p>Evaluation and compliance</p> <p>Q1 Prior clarifications</p> <p>Reference: Paragraph 25</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>No. Clarifications issued under UIF5/25/26 and UIF1/26/27 should not automatically be relied upon for UIF5/26/27. Bidders must rely on the current tender documents and official clarifications issued specifically for UIF5/26/27</p>                                                                                                                                                      |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ANSWERS                                                                                                                                                                                                            |
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|     | <p>Do the published answers to UIF5/25/26 and UIF1/26/27 remain applicable to UIF5/26/27? If not, which no longer apply?</p> <p>Why we ask</p> <p>Paragraph 25 provides that the specification prevails unless written clarifications expressly amend it.</p> <p>Several points of scope and pricing were clarified under the earlier bid numbers, and bidders need to know which of those answers they may rely on for this bid.</p>                                                                                                                                                                                                                              |                                                                                                                                                                                                                    |
| 65. | <p>Evaluation threshold</p> <p>Reference: Para 15.3, 15.4, Table 3; Annexure A (p10, p13, p39, p43-44)</p> <p>Paragraph 15.3, Table 3 and the note to Annexure A require 70/100, but paragraph 15.4 refers to "a minimum 60% threshold in Phase 2 part 2", and Annexure A is titled "Phase 1: Part 1".</p> <p>Please confirm the single applicable threshold, and whether there is a Part 2 (for example a presentation, demonstration or site visit) and how it is scored.</p> <p>Why we ask</p> <p>The references are inconsistent. Bidders need certainty on the threshold that applies and on any further evaluation stage so that they can prepare for it</p> | <p>An erratum was advertised to remove all references to Part 2, Phase 2, and the 60% threshold mentioned in the specification.</p>                                                                                |
| 66. | <p>OEM letters: form</p> <p>Reference: Technical mandatory; Annexure H (p27, p76)</p> <p>Must each OEM letter name the bidder? Is a letter naming a partner or declared subcontractor of the bidder acceptable? Is a letter from an OEM-authorized partner or distributor acceptable? For ICT infrastructure on a public cloud, what is acceptable evidence?</p> <p>Why we ask</p>                                                                                                                                                                                                                                                                                 | <p>The partner must confirm their relationship with you and the acceptance of working with you. That is an OEM letter, confirming you as a client and that they are providing components required by the Fund.</p> |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     | An incomplete OEM submission leads to disqualification. Clarity on the acceptable form of letter avoids capable solutions being excluded on a point of form                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 67. | <p>Licence copies</p> <p>Reference: Annexure A (p39-43)</p> <p>Annexure A still states "include licensing copy" for Telephony, CRM, Cloud, AI, WFM and Training/KM. Are licence copies required for functionality scoring in UIF5/26/27, and in what form?</p> <p>Why we ask</p> <p>The mandatory licence-copy requirement has been replaced by the OEM letter schedule (Annexure H), but Annexure A still refers to licence copies. Bidders need to know what evidence will be scored.</p>                                                                           | <p>For UIF5/26/27, bidders should comply with the OEM accreditation/letter requirements contained in Annexure H. Where Annexure A refers to licence copies, bidders may submit supporting evidence such as licence certificates, subscription confirmations, OEM partner certifications, tenant/service-provider agreements, or other proof of licensing. Functionality scoring will be based on the bidder's demonstrated ability to meet the specified requirements and the supporting evidence submitted. UIF reserves the right to verify licensing and accreditation information provided by bidders.</p> |
| 68. | <p>Scope and solution</p> <p>Q5 CRM platform</p> <p>Reference: Scope: CRM (p30-31)</p> <p>Please confirm that bidders may propose the existing UIF CRM and analytics platform or an alternative. If the existing platform is proposed, will UIF facilitate transfer of licences, configuration, documentation and administrative access from the current provider, and who holds the licences and IP?</p> <p>Why we ask</p> <p>The choice of platform affects implementation time, data migration and cost, and therefore the ability to meet the 2-week go-live.</p> | <p><b>Yes.</b> Bidders may propose either the existing UIF CRM platform or an alternative CRM solution, provided the proposed solution meets all the functional, operational, reporting, security, and integration requirements specified in the RFP. The specification is outcome-based and does not prescribe a specific CRM product</p>                                                                                                                                                                                                                                                                     |
| 69. | <p>Data migration</p> <p>Reference: UIF1/26/27 Q&amp;A Q14, Q23, Q49</p> <p>Please confirm the migration volumes (UIF1/26/27 stated "28,000,000 interactions and 65,000,00 cases"), the format, and whether migration is required at go-live or can follow</p>                                                                                                                                                                                                                                                                                                        | <p>Further information will be supplied after contracting and can be worked on post go live.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ANSWERS                                                                                                                                                                                                                                                                     |
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|     | <p>the 2-week go-live. Why we ask The volume, format and timing of migration materially affect the implementation plan and the price.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                             |
| 70. | <p>Year-1 hosting<br/> Reference: Scope: operating model (year 1)<br/> During the first 12 months, must the provider physically accommodate UIF's 100 internal agents, or only host the technology while UIF agents work from UIF premises?<br/> Where are the 100 internal agents currently situated? Do they work from UIF premises, remotely, or a combination of both?<br/> Do the 100 agents already have the equipment needed to connect to the contact centre systems (laptops, PCs or terminals, and headsets)? Please explain how the 100 agents will connect to the systems, including the network they will use.<br/> Why we ask<br/> This determines the seats, facilities, end-user equipment and connectivity to be provided and priced for UIF's agents in the first contract year, and the remote-access and security set-up needed to connect them to the hosted platform</p> | <p>The RFP states that the successful bidder may be required to fully host the contact centre during the first 12 months and that the solution must support approximately 100 UIF agents and up to 250 seasonal agents. Refer to question 63 for further understanding.</p> |
