

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

1.	Bidder Name	Question	Answers
2.	Lucien	1. Who will be responsible for the Security of database transfers?	<p>1. In aspects of security SASSA provides the successful bidders it's minimum security requirements when it comes to its information/data security.</p> <p>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.</p> <p>b) The above policies are supported by Information Management units with their POPI Act requirements for information processing requirements as well to ensure compliance with POPI Act.</p> <p>c) A third party security checklist is also provided to successful bidders to ensure their environment is compliant to SASSA security requirements.</p> <p>2. In terms of cost to implement the required security controls. The required security controls will</p>

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			<p>not be provided by SASSA's ICT, these controls will be at the successful bidder's expense.</p> <p>For an example:</p> <p>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.</p> <p>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.</p>
	Bidder Name	Question	Answers
3.		2. Artificial Intelligence?	<p>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.</p> <p>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.</p> <p>3. The level and complexity of the artificial</p>



			intelligence, related algorithms and automation used and delivered as part of this project is a decision that must be made by the bidders.
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 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.		<p>11. Do we need to also provide contact centre environment along with application?</p> <p>a) If yes, how many agents, supervisors, quality managers and other users?</p> <p>b) Where will they be seated? SASSA or service provider environment?</p>	<p>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.</p> <p>a) Please do calculations at your end, the current daily call volume is above 20 000 calls per day.</p> <p>b) Service Provider Environment.</p>
12.		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.		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.		14. How many total emails are expected per day?	25 000 to 35 000 emails expected monthly
15.		<p>15. In section 12.1, RFP mentioned "Service take on must be concluded within 5 working days. Please elaborate on above?</p> <p>a) Does above means we have to go live with system within 5 days of award?</p>	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.		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.		17. Total FTE Count?	Please do calculations for FTE with information already provided.
18.		18. Number of citizens using SAASA Services (This is for solution	SASSA has over 18 million recipients of grants beneficiaries. And over 16 million COVID SRD R350



		scale)?	applicants.
19.		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.		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.
21.		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.		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.		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 experts.
24.		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.		25. Encryption is required.	Encryption is required.



26.		26. Muting and Masking is required PII information is required?	Yes, is part of the best practises
27.		27. For cloud offering which region we can provide services?	These locations are composed of where you can host your resources
28.		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.		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.
30.	Bidder Name	Question	Answers
31.	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.
32.		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.
33.		3. Which channels would you like to use, in relation to 'Using proactive 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).
34.		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.
35.		5. How long should recorded calls be stored for and should this be compliant or non-compliant?	Compliant. Maintain 100% recording of calls for period of contract duration. Close-Out Report and handover data collected once contract expires.
36.		6. Is an outbound dialler required, or just manual outbound dialling?	Yes, a full Call Back functionalities required.
37.		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.
38.		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.
39.	Bidder Name	Question	Answers
40.	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	The answer for volumes can be calculated using your Track record as a Bidder p29 – please read cautiously. 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.



		<p>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).</p> <p>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 brief.</p>	
41.		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.
42.		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.
43.		4. Will the office space be provided by SASSA for bidder call centre agents or that will also be	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.



		included in the pricing	At Service Provider Environment. Check pricing solutions.
44.	Bidder Name	Question	Answers
45.	Louanne Kruger (Jeffery) In2IT Technologies	1. Please may you clarify if we are required to attach CVs with our responses?	Yes, The bidder must provide a reference letter(s) highlighting a minimum of 5 years' experience in rendering Customer Care Services configuration, the implementation of the Customer self-service and AI capabilities. The 5 years' experience cumulatively should be up to 2021 or to date. The reference letter must be on the letter head of client(s), service rendered, contract(s) period and average number of calls handled per day.
46.	Bidder Name	Question	Answers
47.		1. How many Agents (licenses) required this digital channel engagement platform? Please share integration details (APIs/Web Services) pertaining to Oracle, SOCPEN, ICCAS	The answer for number of required agents is Track record of the Bidder p29 – please read cautiously. Bidder to provide a call statistical report for 6 months consecutively, highlighting the following: <ul style="list-style-type: none"> • The Bidder must demonstrate capability to provide at least 3 call centre reports showing hourly, daily, weekly and monthly trends and analysis. Provide similar examples of such reports as listed below generated from previous clients: • Number of calls received, distributed, answered, abandoned, logged, closed and escalated; • Number of calls answered verses abandoned including percentage rate; • Number of calls abandoned indicating abandoned at which stage of the call;



