

Q & A - SACAA/CCTS/00001/2026-2027

1. Please share estimated volumes/ quantities for the following per month:

- WhatsApp: This will be a new service, not currently offered and thus no data available.
 - a. Outbound initiated messages
 - b. Outbound marketing messages
- Chatbot: 120 to 150 p/m on average
- Voice calls - Approximately 5500 inbound calls per month
 - c. Inbound – Outbound – below 100 given that we are primarily an inbound contact centre
- SMS
 - d. Inbound – N/A
 - e. Outbound – 2 to 3 times a month – 30 000 – 35 000 users
- Can you confirm what Telephone number you have (e.g. tollfree)? Shared call
- Will you be porting the existing number? Yes

2. Please provide more information regarding the chatbot's tasks? Chatbot serves as a self-help portal for our clients, providing clients with e mail addresses, contact information & links to access information, and immediate responses from agents assisting and providing accurate information, feedback, etc

3. Is there an existing WhatsApp number? No

4. Which social media are we incorporate? We currently have a LiveChat function in use. WhatsApp, however, we will not dictate on what the server provider offers in their proposal

5. Please provide more information regarding the self-help portal. Chatbot - Chatbot serves as a self-help portal for our clients, providing clients with e mail addresses, contact information & links to access information, and immediate responses from agents assisting and providing accurate information, feedback, etc

6. Will IVR recordings be provided by SACAA? No. It is part of the bid request

7. Is automated QA required? Yes

8. Provide live screen recordings (calls, correspondence) and/or chat transcripts on the various social media channels - please confirm if screen recording is mandatory? Yes, it is, as indicated in the RFQ

9. Does SACAA have an up-to-date Knowledge base? Not currently.

10. How many numbers will we be required to port? One number will be ported.

11. What connectivity is in place and are we required to use the existing network or provide new? You will use SACAA's existing network

12. Is it necessary to escalate/transfer calls to back-office users? Yes, where required.

13. Integration into the Microsoft Dynamics 365 CRM application to enable the screen-pop of contact centre records - is an iFrame methodology acceptable? The bidder must submit their proposal as required in the RFQ. We will not dictate the detail that must be in the proposal

14. Is the CSAT survey to be telephonic or via WhatsApp? The bidder can propose the most suitable as per their experience - We will not dictate the detail that must be in the proposal

15. Chat Service Summary - please clarify 'agent workload data'.

16. We have one clarification to raise: as a company headquartered in Dubai, Eurasiana is not able to do settlements in ZAR. Could you kindly advise do I understand correctly that with foreign-based bidders the currency of the contract can be EUR? No, all quotations must be in SA currency, which is in Rands,

17. What system are you using for Workforce Management? Are you willing to replace it, if it forms part of the licensing provided in our response? **We currently have a manual Workforce Management system in place. Our current workforce management system is irrelevant as the bid explains we are looking for a new proposal. We will not dictate the detail that must be in the proposal. It is however important that the proposal aligns with best practice and technology in Contact Centre Management. This will assist us to understand exactly what the SACAA WFM strategy and requirements are, in detail please, and the align with our various WFM options in our product portfolio.**
18. Are inbound emails currently handled in Dynamics? **No. They are handled in the current system that we are using.**
19. For the self-help Chatbot, do you have any indication of the number of expected interactions per month? **Currently an average of 500 per month.**
20. What is the use case for a Predictive Dialler? Are you running high volume outbound campaigns? **Not currently, however we would like to have the functionality as indicated in the bid for future us.**
21. Can you share the architecture for the Teams Phone environment? **No.**
22. Does the contact centre require new numbers, or are you looking to port numbers to a new provider? If so, how many numbers? **We will be porting the number. We have one number in use.**
23. Do you have an SBC in the environment? Is it on premise, hosted or virtual? **Yes. Note however that the proposed solution will be expected to work independently from the current SBC**
24. Must the contact centre integrate into the current telephony solution? **The RFQ is looking for a new telephony solution – so there will be no current.**
25. Number porting
- How many lines do you have? **One**
 - Does each agent have Direct number? **Yes, provided through Teams.**
26. Recording of call
- Do you require call recording? **Refer to the RFQ - We expect the proposed solution to be able to record calls and to integrate with any other system**
 - If so, should it be for compliance purposes or is standard recording sufficient? **Compliance**
27. How long do you wish to retain the recordings? **The same as the contract period and calls recording must be available on demand as and when needed – A copy of all call recordings must be handed to SACAA at the end of the contract.**
28. Will you be recording all agents, or is it random? **All agents as indicated in the bid document**
29. Do you require handsets? **No**
- You get Teams phone and normal phone – **Teams phones**
30. How many sites do you have? **One**
31. Are we providing connectivity? If so, please provide the address so we can retrieve the coordinates. **No, the bidder will not be providing connectivity.**
32. **Existing Hardware Infrastructure**