| 71. | <p>Core-system integration<br/> Reference: Annexure A: CRM (p41-42); UIF1/26/27 Q&amp;A Q44-45<br/> Annexure A (CRM) refers to integration into "the current UIF Core Systems", but the UIF1/26/27 Q&amp;A stated there is no integration into UIF core systems. Please confirm the scope for pricing and scoring.<br/> Why we ask</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>Integration is part of scope of work and was addressed in the first briefing session as well as the third briefing session. Refer to Question 10 on API's for more clarity.</p>                                                                                          |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ANSWERS                                                                                                                                                                                                                                                                                                                                   |
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|     | Integration with core systems materially affects scope, timeline, price and the technical response                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                           |
| 72. | <p>Recording retention<br/>Reference: Scope: recording (p36 (h))<br/>How should storage for 5 years beyond contract expiry be priced, and will UIF take over the recordings at exit?<br/>Why we ask<br/>The retention obligation extends beyond the contract term. Bidders need to know how UIF wishes this to be handled so that it is priced consistently.</p>                                                                                                                                                           | The RFP requires that call recordings be retained for the contract period plus five (5) years                                                                                                                                                                                                                                             |
| 73. | <p>Pricing schedule (SBD 3.3)Q10 "Other Cost" line<br/>Reference: SBD 3.3, Annexure D (p52-53)<br/>Which costs should be placed on the "Other Cost" line? Is the first column a unit price and the second a monthly total? Is it included in the Total Monthly Price?Procera Group   Bid UIF5/26/27   Bidder Enquiries Page 4 of 8<br/>Why we ask<br/>The line is new and undefined. Consistent use by all bidders keeps bids comparable and ensures the schedule is completed correctly without altering the template</p> | The "Other Cost" line is intended for bidder-specific costs that are not accommodated elsewhere in the pricing schedule but are necessary to deliver the required services. This was addressed in the briefing session. Other is if any bidder may think of costs not under the specific categories but needs to be considered.           |
| 74. | <p>CPI for evaluation<br/>Reference: Para 17 (p17); SBD 3.3 (p52)<br/>Which CPI rate should bidders apply for Years 2 and 3 so that bid totals are comparable?<br/>Why we ask<br/>The 3-year total is the evaluated price. A common CPI rate ensures that bids are compared on the same basis.</p>                                                                                                                                                                                                                         | All bidders should apply the current CPI escalation rate as prescribed by National treasury.                                                                                                                                                                                                                                              |
| 75. | <p>Messaging and outbound volumes<br/>Reference: UIF1/26/27 Q&amp;A Q1, Q5, Q7<br/>Please confirm that about 100,000 SMS and 100,000 outbound calls per month must be priced within the fixed monthly price.</p>                                                                                                                                                                                                                                                                                                           | Ticket reference numbers with status of their query may require sms to clients after a call is received. This was explained in the third briefing session as well. This is a strategy to keep client updated with his query or communicate a reference number to clients. This is a strategy against Inbound calls and client experience. |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     | <p>Why we ask</p> <p>The monthly price is all-inclusive with no overage billing, so these volumes must be priced correctly from the outset.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                            |
| 76. | <p>Volumes and demand</p> <p>Q13 Historical contact volumes by channel</p> <p>Reference: SBD 3.3 (p52)</p> <p>Please provide monthly contact volumes for the last three years (or the longest period available), per channel: inbound calls (offered, answered and abandoned), outbound calls, SMS, WhatsApp, e-mail, web chat, social media and self-service/USSD. Please include the average handling time per channel where available.</p> <p>Why we ask Infrastructure is to be provided for 350 users at a fixed monthly price. The volumes in the pricing schedule are single monthly figures; the history shows the range between quieter and busier months, which drives both staffing and technology capacity.</p>                                          | <p>Bidders should base their proposals on the capacity requirements specified in the RFP. There are call interactions explained including call durations.</p>                                                                                                                                                                                                                                              |
| 77. | <p>peak looks like for the UIF contact centre: the highest monthly, daily and interval (e.g. 30-minute) volumes recorded per channel, and the typical day-of-week and time-of-day pattern. A previous answer identified November to January and March to April as peak periods, but not limited to these. Please confirm the peak periods and any other known triggers (for example payment dates, system changes or public announcements).</p> <p>Why we ask Peak volume, rather than average volume, determines concurrent lines, seats and headcount. Knowing Peak profile Reference: UIF1/26/27 Q&amp;A Q37</p> <p>Please describe what how high and how long the peaks are allows capacity to be planned so that service levels are maintained during peaks</p> | <ul style="list-style-type: none"> <li>• Peak interaction periods are typically Monday to Wednesday before 12:00 midday.</li> <li>• Seasonal peak periods are generally experienced during November/December, January/February and April.</li> <li>• Overflow capacity is intended to support periods where interaction volumes exceed the internal operational capacity of the contact centre.</li> </ul> |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ANSWERS                                                                                                                                                                                                                                                                                                                                                             |
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| 78. | <p>Volume outlook over the contract term<br/>Reference: UIF5/25/26 Q&amp;A Q31</p> <p>A previous answer indicated that volumes are expected to fall as payments are automated. Please share any forecast of contact volumes by channel for the 36-month term, including the expected effect of the planned move of UIF agents to WF Nkomo in years 2 and 3.</p> <p>Why we ask</p> <p>The expected trend in volumes affects how infrastructure and set-up costs are recovered over the term, given that escalation is limited to CPI.</p>                                                                                                                             | <p>Forecast of this is detailed on SBD 3.3.</p>                                                                                                                                                                                                                                                                                                                     |
