RFI NOTIFICATION

RFI:01-26-ICT-HO

RFI Description: The South African Social Security agency hereby invites **Request for Information specifications (RFI) for Cloud-based Omni-channel Contact Centre as a Service (CCaaS)**

Name of Institution: South African Social Security Agency

Place where goods, works or services are required:

SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

Date Published: 03 JULY 2026

CLOSING DATE: 20 APRIL 2026

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South African Social Security Agency
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