- a. Please provide details of the current hardware infrastructure available at SACAA, including servers, network equipment, telephony equipment, and any related contact centre hardware currently in use. Irrelevant as the appointed bidder will provide all required infrastructure for the telephony system to be operational. The RFQ document indicates that this is required from the bidder

33. User Requirements

Please confirm the total number of users that will require access to the solution, including agents, receptionists, supervisors, managers, and administrators. Refer to the bid specification document this information is clearly indicated in the bid document.

34. Firewall Requirements

- a. The scope of work refers to firewall requirements. Kindly provide the specifications of the existing firewall environment and confirm whether the successful bidder is expected to supply and implement any firewall-related components. No, all the firewall configurations will be provided by the SACAA ICT Team.

35. Service Level Agreement (SLA)

- a. Please confirm whether SACAA has an existing SLA framework that the successful bidder will be required to adhere to, or whether bidders are expected to propose their own SLA. As indicated in the bid, SACAA will enter into an SLA with the successful bidder based on the accepted successful bid and proposal.

36. Customer Relationship Management (CRM) System

Please confirm which CRM platform SACAA is currently utilising and whether any existing integrations are in place. Microsoft Dynamics 365. There will be customisation required from the bidder in line with the proposed solution

37. SIP Trunking Requirements

1. Please advise on the required SIP numbering ranges and prefixes to be accommodated within the proposed solution Numbering ranges: 1000 – 5900; Prefixes: All international numbers dialling prefixes

38. Microsoft Office 365 Environment

- a. Kindly confirm: Yes, as per standard Microsoft Office 365 Enterprise accounts.
i. Whether SACAA currently holds Microsoft Office 365 licences. Yes
ii. The licence package(s) currently in use. Standard Microsoft Office 365 Enterprise accounts.
iii. The total number of users. – Irrelevant to this bid
iv. Whether SACAA has an existing Microsoft 365 tenant environment. Yes

39. Call Recording Storage Requirements

- a. The tender documentation references call recording storage capacity. Please confirm the anticipated monthly call recording volume and retention requirements.

Approximately 5000 – this number must not limit the bidder to include growth of the contact centre in their proposal. Retention requirements: - the same as the contract period and calls recording must be available on demand as and when needed – A copy of all call recordings must be handed to SACAA at the end of the contract.

40. Customer Satisfaction Surveys - We will not dictate on what the server provider offers in their proposal – our expectation is that the proposed solution from the bidder must align with best practice relevant to the industry.

- a. Kindly elaborate on the customer satisfaction survey requirements, including:

- i. The preferred survey methodology.
- ii. Example survey questions or evaluation criteria.
- iii. Whether SACAA currently has an existing survey process in place.
- iv. Whether survey recordings, reports, or analytics are required as part of the solution.