| 79. | <p>Capacity, ramp-up and invoicing<br/>Q16 Expected use of the 250 overflow agents<br/>Reference: SBD 3.3 (p52); scope (p29)</p> <p>How many of the 250 overflow agents does UIF expect to need (a) at go-live, (b) in a normal month and (c) in peak periods?</p> <p>Is there a minimum number of overflow agents, or a minimum monthly value, that UIF will commit to over the contract term?</p> <p>Why we ask</p> <p>The staffing model depends on this: permanent staff for the stable base and fixed-term staff for seasonal demand. The expected baseline and the size of the swings are needed to recruit and retain the right number of trained agents.</p> | <p>All the agents are requested on go live. We anticipate the need for full resources for the first 3 months – we will review as the contract progresses. According to the Scope of work you will host in the first 12 months, meaning the calls will come straight to you.</p>                                                                                     |
| 80. | <p>Idle capacity and the invoicing basis<br/>Reference: SBD 3.3 (p52); UIF1/26/27 Q&amp;A Q7, Q51</p> <p>The pricing schedule prices 350 technology users and 250 agents at maximum utilisation for evaluation, and states that this is not the actual monthly contractual value. Please confirm how actual monthly invoices will be calculated: on provisioned capacity, on active users and deployed agents,</p>                                                                                                                                                                                                                                                   | <p>Bidders should incorporate all fixed infrastructure, licensing, support and capacity costs into their pricing model to ensure solution readiness throughout the contract period. Refer to question 16 for more clarity. We are asking for worse case scenario. This is being priced for already on the submission of the SBD 3.3. You will not be worse off.</p> |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|     | <p>or as a fixed monthly amount. Where the provider has provisioned technology, licences, equipment and infrastructure for 350 users and fewer are used in a given month, will UIF pay for the provisioned capacity? If not, how should bidders recover the fixed cost of capacity that is not used, given that no upfront or set-up payment is allowed?</p> <p>Why we ask</p> <p>Much of the cost is committed up front and does not scale down month to month: licence terms, cloud infrastructure, end-user equipment, connectivity and premises. The invoicing basis determines how these costs should be priced.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 81. | <p>Notice periods for scaling up and down</p> <p>Reference: Scope (p29)</p> <p>What notice will UIF give to increase or reduce the number of overflow agents, and what is the minimum period for which an increase will be retained? Is there a maximum change from one month to the next?</p> <p>Why we ask</p> <p>Notice periods determine the employment terms that can be offered to agents, the lead time for recruitment and training, and the level of trained standby capacity needed.</p>                                                                                                                        | <p>On contracting and to be fair to bidders we will have a notice period on seasonal agents needed. We understand that we cannot switch off agents at short notice.</p>                                                                                                                                                                                                                                                                       |
| 82. | <p>Commencement and ramp plan</p> <p>Reference: Project plan (p39, p44)</p> <p>What is the anticipated contract start date, and when does the current arrangement end? How many overflow agents does UIF expect to be live at go-live, and what is the expected ramp-up thereafter (for example headcount by month until the full requirement)?</p> <p>Why we ask</p> <p>The start date and the size of the first wave set the recruitment, vetting, training and equipment deployment</p>                                                                                                                                | <p>The anticipated contract start date is 24 November 2026, with 250 resources for start.</p> <p>Bidders should propose a phased onboarding model that enables:</p> <ul style="list-style-type: none"> <li>• Priority inbound go-live within two weeks of implementation commencement.</li> <li>• Progressive activation of omnichannel functionality.</li> <li>• Progressive onboarding of overflow resources as demand increases</li> </ul> |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ANSWERS                                                                                                                                                                                                                           |
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|     | <p>needed for the 2-week go-live. As no upfront payment is permitted, these costs are carried by the provider and recovered over the term</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                   |
| 83. | <p>Onboarding, training and languages<br/>Q20 Onboarding speed and training<br/>Reference: UIF1/26/27 Q&amp;A Q38<br/>What lead time does UIF expect from a request for additional agents to those agents taking live contacts?<br/>What is the duration and format of the UIF training content (a previous answer indicated 2-3 weeks)? Is a shorter refresher accepted for agents who have worked on the UIF account before? Will UIF train the provider's trainers?<br/>The previous answer stated that training is fully billable. Should training be included in the monthly price or quoted separately, given that no additional costs may be invoiced?<br/>Why we ask<br/>Training length and onboarding speed decide how far ahead of each peak agents must be recruited, and how many trainers and training rooms are required.</p> | <p>UIF training is expected to take approximately two weeks<br/>The Fund will provide training content and business-process knowledge<br/>The service provider will follow training the trainer process going forward</p>         |
| 84. | <p>Language profile of contacts<br/>Reference: Scope: channels and languages<br/>Please provide the breakdown of contacts by language, across the official languages, per channel (voice, chat/WhatsApp, e-mail and social media) for the last 12 to 36 months.<br/>How should language coverage be provided: must every agent serve in English plus at least one other official language, or must a set proportion of agents cover each language? Are any languages required to be available in every hour of operation?<br/>Why we ask</p>                                                                                                                                                                                                                                                                                                 | <p>UIF provides services nationally and therefore requires support for all eleven official language<br/>Every overflow team should include multilingual capability and adequate language coverage throughout operating hours.</p> |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     | Agents with some language capabilities take longer to source. The actual demand per language and channel allows recruitment pools, routing and scheduling to be planned so that callers are served in their language of choice                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 85. | <p>Seasonal ramp-ups<br/>Reference: UIF1/26/27 Q&amp;A Q37</p> <p>For each peak period, how far in advance will UIF confirm the number of additional agents required, and for how long will they be needed?</p> <p>Does UIF expect the same agents to return each season where possible?</p> <p>Why we ask</p> <p>Advance confirmation and a returning pool of trained agents shorten onboarding before each peak, improve service quality from the first day and reduce cost to the Fund.</p> | <p>On contracting and to be fair to bidders we will have a notice period on seasonal agents needed. We understand that we cannot switch off agents at short notice.</p> <p>We expect that the same standards must be met.</p>                                                                                                                                                                                                         |
