

RFP Number: T01/01/25

Description: REQUEST FOR PROPOSAL (RFP) FORCLOUD CONTACT CENTRE SOLUTION FOR A PERIOD OF FIVE (5) YEARS

Question and Answers Version 1

No.	Question	Type	Answer
1	Are we required to provide new Access/internet link with this solution and will the access links will be dual or single for the call centre.	Technical	The IDC will use an existing Access/Internet link.
2	The tender calls for SIP breakout from IDC current SBCs. Please provide more information (Make and models of SBCs, architecture, SIP sessions, location, connectivity to Contact Centre and SIP Trunk, redundancy.	Technical	The IDC is in a process of replacing current Avaya SBC and the type of SBC will be shared with the appointed service provider.
3	Can you confirm if you have any Teams investment/deployment in place at the moment?	Technical	The IDC can confirm that we have teams investment/deployment in place.
4	Can you confirm the model of your existing on site Session Border Controller	Technical	The IDC will share this information with the successful bidder. Refer to response for question two above.
5	Who is your current SIP Trunk provider? Are you keeping the provider or will you require assistance with a service provider?	Technical	The IDC is not at liberty to disclose and will keep the existing SIP Trunk service provider.
6	How many Phone numbers are to be linked to the System?	Technical	The IDC has 4 phone numbers.
7	How many Email Accounts are to be managed by the Solution?	Technical	The IDC has 3 email accounts that will be managed by this solution.
8	How many Hunt Groups are to be configured?	Technical	The IDC has 4 Hunt Groups that will need to be configured.
9	What are the operating hours of your Contact centre?	Technical	The contact centre operates from 08:00 to 16:30
10	Is there an escalation path?	Technical	The lines will route elsewhere during after hours.
11	In regard to the Web Chat, will this be a guided Webchat session with leading questions so it could route to the correct Hunt group?	Technical	The IDC will rely on the appointed service provider to advise on how this will be implemented.
12	How are you currently capturing Email and Web Chat interactions?	Technical	The IDC is currently capturing on email and not on web chat interactions.
13	Will the solution need to be integrated into another system in future than the on premise session border controller?	Technical	The proposed solution will need to intergrate with a CRM like SAP/MS Dynamics.
14	What are the call volumes along with AHT	Technical	The IDC does not have this data currently.
15	HA/DR or cold failover requirements	Technical	The proposed system that is hosted on a public cloud platform will have some kind of failover or HA.
16	What is the BI tool integration	Technical	This is not a requirement for this tender.
17	Is a chatbot already available?	Technical	The IDC currently does not have a chatbot.
18	We kindly request an extension of 10-14 beyond the original deadline. We believe that this additional time will allow us to deliver a submission that adheres to the required standards and provides optimal value to IDC	Technical	Unfortunately the IDC will not be able to grant extension for this tender.
19	Is a hybrid cloud model (where certain components like authentication or SBC integrations remain on-premise) acceptable, or must all functionalities be 100% cloud-based?	Technical	The SBC is on-premise.
20	What level of cloud-based infrastructure control does IDC expect?	Technical	The IDC requires a cloud-based contact centre solution as per requirement.
21	Will IDC administrators have direct access to configure the solution, or must all changes be managed by the service provider?	Technical	The IDC IT Administrators will require admin access to the system for day-to-day maintenance and config changes where required
22	Does IDC have a preference for a specific public cloud provider, or are bidders free to choose their own cloud hosting environment?	Technical	Bidders can choose their preferred Public Cloud Provider.
23	Are there any regulatory or data residency requirements that restrict where the cloud contact center platform can be hosted?	Technical	Government legislation requires the Data to remain within South Africa.
24	Should the IVR system support self-service options (e.g., automated account balance checks, FAQ handling), or is it limited to call routing?	Technical	The IVR system is limited to standard call routing.
25	Should the solution include call recording and storage, and if so, what retention period does IDC require?	Technical	The IDC has no requirement for call recording.
26	Does IDC require advanced voice analytics (e.g., sentiment analysis, speech-to-text transcription)?	Technical	The IDC does not require advanced voice analytics refer to Section 2: Functional Requirement, paragraph 3 Scope of Work.
27	What level of chatbot automation is required? Should the chatbot only handle basic FAQ responses, or should it be capable of more advanced AI-driven conversations using natural language processing (NLP)?	Technical	The IDC requires basic FAQ responses.
28	Is the chatbot expected to escalate complex queries to a human agent seamlessly? If so, should this be done via chat, email, or a callback request?	Technical	The IDC will require the chatbot to escalate complex queries via chat.