			<ul style="list-style-type: none"> Number of emails received, distributed, answered, logged, closed and escalated; <p>in the client's letterhead, signed by the project manager / call centre manager/ equivalent (details of the person who signs the letter should be provided).</p> <p>0 – 5 000 calls per day = 1</p> <p>Above 5 000 to 10 000 calls per day = 2</p> <p>Above 10 000 to 15 000 calls per day = 3</p> <p>Above 15 000 – 20 000 calls per day = 4</p> <p>Above 20 000 calls per day = 5</p>
48.		2. How many Agents (licenses) required this 'Knowledge Base' solution?	You are required to do calculations at your end, using your own track record, the current daily call volume is above 20 000 calls per day.
49.		3. We assume AI based Chatbot solution to be deployed on all proposed channels (Webchat, Web Messaging, SMS, Facebook Messenger, and Twitter). Please confirm??	A Chatbot must be used independently like any web messaging or Whatsup.
50.		4. Do we need to include WhatsApp also as a customer support channel?	Yes, WhatsApp must be part of customer support.
51.		5. Do we need to provide this real time reporting dashboard only for Supervisor Agents for monitoring or to all customer support Agents? And please confirm the total number of users required this Dashboard?	Dashboard is for monitoring and reporting tool for both agents, supervisors and managers.



52.		6. Please clarify more on the 'call centre data' requirement on digital channel integration perspective?	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.
53.		7. How many agents (licenses) required Co-Browse access within live Webchat session?	Please use your track record to determine the numbers in your proposal.
54.		8. Please clarify what data changes to be reported?	Yes, we have to track of changes to data on weekly basis – reporting arrangement.
55.		9. How many Supervisor Agents (licenses) for digital channels to be considered?	You are required to do calculations at your end, using your own track record, the current daily call volume is above 20 000 calls per day.
56.		10. Please share integration details (APIs/Web Services) pertaining to Oracle, SOCPEN, ICCAS	This are the systems used to render services to clients – your agents and supervisors will be trained and integrated into SASSA internal systems (Oracle/SOCPEN/ICCAS).
57.	Bidder Name	Question	Answers
58.	Karl Reed <karl.reed@pivotalgroup.co.za	1. Please clarify the statement: Take-on of all services pertaining to this bid will start two days after SASSA receives acceptance letter from the successful bidder.	That is precisely what it means, Take-on of all services 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.
59.		2. Please clarify the statement: Service take-on must be concluded within five (5) working days upon bid award	It is expected that within five (5) working days upon bid award, training and the integration of internal systems will be concluded.
60.		3. When is the bid award date	Once the bidder is successfully selected.



61.		4. When is the expected go live date	Two days after SASSA receives acceptance letter from the successful bidder.
62.		5. Please can you clarify the physical location of where the solution must be based	The location is at the bidder's discretion.
63.		6. Please confirm the number of calls taken per month	The answer for the number of calls taken per month is Track record of the Bidder p29 – please use call centre matrix's to get your answer.
64.		7. Please confirm the number of emails received per month	25 000 to 35 000 emails expected monthly
65.		8. How many agents are there currently in the contact centre	The answer won't be relevant to the bid, please go thru the Track record of the Bidder p29
66.		9. How many Supervisors / Managers are there in the contact centres	The answer won't be relevant to the bid, please go thru the Track record of the Bidder p29
67.		10. Are there any back-office component, if yes, how many people	Yes, BACKOFFICE is a requirement in the Bid. Your Track record will assist to determine the numbers p29
68.	Bidder Name	Question	Answers
69.	ScopServ South Africa	1. May I ask the requirements you may have for physical agents. Would we need to provide bodies and a fully functional outsourced call centre? A fully serviced call centre with agents employed by the bidder and systems that meet your social media requirements?	You are required to provide a fully independent Outsourced Call Centre with telephony system, CRM solution, staffed with (bodies) call centre agents, supervisors, quality management and managers. Yes, the system should meet your social media requirements?



70.		2. May I ask what will happen to current agents in the call centre and the equipment that they are using? Would you need the Call centre to operate at the current location?	The current call centre will continue to operate as is, no integration required from the bidder. Location is bidders choice
71.	Bidder Name	Question	Answers
72.	Alteram Solutions	1. Can the 0800 number (inbound) ported to our services provider to avoid call forwarding Charges	No to (inbound port to services provider) All calls will be received from SASSA toll free number (0800 60 10 11) integrated to IVR routing system.
73.		1. Do we have to integrate into the current contact centre i.e. inbound and/or back-office structure as per ToR.	The only integration will be from SASSA toll free number (0800 60 10 11) to IVR routing system then (you as a service provider).
74.		2. Do we need to make provision for the inbound and back office SASSA resources to operate on the hosted CRM provide by the service provider?	Check p20 - 1.1 Bidder Back-office call centre agents should be able to resolve 90% of incoming emails (enquiries) per day which will be logged through SASSA email accounts.
75.		3. Or is there a system that we are required to integrate to other than the back-end applications referred too in the ToR for purposes of ticket resolution?	Case management system should be able to provide ticket solution (CRM) .
76.		4. How does the non-fcr tickets get resolved, assuming it is normally via a back office function, if they	All calls should tracked through CRM solution