| 86. | Please may we request an extension of the RFP submission deadline by a further two weeks, to allow us sufficient time to finalise our response and ensure that all requirements are addressed comprehensively.                                                                                                                                                                                                                                                                                 | The closing date remains <b>30 September 2026</b> . No extension will be granted.                                                                                                                                                                                                                                                                                                                                                     |
| 87. | The RFP requires WhatsApp as part of the omnichannel solution. Please provide the anticipated monthly volume of WhatsApp interactions/messages that bidders should use for pricing purposes, including the expected split between inbound/client-initiated and outbound/UIF-initiated messaging.                                                                                                                                                                                               | <p>The RFP provides for a total monthly omnichannel volume of approximately <b>50,000 interactions</b>.</p> <p>For pricing assumptions, bidders may assume:</p> <ul style="list-style-type: none"> <li>• WhatsApp represents 25% to 40% of omnichannel demand.</li> <li>• Approximately 12,500 to 20,000 WhatsApp interactions per month.</li> <li>• Approximately 85% inbound and 15% outbound interactions purposes only</li> </ul> |
| 88. | The solution is required to support SMS functionality. Please confirm the anticipated monthly inbound and                                                                                                                                                                                                                                                                                                                                                                                      | <p>For pricing purposes bidders may assume:</p> <ul style="list-style-type: none"> <li>• 100,000 outbound SMS notifications per month.</li> </ul>                                                                                                                                                                                                                                                                                     |

| NO  | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|     | outbound SMS volumes that bidders should make provision for in their pricing. Where volumes are unavailable, please provide the standard volume assumption to be used for pricing.                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Limited inbound SMS interactions.</li> <li>SMS services form part of the omnichannel solution and should be included in pricing.</li> </ul> <p>SMS may include claim updates, reminders, notifications and service communications</p>                                                                                                                                            |
| 89. | The RFP provides anticipated inbound call volumes and requires support for outbound calling. Please provide the anticipated monthly number of outbound calls and average call duration that bidders should use when calculating outbound telephony usage costs.                                                                                                                                                                                                                 | <p>For pricing purposes bidders may assume:</p> <ul style="list-style-type: none"> <li>Up to 100,000 outbound calls per month.</li> <li>Average handling time of approximately 3 to 5 minutes.</li> <li>Outbound campaigns may include call-backs, complaints management, payment follow-ups and customer service activities.</li> </ul> <p>The actual utilisation will vary according to operational requirements.</p> |
| 90. | The pricing requirements include AI Quality Assurance, Agent AI Voice Bot, Agent WhatsApp Bot and other AI functionality. Please confirm the consumption volumes/assumptions bidders should use for pricing these AI services, including the expected Voice Bot minutes/interactions, WhatsApp Bot interactions/messages, and volumes subject to AI processing. Where specific volumes are unavailable, please provide a standard pricing assumption applicable to all bidders. | Bidders should size their AI solutions against the maximum capacity requirements outlined in the RFP, including 250,000 monthly calls and 50,000 omnichannel interactions.                                                                                                                                                                                                                                              |
| 91. | Certain required services, including WhatsApp, SMS, outbound telephony and AI consumption, incur third-party transactional or usage-based charges that vary according to actual consumption. Please confirm whether bidders are required to include assumed consumption charges within the fixed tender price, or whether these may be quoted as unit/transactional rates and charged based on actual consumption during the contract period.                                   | <p>Bidders should include all anticipated consumption-related costs within their tender pricing, including:</p> <ul style="list-style-type: none"> <li>WhatsApp messaging.</li> <li>SMS.</li> <li>AI processing.</li> <li>Transcription.</li> <li>Voice-bot services.</li> <li>Outbound telephony</li> </ul>                                                                                                            |

| NO  | QUESTIONS                                                                                                                                                                                                     | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |                                                                                                                                                                                                               | This cannot be variable monthly as the invoice cannot exceed costs provided for on the SBD 3.3. All capability must be accounted for. Please the "Other" under SBD 3.3 if you anticipate further pricing we did not consider. We explained that the "other" section can be used. You must price according to all channels required and include in your bid.                               |
| 92. | The Agent AI Voice Bot is not included in the scope of work sections 1 – 9.<br>Does it need to be included as part of the scope, as its listed on page 53 as part of the pricing schedule guidelines? Page 53 | Yes. The Agent AI Voice Bot is included in the Pricing Schedule Guideline under AI Functionality (page 53) and is therefore expected to be priced by bidders. Although it is not specifically referenced in Sections 1–9 of the Scope of Work, bidders should consider it part of the AI requirements. UIF may issue a clarification to align the Scope of Work with the Pricing Schedule |
| 93. | Where will the agents be located (address(es)) in Years 2 / 3? The location coordinates are required for the links                                                                                            | The tender further requires the successful bidder to provide a valid lease agreement, proof of ownership, or letter of intent to lease, together with an Occupancy Certificate for the contact centre facility                                                                                                                                                                            |
| 94. | Do we have to provide dual links (Main & Failover for Voice and DATA)?                                                                                                                                        | Bidders are required to propose a solution that meets the availability, business continuity, disaster recovery, and service level requirements contained in the specification. The design of the connectivity solution, including any redundancy or failover mechanisms, remains the responsibility of the bidder.                                                                        |
| 95. | How many voice channels are required? 600-800 or 300? (we assume 600)                                                                                                                                         | Bidders should assume a minimum requirement of 600 concurrent voice channels, as specified in the Pricing Schedule. The specification further indicates a line capacity range of 600–800 lines, therefore solutions should be scalable within this range. The figure of 300 does not represent the required voice channel capacity                                                        |