41. WhatsApp Integration

Please confirm whether SACAA currently has a dedicated WhatsApp Business number and account for customer engagement, or whether the successful bidder will be required to facilitate the establishment of a new WhatsApp Business environment. **No, we don't have a WhatsApp, it must be included in the proposal as indicated in the bid document**

42. For WhatsApp and social media – can you advise your current / estimated inbound and outbound volumes (min per month)? **Not currently in place – this will be a new offering**

43. Do you want us to provide SACAA with Sip Trunk or will you use your current voice carrier? **Current voice over will be used.**

Can you advise the extent of integration you require for MS Teams, MS Dynamics and self-service? **There will be customisation required from the bidder in line with the proposed solution**

44. Do you want to integrate your current SMS service provider to the solution? **No. We will however not dictate on what the server provider offers in their proposal**

45. “Is there information on the usage levels and volumes? Amazon Connect is a consumption-based model and not a per-user licensing pricing model. Therefore, we would require estimated volumes for voice, email, chat, SMS (inbound and outbound), as well as waiting times, handling times, and any other relevant usage metrics. Would this information be available?” **Approximately 5500 – this number must not limit the bidder to include growth of the contact centre in their proposal. The proposal can use this figure as an estimate, referring to all other information that is clearly indicated in the bid.**

46. Cloud Deployment Preference. We are fully capable of delivering the solution in both private and public cloud configurations. As the choice directly impacts pricing, could the Committee please indicate SACAA's preference – or alternatively, we can present both options with separate pricing for comparison. **We will not dictate on what the server provider offers in their proposal**

47. Request for Submission Deadline Extension. As a foreign-based bidder managing physical submission across time zones, we find ourselves in need of a little more time to do this opportunity full justice. We would kindly request an extension of the submission deadline – ideally to 10th July. This time would allow us to ensure that every aspect of our proposal is prepared to the standard this tender deserves. **We do not have the luxury of time on our side and can unfortunately not extend the closing date.**

48. Clarification on currency. Could you kindly advise that with foreign-based bidders - the currency of the contract can be EUR? **No, all quotations must be in SA currency, which is in Rands.**

49. Microsoft Dynamics 365 Integration
a. Please confirm the version and deployment model of the current Microsoft Dynamics 365 environment (Cloud or On-Premises). **Cloud**

b. Besides screen-pop functionality, are there any additional CRM integration requirements such as case creation, activity logging, customer record updates,

workflow triggering, or reporting integration? **we will not dictate on what the server provider offers in their proposal**

50. Existing Telephony Environment

a. Does SACAA currently have an existing SIP trunk provider and telephony carrier arrangement in place? **Yes**

b. Will the successful bidder be required to provision and manage the SIP trunk and associated telephony services, or will SACAA retain its existing provider? **SACAA will retain its existing provider**

c. Are there any existing contact centre numbers that must be retained and ported to the new solution? **Existing number will be retained – no porting required**

51. Digital and Social Media Channels

a. Please confirm which social media channels SACAA requires to be integrated into the contact centre solution (e.g., Facebook, X/Twitter, Instagram, LinkedIn, YouTube, etc.). **WhatsApp - we will however not dictate on what the server provider offers in their proposal**

b. Is engagement through all social media channels mandatory at implementation, or may channels be introduced in a phased approach? **we will not dictate on what the server provider offers in their proposal**

52. WhatsApp Channel Requirements

a. Does SACAA require the successful bidder to provision and manage a dedicated WhatsApp Business channel as part of the solution? **Yes , as indicated in the bid document**

b. Alternatively, does SACAA intend to utilise an existing WhatsApp Business number and account that will need to be integrated into the proposed platform? **We don't have an existing WhatsApp number currently. This is a new required service as indicated in the bid document**

53. Current Environment and Existing Systems:

a) What is SACAA's current telephony/contact centre platform? **Not relevant to this bid, as the requirement is for a new system.**

b) Is the current environment on-premise, cloud-based, or hybrid? **cloud-based**

54. Which PBX/SIP infrastructure is currently in use? Must be provided by the bidder, **indicated in the proposal as it must be provided.**

55. Are there any existing CRM systems in use (e.g., Microsoft Dynamics, Salesforce, etc.)? **Microsoft Dynamics**

56. • Which workforce management systems currently exist within the environment? **We currently have a manual Workforce Management system in place. Our current workforce management system is irrelevant as the bid explains we are looking for a new proposal. We will not dictate the detail that must be in the proposal. It is however**

important that the proposal aligns with best practice and technology in Contact Centre Management. This will assist us to understand exactly what the SACAA WFM strategy and requirements are, in detail please, and the align with our various WFM options in our product portfolio.

