



## employment & labour

Department:  
Employment and Labour  
REPUBLIC OF SOUTH AFRICA



### QUESTIONS AND ANSWERS

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#### REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CONTACT CENTRE SOLUTION SERVICES TO THE UNEMPLOYMENT INSURANCE FUND FOR A PERIOD OF THIRTY SIX MONTHS (36) MONTHS

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**TENDER NUMBER:** UIF1/26/27  
**DATE ISSUED:** 23 April 2026  
**CLOSING DATE AND TIME:** 14 May 2026 at 11h00  
**BID VALIDITY PERIOD:** 120 Calendar days

**TENDER BOX ADDRESS:** Unemployment Insurance Fund  
Absa Towers Building  
Ground Floor  
230 Lillian Ngoyi Street  
Pretoria  
0002

**TENDER BRIEFING SESSION:** 30 April 2026  
**Contact Person:** Malebo Phogole  
**Email Address:** Malebo.phogole@labour.gov.za  
**Contact Number:** 012 337 1062

NO	QUESTIONS	ANSWERS																										
1.	Bidders wanted clarification and resolution on the pricing schedule (SBD 3.3) regarding unknown volumes for SMS, WhatsApp and AI costs.	SMS Split is approximately 50% of all interactions as ticket numbers are communicated via SMS and outbound campaigns. I would suggest 100 000 being provisioned for this on a monthly basis. WhatsApp, web requires data and is estimated at 50 000 as indicated on the spec. The 50000 does not include SMS.																										
2.	On the pricing schedule, if the omni channel interactions is 50000 so what's the split?	As above, we indicated average call duration for 50000 interactions. This will be used to determine your capacity. This needs to factor in call backs per interaction																										
3.	What happens in a case where the projected amount is exceeded for the month?	We stop further SMS for the month and look at other ways to communicate with clients like email.																										
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5.	Please give us a breakdown of the 50 000 Omni channel interactions (interactions for inbound, outbound, WhatsApp, email, live chats, complaints, etc.)?	As per pricing schedule all information required has been provided. Please approx. 100 000 SMS and 100 000 outbound calls as with certain interactions we need to liaise with clients telephonically as well as there will be outbound call campaigns. The other channels vary month to month and requires data and average call duration was also indicated. This sufficient to estimate capacity.																																				
6.	What happens in the case where the projected number of interactions is exceeded for the month?	We need to look at other means to respond to clients via email, Chatbot, WhatsApp etc. Priority must be given to Inbound SLA.																																				

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7.	<p>Can we give you an overage price? As an example: If you say 50 Outbound calls for 1 month, but you make 70 Outbound calls, you still have to pay for the additional 20 Outbound calls. You will be charged for the extra 20 Outbound calls at the overage price per call.</p>	<p>We cannot be charged for anything over the contractual monthly amount as per your submission. All additional must be included. So for example if you submit a bid price of 14million a month, no further costs can be added to the invoicing on a monthly basis. The department will not honour this amount.</p>
8.	<p>Please advise if there is a copy of the recording session from this morning's online briefing that took place in relation to the request for proposals for the appointment of a service provider to provide contact centre solution services to the unemployment insurance fund for a period of thirty-six (36) months.</p>	<p>Please note that we do not provide recordings however briefing session presentations will be provided to individuals who requested it by email.</p>
9.	<p>We note that the tender was advertised on 23 April 2026 and is currently scheduled to close on 14 May 2026, which meets the minimum 21-day advertising requirement. However, within this period there are two public holidays, namely 27 April 2026 and 1 May 2026, which significantly reduce the available working days for bid preparation. This effectively leaves a limited number of business days for bidders to review the requirements, engage relevant stakeholders and partners, compile compliant submissions, complete internal governance approvals, and prepare a comprehensive and competitive response. Given the strategic importance, scope, and complexity of this tender, we kindly request that the closing date be extended by 7 calendar days. Such an extension would provide bidders with a more reasonable preparation period</p>	<p>The 21 days includes weekends and public holidays in terms of a definition of a "day" as provide on General Conditions of Contract. Therefore, extension will not be granted on account of the two public holidays.</p>