29	Does IDC require a no-code/low-code interface for chatbot configuration? Will IDC require an admin-friendly interface where non-technical staff can build and modify chatbot responses, or should all chatbot updates be handled by the service provider?	Technical	The IDC requires the chatbot updates to be handle by the service provider.
30	What level of integration with back-end systems is required? Should the chatbot be able to fetch customer information from CRM, ticketing systems, or databases?	Technical	This is not a requirement for this tender.
31	Are there specific third-party platforms or APIs the chatbot must interact with (e.g., Salesforce, Zendesk, Microsoft Dynamics, or an in-house CRM)?	Technical	This is not a requirement for this tender.
32	What are the expected channels for chatbot deployment? Will the chatbot be deployed only on the contact center's web chat, or should it also be available on other digital channels such as WhatsApp, Facebook Messenger, SMS, or email? Does IDC require multimodal support (e.g., chatbot interactions via text, voice, or even video assistance)?	Technical	Currently the IDC has a requirement for Web Chat only.
33	How should the chatbot handle multilingual support? Should the chatbot be able to communicate in multiple languages?	Technical	The chatbot must communicate in English.
34	If so, how many languages are required, and does IDC prefer AI-driven translation, predefined language options, or human-assisted responses?	Technical	The IDC requires human-assisted responses.
35	What level of analytics and reporting is expected for chatbot interactions?	Technical	Bidders should propose the level of analytics and reporting of the chatbot interactions
36	Does IDC require chatbot interaction logs to be stored and accessible for compliance purposes?	Technical	This is not a requirement for this tender.
37	What type of chatbot handover to human agents is required? Should agents be able to take over the chat at any time, or should the chatbot detect customer frustration and escalate the conversation automatically?	Technical	The IDC requires agents to take over the chat at any time.
38	Should the chatbot allow agents to monitor conversations in real-time and intervene when needed	Technical	The IDC does not require agents to monitor conversations in real-time and intervene when needed.
39	Should the chatbot be rule-based, AI-driven, or a hybrid? Does IDC prefer a traditional rule-based chatbot (predefined question-response mapping) or an AI-driven chatbot that learns and improves responses over time? If AI-driven, should the chatbot use machine learning for self-improvement, or should all updates require manual tuning?	Technical	The IDC prefers the traditional rule-based chatbot.
40	Within the customer call flow, how many IVR's and Queues will the IDC require?	Technical	The IDC has 4 IVR and 4 Queues.
41	Does the IDC have Microsoft Dynamics licenses available?	Technical	The IDC has Microsoft Dynamics licenses.
42	What Microsoft licencing does the organization have?	Technical	The IDC has Enterprise Agreement Licencing.
43	Is the organization using any Teams modalities? Chat, Meetings, Voice etc. If yes how many users?	Technical	The IDC currently has 1500 Team Modalities.
44	Are devices needed? Headsets, handsets	Technical	This is not a requirement for this tender.
45	The tender does not specify a specific split between interaction channels. Is it correct to assume that all agents will have skills in Voice, Email, and Chat?	Technical	The IDC requires 20 Agents on Voice and Email and 5 out of the 20 agents to have chat capabilities as well
46	The tender states that the service provider is expected to provide 24/7/365 coverage. Is this requirement specific to the service provider's capability, or does it apply to IDC's business requirement	Technical	This applies to the IDCs business requirement.
47	Do you require Named User licenses or Concurrent User licenses? If Concurrent, is 20 the highest requirement during peak times	Technical	Bidders should propose the license solution.
48	3.1 Reference to reports and Dashboard. Do you require Wallboards to display Real time statistics. If yes - please advice quantity	Technical	The IDC does not have a requirement for wallboards.
49	3.2 Training - Online or onsite training. If onsite, is it only Head Office or is it Regional.	Technical	The IDC requires onsite training at the IDC Head office only.
50	Is there any restrictions as to where the public cloud is hosted?	Technical	The IDC has no restriction as to where the public cloud is hosted.
51	Do you require Outbound dialling capability or do you require Outbound Campaigns Management	Technical	This is not a requirement for this tender.
52	Do you need to have access to existing call recordings on the current Avaya contact centre platform?	Technical	The IDC will need access to existing call recording on the Avaya Contact Centre Platform.
53	If you do need access to recordings on the Avaya , how will you access the recordings , once you move off the Avaya.	Technical	The IDC will manage this function.
54	What is the reason for Voicemail - We would like to understand how this is currently used.	Technical	The contact centre lines have an option to leave a voicemail after hours.
55	Is the chatbot automation intended for after-hours use only, or can it be used at any time during the day? Additionally, is the chatbot's primary use case to direct chats similar to an IVR system, or to provide self-service capabilities	Technical	It will be used on the website, chats will be routed to agents during business hours. Bidders will advise on how to handle chats after business hours.
56	We assume that if the chat discussion needs to move to live agent, that the agent must be able to see the chat history for full continuity "customer Journey " reasons	Technical	Bidder to advise on how this will be managed.