57. Are there existing reporting or BI tools that the new solution must integrate with?
We will not dictate on what the server provider offers in their proposal

User and Operational Requirements

58. Are the 12 agent licenses fixed for the duration of the contract, or should the solution allow for future scaling? **12 agents are fixed, we will however not dictate on what the server provider offers in their proposal**

59. How many supervisors, administrators, and quality assurance users will require access? **Refer to the bid document**

60. What is the expected concurrent user count during peak periods? **The contact centre handles calls, chats and emails per agent simultaneously.**

61. What are SACAA's current average monthly inbound and outbound call volumes?

Approximately 5500 – this number must not limit the bidder to include growth of the contact centre in their proposal.

62. What are the expected email, WhatsApp, chat, and social media interaction volumes?
Not yet determined as WhatsApp will be a new offering.

63. Omnichannel Requirements

64. Which social media platforms must be integrated (Facebook, X/Twitter, Instagram, LinkedIn, etc.)? **LiveChat and WhatsApp as indicated in the bid document**

65. Is WhatsApp Business API already provisioned by SACAA? **No**

66. Does SACAA require chatbot integration with existing chatbot platforms, or should bidders provide chatbot capability? **Yes, we will require chatbot as part of the solution provided as indicated in the bid document.**

67. Does SACAA require self-service customer portal integration, and if so, what platform is currently used? **Yes, we require self-service customer portal as we do not currently have one in place**

68. Hosting and Infrastructure: Does SACAA prefer a fully cloud-hosted solution or hybrid deployment? **Fully cloud-hosted solution**

69. Are there any data residency or POPIA compliance requirements regarding hosting location? **The hosting location must be compliant to the POPIA requirements**

70. Will SACAA provide internet connectivity, network infrastructure, and firewall configurations required for implementation? **Yes**

71. Are there preferred cloud providers or infrastructure standards that bidders must comply with? **No. SACAA is currently subscribed to Azure.**

72. Integration Requirements, please confirm all third-party systems requiring integration.
Microsoft Applications (Outlook; CRM Dynamics 365, and Teams)

73. Are APIs available for existing SACAA systems? **Yes** Does SACAA require Active Directory or Azure AD integration for authentication and user management? **Yes**

74. Is Microsoft Teams integration required? **Yes**

75. Telephony and SIP Requirements, will SACAA provide the SIP trunk, or should bidders include SIP services in pricing? **The bidder must include in the bid as indicated in the bid document**