| 96. | What happens with CF and HQ calls?                                                                                                                                                                            | This tender is only for UIF, No other entities are included in this tender.                                                                                                                                                                                                                                                                                                               |

| NO   | QUESTIONS                                                                                                                                       | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 97.  | Please confirm how many outbound and inbound voice minutes we are expected to handle?                                                           | The tender specifies an expected inbound call volume of 200,000 calls per month with an average handling time of 6 minutes, equating to approximately 1,200,000 inbound voice minutes per month. Bidders should therefore size their solutions based on the stated inbound volumes and provide outbound capability in accordance with the specification requirements                                                                                                                                                                    |
| 98.  | May we port the 0800 number to provide substantial savings to the call and infrastructure costs?                                                | No portability of number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 99.  | Please confirm how many minutes the digital voice receptionist (chatbot) is expected to handle?                                                 | Bidders should size the solution based on the overall contact centre volumes and their proposed operating mode`                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 100. | Please describe the functions of the voice agent (chatbot) - what will it's core purpose entail?                                                | 8 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 101. | During Year 1, will all 100 UIF agents operate from the service provider's facility, or will a hybrid operating model be implemented?           | The UIF will remain responsible for the employment and remuneration of the 100 UIF agents                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 102. | Can UIF provide monthly call volume trends for the last 24 months, including offered calls, answered calls, abandonment rates and peak periods? | <p>UIF will not be providing the last 24 months' call volume trends, answered calls, abandonment rates, or peak-period data.</p> <p>Bidders must base their proposals on the volumes and capacity assumptions provided in the tender document:</p> <ul style="list-style-type: none"> <li>• Inbound calls: 200,000 per month</li> <li>• Omni-channel interactions: 50,000 per month</li> <li>• Line capacity: Minimum 600 concurrent calls</li> <li>• Internal capacity: 100 agents</li> <li>• Overflow capacity: 250 agents</li> </ul> |

| NO   | QUESTIONS                                                                                                                 | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| 103. | What percentage of interactions currently originate from Voice, Email, WhatsApp, SMS, Web Chat and Social Media channels? | <p>The RFP provides for a total monthly omnichannel volume of approximately <b>50,000 interactions</b>.</p> <p>For pricing assumptions, bidders may assume:</p> <ul style="list-style-type: none"> <li>WhatsApp represents 25% to 40% of omnichannel demand.</li> <li>Approximately 12,500 to 20,000 WhatsApp interactions per month.</li> <li>Approximately 85% inbound and 15% outbound interactions.</li> </ul> <p>purposes only</p>                   |
| 104. | What is the expected growth in interaction volumes over the three-year contract period?                                   | <p>UIF has not prescribed an expected growth rate in interaction volumes for the contract period. Bidders must base their pricing and solution design on the volumes and capacity assumptions provided in the tender document and ensure that the proposed solution is scalable to accommodate fluctuations and seasonal demand</p>                                                                                                                       |
| 105. | Please provide a list of all UIF systems requiring integration with the proposed CRM solution.                            | <p>UIF has not prescribed a detailed list of systems for integration at this stage. The successful bidder's solution must be capable of integrating with UIF core systems and other contact centre-related platforms through standard APIs and integration mechanisms as outlined in the technical specifications. Detailed integration requirements will be provided during the implementation and solution design phase</p>                             |
| 106. | Are APIs currently available for all required integrations, and can API documentation be provided?                        | <p>UIF has not provided API documentation at this stage. The successful bidder's solution must be capable of integrating with UIF core systems and contact centre platforms through industry-standard APIs and integration methods. Where applicable, integration specifications and relevant technical documentation will be shared with the successful bidder during the implementation phase, subject to UIF governance and security requirements.</p> |

| NO   | QUESTIONS                                                                                                          | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 107. | Will UIF require real-time integration or batch integration with source systems?                                   | UIF's preferred approach is real-time integration using APIs, as outlined in the technical specifications. Bidders should therefore propose solutions capable of supporting real-time integration with UIF systems. Where real-time integration is not feasible, alternative integration approaches may be discussed during the detailed solution design and implementation phase.                                                                      |
| 108. | Can UIF provide expected CRM user numbers by role (agents, supervisors, QA, workforce management, administrators)? | UIF has not defined CRM user numbers by role (agents, supervisors, QA, workforce management, administrators) at this stage. Bidders should base their proposals on the stated capacity requirement of up to 350 users/resources. Detailed role-based licensing and user allocation requirements will be confirmed during the solution design and implementation phase                                                                                   |
| 109. | Does UIF have a preferred AI platform or OEM that bidders should align with?                                       | No. The tender document does not prescribe a preferred AI platform, OEM, or vendor.                                                                                                                                                                                                                                                                                                                                                                     |
| 110. | Will UIF permit the use of Generative AI services hosted outside South Africa if POPIA requirements are met?       | UIF has not prescribed the geographic hosting location of AI services. Bidders may propose solutions that comply with all applicable legislation, including POPIA, and meet the security, data protection, and governance requirements specified in the tender. Any cross-border processing or hosting of personal information must comply with applicable POPIA requirements and will be subject to UIF's information security and governance approval |
| 111. | Which languages should AI-powered virtual assistants support at go-live?                                           | UIF provides services nationally and therefore requires support for all eleven official language<br>Every overflow team should include multilingual capability and adequate language coverage throughout operating hours.                                                                                                                                                                                                                               |

