SASSA: 27-22-GA-HO: QUESTION AND ANSWERS

1.	Bidder Name	Question	Answers

2.	Lucien	Who will be responsible for the Security of database transfers	1. In aspects of security SASSA provides the successful bidders it's minimum security requirements when it comes to its information/data security.
			   a. SASSA approved ICT and Information Security policies details what are the required security measures that the service provider needs to implement on their environment to ensure compliance with security requirements from SASSA.
			   b. The above policies are supported by Information Management units with their POPI Act requirements for information processing requirements as well to ensure

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			compliance with POPI Act. c. A third party security checklist is also provided to successful bidders to ensure their environment is compliant to SASSA security requirements. 2. In terms of cost to implement the required security controls. The required security controls will not be provided by SASSA's ICT, these controls will be at the successful bidder's expense. For an example: a. The successful bidder needs to ensure only employees with the need to know have access to SASSA's data or a specific function to fulfil. SASSA will not provide the bidder with an access management solution to ensure only authorised individuals have access to this data. b. The upkeep and patching of the solution hosting SASSA's information will need to be conducted by the successful bidder as stipulated within SASSA policies. This will be performed by the bidder with their support personnel.

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1.	Bidder Name	Question	Answers
3.	Lucien	Artificial Intelligence	1. The Terms of Reference (ToR) for this bid does specify that the bidders must submit a plan to reduce operational costs during the 3-year contract period. It is SASSA's view that the use of digital transformation solutions including Bots and Artificial Intelligence (AI) to drive customer self-service and automation will be key in achieving this operational cost reduction objective. 2. As the specialists in their respective fields, SASSA expects the bidders to demonstrate how they will use digital transformation solutions including Bots and AI to not only reduce operational costs during the 3-year contract period but to also improve on the client experience when engaging with the SASSA contact centre. 3. The level and complexity of the artificial intelligence, related algorithms and automation used and delivered as part of this project is a decision that must be made by the bidders.

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1.	Bidder Name	Question	Answers
4.	**In2IT (Pty) Ltd**	1. Does current Genesys system will go out and new provider will provide complete contact centre services?	The current contact centre system will remain, as the bidder you are required to deliver an independently all staffed call centre set off-site to assist with high call volumes.
5.		2. Do you want the complete cloud-based contact centre or hosted on service provider DC?	The Agency's requires for a Cloud based Call Centre services for the term of the contract. Not a hosted on service provider DC? Complete outsourced Call Centre.
6.		3. Does current contact centre will remain and we have to provide and integrate digital channels on existing contact centre or we need to provide end to end contact centre with voice and digital channels both.	As a bidder you won't interact with the current contact system. Your Contact centre system must be able to integrated with SASSA toll free number (0800 60 10 11), as well as with the SASSA IVR to enable grant enquiries option to be redirected between two call centres.
7.		4. Does current system allow agents to login from anywhere remotely WITHOUT VPN?	Yes, the current contact centre system thus allow remote working.
8.		5. If above is yes, do you want new system to allow agents?	As the bidder you are required to deliver an independently all staffed call centre set off-site to assist with high call volumes.
9.		6. How many total agents at site; a) How many agents' works simultaneous? b) If agents work in shift, how many in each shift with shift timings?	a) Please do calculations at your end, the current daily call volume is above 20 000 calls per day. b) The Services are required between 07H30 to 16H00 Monday to Friday. No shifts.
10.		7. How FAQ will be linked to SASSA website. Will you guys want us to create FAQ on our system and then hyperlink on your website?	FAQ by callers will be made available by the bidder to SASSA website 11.31. BIDDER will be expected to maintain the database of Frequently Asked Questions (FAQs) by callers. BIDDER will be responsible for identifying the knowledge gaps for domain specific areas and collaborate with the domain experts from