NO	QUESTIONS	ANSWERS
	<p>and would support broader participation, stronger competition, and higher-quality submissions. We believe this would ultimately benefit the UIF by enabling more robust and well-considered proposals.</p>	
10.	<p>Please assist with providing the Tender Document for the above-mentioned tender. The one on labour.gov.za is already populated with responses.</p>	<p>All interested bidders are required to download the documents directly from the e-tender portal or from the DEL website. For your convenience, you can access the e-tender portal using the following link: <a href="https://www.etenders.gov.za/#">https://www.etenders.gov.za/#</a></p>
11.	<p>Could you please provide an answer to the following 2 questions:</p> <ul style="list-style-type: none"> <li>• Refer to page 27 - Technical Mandatory Document Requirements – paragraph 2: In which format should copies of the respective application licensing be submitted as part of Annexure H?</li> <li>• What constitutes the UIF Core System, how is it defined within the proposed solution, how many system integrations are required, and does this scope include CRM, telephony, and all other communication channels?</li> </ul>	<p>It is a printed document attached to your bid file.</p> <p>The scope will only include CRM integration and that will only be decided once projects are agreed.</p>
12.	<p>Please assist with providing the Tender Document for the above-mentioned tender. The one on labour.gov.za is already populated with responses.</p>	<p>All interested bidders are required to download the documents directly from the e-tender portal or from the DEL website. For your convenience, you can access the e-tender portal using the following link: <a href="https://www.etenders.gov.za/#">https://www.etenders.gov.za/#</a></p>
13.	<p>OneConnect Solutions tried to attend the Non-Compulsory briefing held on the 30 April 2026 at 10:00 we were then notified that the briefing was at 09:00. Can we then be kindly provided with the briefing presentation?</p>	<p>Yes, briefing session presentations will be provided to individuals who requested it by email.</p>

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14.	How much data has to be migrated from the existing CRM system if we decide to change the CRM system.	Last 5 years' data, approximately 28,000,000 interactions and 65,000,00 cases to be migrated including audit and life Cycle history
15.	What details of information are stored in the current system, is it just recording the issue or more information is stored.	Call recordings, customer information and customer documentation
16.	How many issue categories are there in the current System.	Over 89 end user categories with multiple reports linked to it. We have 100 further work groups. Service catalogues were designed with levels of First call resolution (FCR) and non FCR. Further escalation automation has been developed as well as email automation categories.
17.	Are there defined business processes in the current system that have to be migrated that decide these Ticket/Case flows	Yes
18.	Does the current system track SLA's? Will the new CRM system be required to track these SLAs or you have other mechanisms to implement these SLA's	Yes
19.	What are the reporting and dash boarding capabilities that have to be implemented, indicative number of reports and dashboards that are required.	Number of reports as and when required, to be discussed during contracting with the appointed service provider
20.	To better assess the complexity and granularity of the current system, how many issue categories and categorization combinations are defined, and how do these support the classification, routing, and handling of customer enquiries?	Over 89 end user categories with multiple reports linked to it. We have 100 further work groups. Service catalogues were designed with levels of First call resolution (FCR) and non FCR. Further escalation automation has been developed as well as email automation categories.
21.	Can you provide details on the defined business processes within the current system that govern ticket/case flows, including the number of main and sub-processes, as well as	Yes

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	any supporting rules (such as handover rules), and confirm whether all these elements will need to be migrated or re-implemented in the new system?	
22.	Can you confirm whether the current system tracks Service Level Agreements (SLAs), including the level of granularity at which they are managed, and outline the requirements for the new CRM system in terms of configuring, monitoring, and enforcing these SLAs (including notifications and escalations), as well as the total number of SLAs that are there in the current system that will be migrated?	Yes
23.	If a new CRM system is selected, what is the expected scope of data migration from the current system? Specifically, how many years of historical data need to be migrated, and what is the estimated volume of records (including interactions, cases, audit trails, lifecycle data, customer profiles, and other master data)?	Last 5 years' data, approximately 28,000,000 interactions and 65,000,00 cases to be migrated including audit and life Cycle history
24.	Can you confirm whether the current system captures detailed case information beyond basic ticket data? This includes the full case lifecycle, transitions across operational tiers, and personnel involvement (e.g., UIF). Additionally, what specific data elements are recorded within these areas?	Yes
25.	Please give us a breakdown of the 50 000 Omni channel interactions (interactions for inbound, outbound, WhatsApp, email, live chats, complaints, etc)?	As per pricing schedule all information required has been provided. Please approx. 100 000 SMS and 100 000 outbound calls as with certain interactions we need to liaise with clients telephonically as well as there will be outbound call campaigns. The other channels vary month to month and requires data and average call duration was also indicated. This sufficient to estimate capacity.

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28	<p>In line with tender no: UIF1/26/27, may you please assist and clarify the below.</p> <ul style="list-style-type: none"> <li>• Will the full 20 points be awarded if all references are public sector references?</li> <li>• Is there a current system in place at UIF?</li> <li>• Does UIF have a SIP trunk? If so, with who</li> <li>• Does UIF have an existing Telephony system?</li> </ul>	<ul style="list-style-type: none"> <li>• The points stipulated in the specification scoring guide will still apply under scope of work 27-37</li> <li>• We have a Telkom shared call, you are required to get a LAN line number to direct these calls from your LAN line to our LAN line. You will be then be required to use VOIP in order to receive calls</li> </ul>																																		