| NO   | QUESTIONS                                                                                          | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 112. | Is AI expected to provide full automation or agent-assist functionality only?                      | AI is expected to provide both automation and agent-assist capabilities. The solution should support automated client interactions through chatbots, workflow automation, RPA, and self-service channels, while also providing real-time agent assistance such as coaching, quality assurance, speech analytics, scripting guidance, and knowledge management. The specification does not require a fully autonomous contact centre replacing agents; rather, AI should enhance both customer self-service and agent productivity. |
| 113. | Can UIF confirm its preferred deployment model (Public Cloud, Private Cloud or Hybrid)?            | UIF's preferred deployment model is a Hybrid Cloud approach. The solution should support cloud-hosted infrastructure during the initial hosting phase, while allowing for the transition of operations to UIF-managed infrastructure in Years 2 and 3, with overflow and scalability support remaining available through the service provider.                                                                                                                                                                                     |
| 114. | Are there specific data residency requirements for storage of customer information and recordings? | The UIF specification does not prescribe a specific data residency location or cloud region. However, bidders must ensure that the proposed solution complies with POPIA requirements, ISO 9001 and ISO 27001 standards, and all applicable security controls outlined in the specification. The solution must provide secure storage of customer information and call recordings, maintain two segregated backups for recordings, and retain recordings for a minimum period of five (5) years                                    |
| 115. | What are the retention requirements for voice recordings, emails, chats and social interactions?   | Bidders are responsible for providing sufficient storage capacity to accommodate all call recordings generated under the contract, including the primary recording repository and two segregated backup copies. The solution must support retention of recordings for a minimum period of five (5) years from the date of the call, including recordings generated during the contract period. The bid does not prescribe a specific storage volume and bidders must size their solution accordingly. Detailed                     |

| NO   | QUESTIONS                                                                                                         | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|      |                                                                                                                   | arrangements regarding the custody, transfer and long-term retention of recordings upon contract expiry will be finalised during contracting and transition planning. The bidder must look at the volumes expected for the duration of the contract and provide for that capacity.                                                                                                                                                      |
| 116. | Will the UIF-owned toll-free number remain with the current provider or require porting to the successful bidder? | The existing UIF toll-free/Telkom number remains the property of the UIF. The successful bidder will be provided with the information necessary to duplicate the existing IVR configuration and call flows. UIF will guide the requirement and levels of IVR required. UIF will facilitate change of share call number with BCX from current provider to the new provider.                                                              |
| 117. | Can UIF provide historical staffing ratios for Agents, Team Leaders, Trainers, QA and WFM resources?              | UIF has not provided historical staffing ratios for Agents, Team Leaders, Trainers, QA Analysts, or WFM resources in the tender specification. Bidders are requested to propose an industry-aligned operating model and supporting resource ratios that will enable the achievement of the required service levels, quality standards, workforce planning objectives, and operational performance targets outlined in the specification |
| 118. | What notice period will UIF provide before seasonal capacity expansion is required?                               | On contracting and to be fair to bidders we will have a notice period on seasonal agents needed. We understand that we cannot switch off agents at short notice.                                                                                                                                                                                                                                                                        |
| 119. | What is the expected duration of seasonal capacity campaigns?                                                     | All the agents are requested on go live. We anticipate the need for full resources for the first 3 months – we will review as the contract progresses. According to the Scope of work you will host in the first 12 months, meaning the calls will come straight to you.                                                                                                                                                                |
| 120. | Will seasonal agents require full omnichannel capability or voice-only functionality?                             | Seasonal agents should be provisioned with the same contact centre platform capabilities as required to support operational demand. The                                                                                                                                                                                                                                                                                                 |

| NO   | QUESTIONS                                                                                        | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|      |                                                                                                  | specification does not limit seasonal agents to voice-only interactions. Therefore, bidders should assume that seasonal agents may require access to the full omnichannel environment, including voice, email, chat, WhatsApp, SMS, and other supported digital channels, based on operational requirements at the time of deployment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 121. | Can UIF confirm SLA targets for Service Levels, Abandonment Rates, CSAT, FCR and Quality Scores? | The bid specification does not prescribe minimum numeric targets for Answer Rate, Abandonment Rate, Service Level, CSAT, First Call Resolution (FCR), Average Handling Time (AHT), Quality Assurance (QA) scores or related operational contact-centre KPIs. The successful bidder will be required to provide reporting, monitoring and quality-management capabilities to support these measures. Detailed operational KPI targets and SLA commitments will be finalized during contract negotiations. The bid specification does, however, require greater than 99% telephony uptime, 100% call recording, disaster recovery capability, business continuity measures, and comprehensive reporting and monitoring functionality. Targets for the different SLA's will be discussed during contracting and industry standards will be used. However, for Answer rate is 90% currently and QA is over 95% for both call listening and competency assessment. |
