

Minutes of Bi W1049 Briefing session

1. Mr Mudau welcomed the service providers
2. Mr Sekgothe presented Supply chain management requirements in his capacity as a supply chain official of the following presentation:

Presentation attached separately under corresponding Bid number W1049-WTE

- **NB! He also made emphasis of the tender box being open 24 hours a day for submissions**

Questions and answers on SCM presentation

- Q 1 How many years must the financial statements required be for?
- A1 Just the latest financial statements
- Q2 Documents were said to be downloaded on the website, do bidders still need to pay R200?
- A2 Yes, the bidders may download the bid document but still need to make payment and submit the proof of payment in the submissions.

Technical Presentation

Mr Mudau made a presentation on the technical requirements of the bid as follows:

Presentation attached separately under corresponding Bid number W1049-WTE

Questions and answers on technical presentation

- 1 It was mentioned that the fully functional customer relations may have up to 60 agents, what happens to them after 3 years of this tender?

The intension is to continue working with them, but upon signing of the contract to the awarded bidder, this aspect will be specified.

- 2 Do we have to submit 2 proposals, the first being the one without software and second being one with software?

Yes, 2 options are preferable but if one offer is provided, the bidder will not be disqualified and will be evaluated on the one offer provided.

- 3 What time frame is given to the successful bidder to prepare a fully functional CRM?

No time frame is given, the project plans on what will be one by when should therefore be submitted in order to have a realistic work plan.

4. For our clarity, it states on your website a payment of R200 must be paid for collecting the hard copy from the DWA offices, further it states “(Please note that the purchasing of the bid document is applicable if the bid document is collected at Head Office only.)” Do those who downloaded the Documents still have to pay the R200 fee?

All bidders should pay and attach proof of payment in submission of bid documents

5. What would be the estimated outbound and inbound calls for an agent per day?

Currently we have 3000 and we estimate the number of inbound and outbound calls to be 100 000 calls per month. But these numbers might decrease with time.

6. What will the Business hours be for the call center e.g. (Monday to Friday , 8:00 to 17:00)

The normal hours of the call centre will be Monday to Friday, 0;800 to 17:00. However there might be a need to work beyond these normal hours during certain peak periods and it might be necessary to keep minimum staff for such periods e.g. rainy season when there is flooding, during drought,etc. The ToR states that bidders must make provision for such peak periods. How they do it, can be through extra staff available 24/7 or arranging shifts for agents

7. Call Centre environment

- You have mentioned Regional office – do you want us to provide connectivity to this sites?

Yes

- Do your agents work shifts?

There are no agents currently.

- How are calls dialled currently (manually, preview, progressive, predictive.)?

We do not have a functioning call centre currently

- What data about the contact shall be displayed to the agent in a campaign?

DWS will provide the information

- Does the agent need to access data or other applications during or after a call?

During the call. Only if they cannot resolve will they refer the enquiry to back office whereafter the outbound agents will call the customer

- How complex / specialized is the conversation with the caller?

Water and sanitation related discussions only

- What desktop application is currently used in outbound campaigns?

Bidder will advise DWS on that

- How many numbers are dialled per agent and hour and how many useful contacts are reached?

Please refer to the answer for Question 2 above.

- How is the dialling list obtained?

Inbound agents will escalate to outbound agents. This should be provided for in development

- How do you want us to split the calls (is there any segmentation or division)?

Bidder and DWS will determine various options for splitting calls

- How are incoming calls routed? (Do they come in to a switchboard or directly to an agent?)

Calls will be direct and should be picked up by any free agent

a. **Voice Recording/Screen Recording**

- Which calls need to be recorded?
All calls
- Are agent calls recorded? All calls?
All calls
- What are your business's legal requirements around recording?
Legal services to assist
- How many of these calls are there?
It will depend on the calls received
- Are any of the calls that need to be recorded internal calls?
All calls should be recorded
- Who needs to access the recorded calls?
Call centre manager and DWS management
- How do you want to search for recorded calls? If this requires a specific account number make sure you understand what application (app. Name, platform) holds the information and how agents interact with the system.
Reference number should be allocated for each call automatically and link to agents
- Shall part of a conversation or the complete conversation be recorded?
The whole conversation
- Shall conversations be recorded on demand or only by recording plan?
All calls to be recorded
- If only part of the conversations shall be recorded, which percentage/amount of conversations.
All calls should recorded
- How long shall recorded conversations be stored?
In terms of archiving standards e.g. 5years

b. **IVR**

- Do you require announcements when people call into the centre?
Yes
- Do you use an IVR?
Currently we do not have
- Describe how it is used? (Is it a true IVR doing database lookups or just an announcement system?)
Currently we do not have
- What systems do agents work with? (List all systems and what are they based on i.e. mainframe, windows etc.)
Please refer to the Terms of Reference
- How do you see these announcements working? Is it just an announcement or is there a requirement for the announcement to supply customer specific information. If this is a requirement (customer specific information) ask where the relevant

customer information resides. The announcement would be to welcome the caller and guide them towards choosing the right option for their enquiry.

c. **Multimedia Routing**

- I understand that the call centre agents deal with any faxes or emails - What volume do the different groups deal with?
The volumes of calls and emails will dictate the number of agents per category but at the moment the numbers are unknown.
- What is the volume of e-mail, fax or SMS interactions?
E-mails are estimated at 3000 per month. Other media like sms and cellphones are not yet used. Faxed enquiries are limited

8. After attending the bid briefing yesterday. After serious deliberations with the solutions architect team with Atos. It is in the best interest to provide the best solution and the massive proposal that we need to provide .Given the limited time to respond to this bid, can we be given more time to respond to this bid. An extension of two weeks would be giving us opportunity to provide a quality response.

No extension of time will be granted

9. Is there any 0861/2 or 0800 numbers that you want to retain?

Only 0800 number should be used. DWS will retain that 0800 number which bidder shall have acquired.

10. Do you have any geographic numbers that you want us to port?

Only the 0800 number will be used.