76. What are the estimated monthly call minutes for inbound and outbound traffic? **We are an inbound Contact Centre, with estimated talk time of 2minutes, 29 seconds on average per agent, per call.**
77. Are calls limited to South Africa or international destinations as well? **Both South Africa & International**
78. Are there disaster recovery and failover telephony requirements? **Yes**
79. Reporting and Analytics: Which reports listed in Annexure A are considered mandatory for go-live? **All related services require reporting: Calls; e mails; Livechat. We will not dictate on what the server provider offers in their proposal**
80. Does SACAA require real-time dashboards accessible on wallboards/TV displays? **Yes.**
81. Should reports be exportable to Excel/PDF/CSV formats? **Yes**
82. Are custom report-building capabilities required for business users? **Yes**
83. Recording, QA and Compliance: What is the required retention period for voice recordings? **Same as the contract period**
84. Are there compliance or audit requirements governing call recordings? **Yes**
85. Does SACAA require speech analytics, sentiment analysis, or AI-assisted quality management? **Yes**
86. Are screen recordings mandatory for all agents? **Yes**
87. Implementation and Migration: What data must be migrated from the existing system? **All existing and recorded data in line with POPIA**
88. Is there an incumbent service provider currently managing the environment? **Yes**
89. Will SACAA facilitate transition support from the incumbent provider? **Yes**
90. Are there planned implementation blackout periods or operational constraints? **No**
91. What are the preferred implementation timelines and go-live dates? **The bidder must propose the implementation timelines in their proposal, with a clear and detailed project timeline.**
92. Support and SLA Requirements: What support hours are required (business hours or 24/7)? **07h00 – 17h00 Mon-Fri**
93. What are the expected response and resolution SLA targets for critical incidents? **Immediately, 5 minutes, 10 minutes and 20 minute**
94. Will on-site support be required, or is remote support acceptable? **Remote support is acceptable**
95. Are there penalties associated with SLA non-compliance? **Yes, this will be in the SLA agreement.**
96. Security and Governance: Are there specific cybersecurity standards or frameworks that bidders must comply with? **Yes, they must comply with SACAA cybersecurity standards**
97. Will penetration testing or vulnerability assessments be required? **Yes**
98. Are bidders required to comply with ISO standards such as ISO 27001? **Yes**
99. Proof of Concept / Demonstration: Will SACAA provide specific demo scenarios or use cases for the live demonstration? **Yes**
100. Will the proof of concept require integration into SACAA's live environment? **Yes**
101. How much time will bidders be allocated for demonstrations? **This will be determined once the technical evaluation has been completed**

102. Will scoring focus primarily on functionality, usability, reporting, or technical architecture? **Refer to the bid document**
103. Commercial and Contractual Clarifications: Is CPI escalation acceptable for years 2–5? **Your quotation must indicate the price increase for each year.**
104. If escalation is permitted, what index or percentage basis should bidders use? **The bidder must quote accordingly including all increases, SACAA cannot decide on this one, we can only negotiate, where necessary.**
105. Will SACAA accept alternative pricing models provided the Annexure B format is maintained? **That can be as an addition to the already provided format, so we are able to compare apples with apples.**
106. Are there any mandatory local content or subcontracting requirements? Could you please clarify whether this tender requirement includes the provision of WhatsApp and chatbot services, or if there are existing service providers that we are expected to integrate with? **There's no Service Provider the bidder is expected to integrate with, other than Microsoft applications. The WhatsApp service will be new and the bidder is expected to provide a Chatbot (Live Chat service, similar to what the current service provider is providing).**
107. What are the contact centre operating hours? Business hours, extended, or 24/7? **Mon-Fri 07h00-17h00**
108. Is 12 agents the real year 1 number, or a starting point with future growth in mind? Over 5 years, there is bound to be some movement in terms of users/seat count, so we'd need to know whether to negotiate a per-seat add rate into "any other costs" now or wait for contract variations later? **12 is a Starting point**
109. What's the Dynamics 365 environment version, modules, and who maintains it? Integration depth depends entirely on this and could be a project scope risk. **Microsoft Dynamics 365 is maintained by Microsoft. Version: 1.4.11999-2605.3**
110. Workforce Management appears twice in Annexure B. Annexure B prices Workforce Management licences as part of the 12-user agent bundle and includes a separate Workforce Management Capability line for 2 users. We read this as WFM being delivered as part of the contact centre platform, not integration with an existing SACAA WFM system. Please confirm which is correct and confirm whether SACAA has any incumbent WFM tooling that would need to remain in place or be replaced by the new platform. **SACAA doesn't have a separate WFM system. It is expected to be provided by the service provider, with a total of 14 licences (12 Agents plus additional 2 for Managers). We will not dictate the detail that must be in the proposal. It is however important that the proposal aligns with best practice and technology in Contact Centre Management. This will assist us to understand exactly what the SACAA WFM strategy and requirements are, in detail please, and the align with our various WFM options in our product portfolio.**