| 122. | Will penalties or service credits be applied for SLA non-performance?                            | The RFP identifies the key service level performance measures that will be used to manage service delivery; however, it does not prescribe specific penalties, service credits, or financial deductions for SLA non-performance. Any performance management mechanisms, including potential service credits, penalties, escalation processes, and remediation requirements, will be defined during the contract and Service Level Agreement (SLA) negotiation phase with the successful bidder.                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| NO   | QUESTIONS                                                                                                                    | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 123. | How will SLA performance be measured, validated and reported?                                                                | SLA performance will be measured through agreed operational metrics, including Answer Rate, Abandonment Rate, First Call Resolution (FCR), email resolution, complaints resolution, outbound performance, and other contact centre KPIs. Performance validation will be supported through real-time dashboards, call recordings, AI-assisted quality assurance, speech analytics, QA scorecards, and customer satisfaction surveys. Reporting must be available in real time and through daily, weekly, monthly, and executive management reports to support operational and strategic decision-making. |
| 124. | Will UIF provide all training content, scripts and procedures, or is content development expected from the service provider? | UIF will assist with all initial training and processes. We require the service provider to then take over thorough processes we have requested in the specifications around AI capability. Knowledge Management will be for the service provider to organise the knowledge from UIF into a system. Maintenance of this system is for the service provider's accountability. The bidder is correct - the bidder configures, hosts, maintains and supports the digital platforms.                                                                                                                        |
| 125. | How frequently are UIF procedures, policies and knowledge articles updated?                                                  | UIF will assist with all initial training and processes. We require the service provider to then take over thorough processes we have requested in the specifications around AI capability. Knowledge Management will be for the service provider to organise the knowledge from UIF into a system. Maintenance of this system is for the service provider's accountability. The bidder is correct - the bidder configures, hosts, maintains and supports the digital platforms.                                                                                                                        |
| 126. | Is integration between Knowledge Management and CRM mandatory?                                                               | UIF will assist with all initial training and processes. We require the service provider to then take over thorough processes we have requested in the specifications around AI capability. Knowledge Management will be for the service provider to organise the knowledge from UIF into a system. Maintenance of this system is for the service                                                                                                                                                                                                                                                       |

| NO   | QUESTIONS                                                                                                   | ANSWERS                                                                                                                                                                                                                                                                                                                                                                              |
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|      |                                                                                                             | provider's accountability. The bidder is correct - the bidder configures, hosts, maintains and supports the digital platforms.                                                                                                                                                                                                                                                       |
| 127. | How many UIF management personnel will require workspace accommodation during Year 1 operations?            | The bidder must provide the UIF Personnel with technology capability in order for them to work from home or from their own building. Should this capability not be efficient the bidder will be required to host the UIF agents until a solution is in place. Technology for the UIF 100 agents has always been part of this tender.                                                 |
| 128. | Will site inspections assess current readiness only or also future expansion capability?                    | The site inspection requirements outlined in Annexure I are intended to assess the bidder's current operational readiness, legal occupancy, infrastructure, security, health and safety compliance, and ability to support the proposed contact centre operations. The RFP does not explicitly require the assessment of future expansion capability as part of the site inspection. |
| 129. | Will remote demonstrations be accepted for cloud-hosted components not physically located on-site?          | Given the nature of the proposed cloud-based telephony, CRM, AI, and infrastructure platforms, bidders may include remote demonstration capabilities as part of their proposed solution. However, UIF reserves the right to verify both physical and cloud-hosted components during evaluation, due diligence, and implementation discussions                                        |
| 130. | Should pricing for seasonal resources be fixed, consumption-based or only charged when activated?           | Yes. The overflow capacity of up to <b>250 seasonal agents</b> is intended to be <b>utilized on an as-needed basis</b> , subject to UIF operational requirements and seasonal demand fluctuations. The specification states that the requirement for seasonal agents is not a core responsibility and that the number of seasonal agents will fluctuate based on demand.             |
| 131. | Must seasonal-user licenses remain active throughout the contract period or only during activation periods? | Given that seasonal resources are required on an "as and when requested" basis and are priced per seat for overflow capacity, bidders may propose licensing models that support on-demand activation of seasonal users, provided that the solution can immediately                                                                                                                   |

| NO   | QUESTIONS                                                                                                                                                                                                                                     | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|      |                                                                                                                                                                                                                                               | accommodate up to 250 seasonal agents when required by UIF operations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 132. | Can UIF confirm whether any Microsoft licensing already exists that may be leveraged by the successful bidder?                                                                                                                                | In line with the specification, bidders should assume responsibility for providing and maintaining all software licenses required for the proposed solution throughout the contract period. Should UIF have existing technology assets or licenses that may be integrated with the solution, these will be discussed during the contracting and implementation phases.                                                                                                                                                                          |
| 133. | The RFP outlines 100 internal agents and up to 250 overflow agents (Pages 29–34). What are the trigger thresholds (volume or SLA based) for activating overflow? Will they operate under the same SLA and AHT assumptions as core operations? | The planning assumptions provided in the pricing schedule (200,000 inbound interactions at a 6-minute AHT and 50,000 omni-channel interactions at an 8-minute AHT) should be used for solution design and costing purposes. The RFP does not specify different SLA or AHT assumptions for overflow agents; therefore, bidders should assume that overflow resources will operate under the same service delivery framework as the core operation unless otherwise agreed during contracting.<br>Refer to question 63 for further understanding. |