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			SASSA to develop appropriate content. BIDDER will ensure that validated and updated information is available within the system for answering the FAQs and updating FAQs on a regular basis.
11.		8. Do you need to record all contact centre calls or selective?	All the call centre interaction must be recorded for the duration of the contract. And a handover of data will be expected during and at the end of the contract.
12.		9. Who will provide IVR system? a) Does SASSA provide existing scripts and prompts and we need to integrate into new system?	a) The Bidder must have their own IVR system, the IVR should provide the caller with an option to select a preferred language, from 11 South African Languages. b) SASSA will provide scripts and prompts for the IVR massaging, no need to integrate systems.
		10. Does existing contact centre will keep on working and we as service provider needs to provide additional CC hosted in our environment? a) If yes, do we need to integrate with existing contact centre? b) If yes, who will handle incoming calls and SIP trunk?	The Bidder will not interaction with the current call centre, the Agency requires you to provide an independently call centre system. a) No integration of contact centre systems. b) The Agency requires you to handle incoming and outgoing calls and have your own SIP trunk.
		11. Do we need to also provide contact centre environment along with application? a) If yes, how many agents, supervisors, quality managers and other users? b) Where will they be seated? SASSA or service provider environment?	Yes, you are required to provide a fully independent Outsourced Call Centre with telephony system, CRM solution, staffed with call centre agents, supervisors, quality management and managers. a) Please do calculations at your end, the current daily call volume is above 20 000 calls per day. b) Service Provider Environment.

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1.	Bidder Name	Question	Answers
		12. How many total calls are expected in a day or per agent?	Please do calculations at your end, the current daily call volume is above 20 000 calls per day.
		13. What is the AHT: Average handling time per call?	It depends on the nature of the inquiry – the current average is around 4.5 minutes.
		14. How many total emails are expected per day?	25 000 to 35 000 emails expected monthly
		15. In section 12.1, RFP mentioned "Service take on must be concluded within 5 working days. Please elaborate on above? a) Does above means we have to go live with system within 5 days of award?	Yes, it is expected that 12.3. Take-on of all services pertaining to this bid will start two days after SASSA receives acceptance letter from the successful bidder. Then within five (5) working days we should have concluded training of content and systems for every staff member.
		16. Will SASSA take care for the incoming and outgoing PSTN callings?	All calls are received from SASSA toll free number (0800 60 10 11) integrated to your system through IVR..
		17. Total FTE Count?	Please do calculations for FTE with information already provided.
		18. Number of citizens using SAASA Services (This is for solution scale)?	SASSA has over 18 million recipients of grants beneficiaries. And over 16 million COVID SRD R350 applicants.
		19. Is citizen's database currently existing if so, will some API be provided to refer the data in real time?	No, data is not linked to the call centre systems for real time view but call centre agents will be trained customized and integration with internal SASSA systems (Oracle/SOCPEN/ICCAS).
		20. Genesys Role in RFP in voice call routing/deflection?	All calls are received from SASSA toll free number (0800 60 10 11) integrated to IVR routing system. As a bidder you won't interact with Genesis System.

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1.	Bidder Name	Question	Answers
		21. Front interface (Agent Desktop) for Omni channel?	Yes! The agents will be granted grant database view only access that will assist in resolving the calls.
		22. Webex CC include all voice digital channels. What will be the distribution of users/FTEs across these channels?	Please do calculations at your end, the current daily call volume is above 20 000 calls per day.
		23. Does case management need update on their websites?	The case management solution will be expected to work independently – data (information) will be made available on the website by SASSA content expects.
		24. Screen recording is required.	11.3. Bidder telephony must record call status, for example, entered call, answered call, abandoned call, distributed call, transferred call, and abandoned at what stage. Maintain 100% recording of calls for period of contract duration. The recording should contain detailed call information, feedback of quality analyst for analysed calls, updating in questionnaires etc. The service provider upon the end of the contract will hand over all calls data including recording to SASSA.
		25. Encryption is required.	Encryption is required.
		26. Muting and Masking is required PII information is required?	Yes, is part of the best practises
		27. For cloud offering which region we can provide services?	These locations are composed of where you can host your resources
		28. Do you need WFM for forecasting and scheduling? If so, will it be needed for voice and digital both?	Workforce management (WFM) is an integrated part of call centre productivity, we need the solution.
		29. Call Recording Retention Period	The service provider during or upon the end of the contract will hand over all calls data including recording to SASSA.