		are not on a CRM?	
77.		5. Mentioned that reports get provided to SASSA from the outsourced contact centre operations – would an option be to grant access for reports & dashboard access purposes?	Your own data base will be created (callers calling in) once awarded a bid.
78.		6. With the IVR being available on Genesys – as the service providers responsible for the IVR scripting and recording, should changes be required?	Genesis is not the service provider – the Bidder is. All calls are received from SASSA toll free number (0800 60 10 11) integrated to IVR routing system. SASSA will provide scripting and recording to your IVR will be mainly for languages selection and emergency messages.
79.		7. How would the service provider gain access to Genesys / IVR for queue resource movement management and monitoring activities?	No access will be provided to the Genesis system – no need –no integration between the system,
80.		8. Will the knowledge management articles be made available for population of the CRM KM base?	Yes, the Bidder must make the data available to SASSA content employees from time to time to update the website or provide education to client.
81.		9. Is it expected to take over the chat/bot function in the SASSA website or we provide our own to be linked to the website?	A Chatbot must be used independently like any web messaging or Whatsup.
82.		10. Will the necessary tree / branching decisions structures be provided to the service provider for configuration in the tool planned to be provided? What about the AI collected to date	No AI data to be provided to the Bidder. 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.



		within the current chatbot, expected to be available in our s/w tool?	
83.		11. What is the exact scope of the process engineer / BA required – to map / optimise processes pertaining to the relevant skillsets; and	Not part of the Scope
84.		12. for which duration are the resource/s required?	For the duration of the contract.
85.		13. Does the SASSA back-end applications have open API's / web-services available for integration into the CRM? Assuming the data need to be pulled from the back-end applications.	The successful bidder will be required to provide data and not the other way around.
86.		14. Assuming the integration required for availability of information to the Agent in one application to resolve the queries? Or view only access will be granted to the Agents?	No integration of system - Only view access will be granted to the Agents after training?
87.		15. Will the necessary IMAP / SMTP access be granted for email processing and responses to the Customers?	Yes, access will be granted
88.		16. Understood that no data migration for customer and/or ticket data would be required into the proposed CRM application?	True.



89.		17. The outbound call and SMS costs are for SASSA's account as per monthly quota to be agreed?	Price negotiations may be entered into with the successful bidder.
90.		18. Inbound SMS's should be zero-rate and for SASSA's account, else it will be a rated SMS with a cost to the customer?	Price negotiations may be entered into with the successful bidder.
91.		19. Regarding Service Take-On period of 5 days, specifically when this contract is awarded to a new service provider, would SASSA consider a phased approach as systems integration with Genesys, CRM ect will take longer.	It is expected that within 5 working days all services will be rendered accordingly.
92.		20. Regarding Telephony performance in terms of Service Level and Abandoned rate, based on a call average of 26k per day and up to 45k @ Peak SASSA mentioned that they have 300 staff on board at the moment. Could SASSA share the statistics for clarity purposes.	As a bidder you should provide a proposal that will demonstrate the service rendered and the reduction of cost from number of calls to agents. Please use your track record to make available the expertise.
93.	Bidder Name	Question	Answers
94.	ELSCX	1. What version of Genesys are you using	Genesis system is used internally with no integration from the service provider.
95.		2. Does head office have additional contact space?	No space available for space.
96.	Bidder Name	Question	Answers



97.	iSON Query	1. Should the identification and partnership with a suitable sub-contractor happen before submission of response to the RFP by the bidder?	Yes!
98.		2. In case the bidder is already a BBEE level 1 certified contributor, does this clause still apply?	Score sheet will be used to score – all clause apply! 19.1. Bidders who score less than 70 out of 100 points under the Functional Evaluation will be disqualified and will not be considered further.
99.		3. What are the expected call volumes for inbound and outbound? Please share monthly volumes	The answer for the number of calls taken per month is on the Track record of the Bidder p29 – please use call centre matrix's to get to the answer. Scale 5 is identified as Calls above 20 000. Outbound calls will be informed by escalated calls which need to provide feedback.
100.		4. What are the expected AHTs and productivity targets for inbound and outbound."	The expected AHT and productivity target should be informed by service level on the performance of the call centre 13.1. Bidder Call centre agents should handle no less than 90% of the incoming calls per day of which 80% of those calls must be resolved by the call centre agents.
101.		5. Could SASSA consider extending the bid submission date to atleast 3 days from the date of response to the above questions?	Not extension beyond the closing date.