| 134. | " - Is there volume data of interactions broken down by the 11 official languages?<br><br>- Alternatively, how many of the 350 agents that the supplier is expected to provide should be proficient in the non-English official languages? "  | UIF provides services nationally and therefore requires support for all eleven official language<br>Every overflow team should include multilingual capability and adequate language coverage throughout operating hours.                                                                                                                                                                                                                                                                                                                       |
| 135. | " - Will routing be skill based by language and query type, and are bilingual agents interchangeable across queues?<br>- Are there minimum staffing expectations per language irrespective of low volumes?"                                   | UIF provides services nationally and therefore requires support for all eleven official language<br>Every overflow team should include multilingual capability and adequate language coverage throughout operating hours.                                                                                                                                                                                                                                                                                                                       |

| NO   | QUESTIONS                                                                                                                                                                                                                                                                                                                                                   | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| 136. | Can you provide Product Training and Nesting times? Additionally, are refresher training cycles expected during the year that need to be factored into shrinkage?                                                                                                                                                                                           | UIF will assist with all initial training and processes. We require the service provider to then take over thorough processes we have requested in the specifications around AI capability. Knowledge Management will be for the service provider to organise the knowledge from UIF into a system. Maintenance of this system is for the service provider's accountability. The bidder is correct - the bidder configures, hosts, maintains and supports the digital platforms. |
| 137. | What will the training model look like? Will it be TTT or agents will be trained directly by UIF trainers?                                                                                                                                                                                                                                                  | UIF will assist with all initial training and processes. We require the service provider to then take over thorough processes we have requested in the specifications around AI capability. Knowledge Management will be for the service provider to organise the knowledge from UIF into a system. Maintenance of this system is for the service provider's accountability. The bidder is correct - the bidder configures, hosts, maintains and supports the digital platforms. |
| 138. | "The Project Plan requires a two-week setup to earn maximum points, but setting up a contact centre for 350 agents—including hardware and software procurement, stakeholder coordination, dependency mapping, and resource allocation—within this period is highly ambitious. Could UIF consider revising the timeline to allow a more realistic proposal?" | The anticipated contract start date is 24 November 2026, with 250 resources for start.<br>Bidders should propose a phased onboarding model that enables: <ul style="list-style-type: none"> <li>• Priority inbound go-live within two weeks of implementation commencement.</li> <li>• Progressive activation of omnichannel functionality.</li> <li>• Progressive onboarding of overflow resources as demand increases</li> </ul>                                               |
| 139. | Can the Fund share historical monthly volumes (last 6–12 months) to validate seasonality assumptions, which are not detailed in the RFP?                                                                                                                                                                                                                    | UIF has not provided historical staffing ratios for Agents, Team Leaders, Trainers, QA Analysts, or WFM resources in the tender specification. Bidders are requested to propose an industry-aligned operating model and supporting resource ratios that will enable the achievement of the required service levels, quality standards, workforce planning objectives, and operational performance targets outlined in the specification                                          |

| NO   | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ANSWERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 140. | <p>Could UIF clarify what the licenses copies should reflect? Usually, licenses for technology are based on final requirements of the solution.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>A single OEM letter or accreditation may cover more than one of the required functions where the OEM provides an integrated solution and the documentation clearly demonstrates authorization, accreditation or partnership status for the applicable functions. The UIF's requirement is that all four functional areas (Telephony, CRM, AI Capability and ICT Infrastructure) must be covered by valid OEM authorization or accreditation documentation, whether through a single letter or multiple letters, up to a maximum of four submissions.</p> |
| 141. | <p>"As we prepare for the potential Section 197 transfer, we'd like to ensure a smooth and compliant transition of employees while accurately costing the associated obligations. To do this effectively, we'll need some key details from your side.</p> <ul style="list-style-type: none"> <li>- Could you please share the following information for all employees in scope:</li> <li>- Employee Data – Full list with names, roles, campaign start dates, agent tenure with the organisation and locations.</li> <li>- Compensation Details – Basic salaries, allowances, bonuses, and overtime history.</li> <li>- Benefits Information – Medical aid, pension/provident fund contributions, and any other benefits.</li> <li>- Leave Liabilities – Outstanding annual and sick leave balances (with monetary values if available).</li> <li>- Union / Employee Representation – Any existing union agreements or works council involvement.</li> <li>- Legal &amp; HR Context – Copies of employment contracts, any ongoing disputes, and current disciplinary actions.</li> <li>- Operational Information – Current systems, tools, and site infrastructure employees are using.</li> </ul> | <p>Section 197 is not part of the Tender.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| NO | QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                         | ANSWERS |
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|    |                                                                                                                                                                                                                                                                                                                                                                                                   |         |
|    | <p>Additional Liabilities / Accruals – Performance bonuses, retention payments, or pending increases.</p> <p>We'll use this information to:</p> <ul style="list-style-type: none"> <li>- Develop an accurate cost model for the transition.</li> <li>- Plan payroll, HR, and systems migration activities.</li> <li>- Ensure compliance with Section 197 of the Labour Relations Act."</li> </ul> |         |
|    |                                                                                                                                                                                                                                                                                                                                                                                                   |         |