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1.	Bidder Name	Question	Answers
	Telviva (Pty) Ltd Queries	1. When a call is routed to the existing Genesys number and IVR, how would the calls be routed to an external call centre system - Would this be a SIP trunk or SIP URL?	All calls are received from SASSA toll free number (0800 60 10 11) integrated to IVR routing system. As a bidder you won't interact with Genesis System. 11.2. Bidder must have telephony that will receive redirected inbound calls from SASSA toll free number (0800 60 10 11) not from Genesis system. BIDDER telephony must integrate with the SASSA IVR to enable grant enquiries option to be redirected to the BIDDER telephony. Bidder telephony must be able to provide Caller Line Identification (CLI) and contact number. The telephony must record usage details of the caller including all options selected by the caller and all details entered by caller from the time the caller reaches a Call centre Agent.
		2. IVR Deflection to text is not possible by any system - can we play a message suggesting callers use alternative forms of communication?	9.1.3. IVR-Deflection applications on the incoming voice channel to provide Customers with the option to switch from the more expensive voice-channel to messaging channels such as WhatsApp or SMS. IVR massaging can inform of alternative applications on WhatsApp or SMS.
		3. Which channels would you like to use, in relation to 'Using pro-active Citizen Engagement via messaging channels'?	All Channels will be made available for customer engagement, from Telephonic services offered on Voice then Self-service massaging (Via WhatsApp, Website, Webchat and Social media).
		4. Will APIs or a database be available to retrieve the self-service information?	11.31. BIDDER will be expected to maintain the database of Frequently Asked Questions (FAQs) by callers. Through CRM solution and Knowledge Management capabilities self-service information will be put together.

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1.	Bidder Name	Question	Answers
		5. How long should recorded calls be stored for and should this be compliant or non-compliant?	Complaint. Maintain 100% recording of calls for period of contract duration. Close-Out Report and handover data collected once contract expires.
		6. Is an outbound dialler required, or just manual outbound dialling?	Yes, a full Call Back functionalities required.
		7. The Bidder is required to send data changes to SASSA on a weekly basis - please clarify what the data changes are	Yes, we have to track of changes to data on weekly basis – reporting arrangement.
		8. Service take-on must be concluded within five (5) working days upon bid award - Please clarify if pre award scoping and planning sessions will be held, or if we will be advised of award and expected to be handling all calls within 5 days	No Pre-award scoping will be held, the planning sessions will be held once the acceptance letter from the bidder is received. 12.3. Take-on of all services pertaining to this bid will start two days after SASSA receives acceptance letter from the successful bidder.
	Equostech	1. Statistics of how the call centre call volumes have grown in the past year or two. I think COVID was an extremely rare case and if there are volumes for around that period it would help substantially. This would help give guidance for a suitable system that would be robust enough to handle an extreme change in call volumes but also able to handle low volumes as well as putting into account the cost of maintaining it to resemble amounts that justify high and low volumes, unpredictable changes given the nature of your business. This is critical because you might get a good bid that meets your criteria, but system wise the type of system is only ideal under specific condition(s). As a guide to this (1), there needs to be a balance in the system in terms of its ability to be extendable without increasing your cost substantially and also be low maintenance for when call volumes are less/low. This is based on what I gathered to be important for the business nature given what was shared in the	The current Call Centre volumes are between 500 000.00 to 650 000.00 calls per month since COVID – more than 20 000.00 calls per day are answered.

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		brief.	
		2. The solution which we will provide will be a Cloud-based solution for both call centre and CRM solution, will this be acceptable to SASSA	The Agency's requires for a Cloud based Call Centre services for the term of the contract. The Call Centre solution should ensure resolution of cases through telephone, email and digital platforms. CRM - should be for capturing customer information, cases, enquires for tracking and escalating and FQA for the improvement purposes.
		3. Will the existing training material be shared with the agents for service take	11.30. SASSA will train BIDDER personnel on the Grant process. SASSA will also provide BIDDER call Centre agents with documented hints to capacitate them to handle and resolve Grant related calls.
		4. Will the office space be provided by SASSA for bidder call centre agents or that will also be included in the pricing	11.1. Bidder must provide a turnkey solution. Bidder is expected to implement and run the call centre services off site for inbound and outbound. At Service Provider Environment. Check pricing solutions.

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