



RFI NUMBER:	RAF/2024/00018
DESCRIPTION:	Request for Information for the provision of a single integrated contact centre management system and services
PUBLISH DATE:	19 April 2024
VALIDITY PERIOD:	90 days from the closing date
CLOSING DATE:	03 May 2024
CLOSING TIME:	11:00 a.m.
COMPULSORY BRIEFING SESSION	N/A
RESPONSES MUST BE EMAILED TO:	lungisilez@raf.co.za
ATTENTION:	Ms. Zondi

BIDDER NAME:

BIDDING STRUCTURE

Indicate the type of bidding structure by marking with an 'X':	
Individual bidder	
Joint venture	
Consortium	
Using subcontractors	
Other	

If individual bidder, indicate the following:	
Name of bidder	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If joint venture or consortium, indicate the following: <i>(To be completed for each joint venture/ consortium member)</i>	
Name of joint venture/consortium members	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If using subcontractors, indicate the following:	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If joint venture or consortium, indicate the following:	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If using subcontractors, indicate the following: <i>(To be completed for each subcontractor)</i>	
Name of subcontractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

SCOPE OF WORK:

1. BACKGROUND OF THE RAF

The Road Accident Fund (RAF) is a schedule 3A public entity established in terms of the Road Accident Fund Act, 1996 (Act No. 56 of 1996), as amended. Its mandate is the provision of compulsory social insurance cover to all users of South African roads, to rehabilitate and compensate persons injured as a result of the negligent driving of motor vehicles in a timely and caring manner, and to actively promote the safe use of our roads.

The customer base of the RAF comprises not only the South African public, but all foreigners within the borders of the country. The RAF head office is in Centurion and RAF intends to establish Customer Experience Centres (CEC) in each province in the country.

2. SPECIAL INSTRUCTION TO BIDDERS

- 2.1 The service provider must be an eligible, registered Service Provider in terms of the applicable laws of the Country and included in the National Treasury Central Supplier Database.
- 2.2 It is expected of bidders to have their Tax matters in order when the proposals are submitted.
- 2.3 Companies or Director that are included on the National Treasury register for Restricted Suppliers and/ or Tender Defaulters will be automatically disqualified from the process.

3. BACKGROUND OF THE BID

The Road Accident Fund (RAF) requires single integrated contact centre management system and services.

3.1. REQUIREMENTS

The integrated contact centre will include and offer the following services to the Client, but not limited to:

- An integrated query/complaints resolution/case management system to give the Client the ability to monitor and follow-up on the status of cases and flag cases that do not meet the service levels.
- Integrate the toll-free and share call numbers of the Client with an Interactive Voice Recorder (IVR) for different business units.

- Provide customer service, satisfaction, and support by responding timeously to queries and/or enquiries.
- Improve accessibility to the services provided by the Client to a wider range of customers.
- Provide customer-oriented services in eleven official languages.
- Improve the reputation of the Client among the citizenry through timeous and quality response to enquiries, queries, and complaints.
- An Omni channel platform to orchestrate a seamless and significantly improved customer experience and turn-around time.
- Digital online access for customer access that is an integral part of a design for improved customer-centric user experience and forms part of the omni-channel platform.
- Digital Mobile customer experience that is fully integrated to the above Omni channel platform.
- Advanced Contact Centre with seamless workforce collaboration tools to orchestrate back-office functions that allow streamlined and seamless customer interaction that improve service delivery and customer experience significantly.
- Integrated operations that co-ordinate and monitor performance, risk management and compliance that include following up on incidents, complaints, bottlenecks, and case exceptions.
- An Omni Channel Contact Centre that supports customer engagement and back-office alignment and an integrated Data Management Platform & Services (for structured and unstructured data and business intelligence reporting).
- An Integrated Contact Centre to manage all customers contact through a variety of media, such as Voice over Internet Protocol (VOIP), telephone, Short Messages Services (SMS), web-based enquires, self-service options, fax2Email, live chat, social media interaction, voice bot and chat bot and email.
- An Integrated Contact Centre that enables virtual work (i.e. agents/consultants to be able to work from home, or at provincial offices of the Client).
- Provide training in the form of train-the-trainer scenario. Develop a training programme with adequate training materials and will continue to provide training, as well as ongoing technical support and maintenance.
- House the Contact Centre on its premises and provide the service as an outsourced service to the Client.

- Provide a CRM Case Management solution that integrates into back-end systems which house data that can be used to resolve customer's queries. A mobile version of the software solution must also be made available.
- Introduce effective processes at the walk-in centres to support call centre activities and customer enquiries and provide ongoing technical support for the centres.

4. RFI CONDITIONS

- This RFI is only for information purposes
- The costs of preparing the submission shall not be reimbursed.
- The bidder to provide a comprehensive proposed solution and how it addresses all the requirements
- Also include a proposed Implementation Plan: This should include how the project will be phased and the timing thereof.
- The bidder must provide total cost of the proposed system
- Bidders are also required to complete the attached SBD.4 Bidders Disclosure

5. ENQUIRIES

Enquiries: Supply Chain Management E-mail address: lungisilez@raf.co.za

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3. DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