57	Will IDC develop the Chatbot or is this required from the SP	Technical	The IDC will not develop anything. Bidders should provide a complete solution.
58	Is any Quality Assurance required to assist with Agent coaching	Technical	This is not a requirement for this tender.
59	Table B - Indicates 2 Supervisors to be trained, where as Section 3.2 on page 12 references 4 Supervisors. Please confirm training quantities	Admin	The IDC has 4 Supervisors, bidders should provide costing for 4 Supervisors on Section 3 Cost Proposal, Table B.
60	What is the physical address where the SBC is deployed?	Technical	19 Fredman Drive, Sandton
61	Is the contact center currently linked to an 0800 or 086 telephone number? If so, can you please confirm the number	Technical	0860-693-888
62	What framework is the website built on? Eg. Wordpress?	Technical	The framework of the website is built on Wordpress
63	How should we connect to the SBC?	Technical	Bidders should indicate how this will be achieved in their proposal.
64	What does a successful integration to the SBC look like for you?	Technical	Bidders must propose to the IDC on how this will look like based on the requirement of this tender.
65	Our company is considering submitting multiple proposed solutions, as we have different approaches that may align with IDC's requirements. Could you kindly confirm whether it is permissible for a single company to submit more than one proposal under this RFP? With different types of solutions that you can compare and maybe if interested we come demo the one you likes the most. If so, are there any specific guidelines or requirements that we should follow when submitting multiple proposals?	Technical/Admin	Bidder can submit options and if submitting options a comple response for technical (section 2) and Pricing (section 3) for all options must be submitted.
66	Is the current contact center Avaya system integrated to a ticketing/enquiry application?	Technical	The IDC has no integration to a ticketing/enquiring application.
67	Is the application hosted on-premise or cloud?	Technical	The application is on-premise.
68	It is a standard practice in the industry for service providers to partner together via standard teaming agreement s to deliver services of this nature. Will this practice be considered as subcontract agreement?	Admin	Yes refer to page 5 Para 5.6 and Section 4, Annexure 2: Acceptance of Bid Conditions and Bidder details.
69	Are there any devices like headphones or softphones that need to be added? I have also not seen the request for any connectivity of internet services. Can we assume that there is existing LAN infrastructure?	Technical	The IDC has existing LAN Infrastructure, internet connectivity and Headsets. The bidder will provide the softphone for the contact center agents to be able to login and receive calls/emails/chats.