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	<ul style="list-style-type: none"> <li>Can all the questions and answers from the briefing session be shared with us.</li> </ul>	over the internet. Refer to specification document under scope of work 27-37
29	1.1 indicates a 12-month period "depending on relocation to WF Nkomo". Is this 12-month period firm, or is it indicative? Bidders need to size mobilisation costs accordingly.	Yes
30	Will the Fund accept a phased mobilisation where Year 1 begins with the Bidder fully hosting the contact Centre, and Years 2-3 require transition to UIF's WF Nkomo facility?	Yes
31	Will the Bidder host the platform for the full 3 year contract period – or will the Fund migrate the hosting in years 2-3 (on relocation)?	Yes
32	Are bidders expected to absorb all mobilisation costs (recruitment, training, asset purchase, integration) into the monthly recurring price, or will the Fund consider a separate one-off mobilisation invoice? The current SBD 3.3 schedule has no line item for mobilisation.	Yes
33	What is the Fund's expected timeline for SLA finalisation post-award? 18.1 indicates SLA will be "discussed in detail on contracting" — bidders need to know whether SLA negotiation precedes or follows go-live.	Should be included in the project plan
34	Can the Fund share 12-24 months of historical inbound call volume data (by hour, day-of-week, month) so bidders can size and forecast accurately? The 200,000 calls/month figure is helpful as a planning baseline but does not reveal seasonality or peak-hour ratios.	No, to be discussed during contracting with the appointed service provider
35	Similarly, can the Fund share historical omni-channel volume profiles for the 50,000 monthly interactions across email, WhatsApp, social, web self-service? The current spec aggregates these without channel mix.	As per pricing schedule all information required has been provided. Please approx. 100 000 SMS and 100 000 outbound calls as with certain

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		interactions we need to liaise with clients telephonically as well as there will be outbound call campaigns. The other channels vary month to month and requires data and average call duration was also indicated. This sufficient to estimate capacity.
36	What is the Fund's expected pattern of overflow demand (250 seasonal agents)? Specifically: are overflow agents activated for predictable peaks (e.g., end-of-month payments), one-off events (e.g., system outages), or both? This affects WFM forecasting and recruitment-pool sizing.	Yes. The 250 agents are overflow/seasonal resources and will be utilised as demand requires. Activation, on boarding lead times, and notice periods will be managed contractually and will not be ad hoc.
37	When is the Seasonal Ramp / Scaling and for what period?	Driven by external factors (i.e. economic factors) For now it is during Festive season when employees require additional money urgently, November to January. Easter holidays March to April. This is not limited to these periods as the UIF drives social and economic activities throughout the year.
38	What is the duration of Training and is training fully billable?	+2-3 weeks, yes fully billable
39	Are you able to provide sample call recordings	Yes, to be discussed during contracting with the appointed service provider
40	Will the Fund's 100 internal agents be UIF-recruited and trained, or is the Bidder expected to recruit and train them? If UIF-recruited, what handover and training arrangement is expected? This materially affects mobilization cost.	That is UIF current staff
41	How will WFM forecasting interface with UIF's existing capacity-planning processes? Is there an internal WFM team at UIF that will receive forecasts from the bidder, or will the bidder operate with WFM autonomously?	Yes

NO	QUESTIONS	ANSWERS
42	Confirm shrinkage assumption — is the Fund willing to commit to the industry-standard 30% shrinkage uplift in WFM modelling, or does UIF have a different internal benchmark?	Yes, to be discussed during contracting with the appointed service provider
43	Service hours per spec are Mon–Fri 07:30–16:00 (PART B 6 (a)). Does this exclude after-hours coverage? If so, please clarify how after-hours WhatsApp / email / chat queries are handled, given those channels are typically 24/7.	Operational Hours Mon–Fri 07:30–16:00 as per the specification for all channels
44	Which UIF core systems (uFiling, U-Filing, Siyaya, MIS, Caledonia, etc.) will the new CRM need to integrate with? Please publish the list, with each system's authentication method (REST/SOAP/API), data ownership, and rate limits.	No integration into the UIF core Systems
45	Will UIF make a sandbox / test environment of these core systems available from contract award day-one? This is essential to enable parallel integration development during the implementation window.	No integration into the UIF core Systems
46	Tender 1.1 references that "IVR setups must be duplicated according to the current design". Can the Fund share the current IVR design / call-flow / menu hierarchy for replication?	No need for duplication
47	Who owns the Telkom share-call number — UIF or the current outsourcer? When does the porting / hosting transfer to the new bidder occur? This affects the Day 1 telephony cutover plan.	<p>UIF pays for the share-call usage costs</p> <ul style="list-style-type: none"> <li>• The service provider pays for: <ul style="list-style-type: none"> <li>○ SIP trunks</li> <li>○ Telephony setup</li> <li>○ Call redirection</li> </ul> </li> </ul>

NO	QUESTIONS	ANSWERS
		<ul style="list-style-type: none"> <li>○ Landlines</li> <li>○ Cloud infrastructure</li> <li>○ Connectivity and bandwidth</li> </ul>
48	Who provides the carrier. Must we include call costs	<p>UIF pays for the share-call usage costs</p> <ul style="list-style-type: none"> <li>• The service provider pays for: <ul style="list-style-type: none"> <li>○ SIP trunks</li> <li>○ Telephony setup</li> <li>○ Call redirection</li> <li>○ Landlines</li> <li>○ Cloud infrastructure</li> <li>○ Connectivity and bandwidth</li> </ul> </li> </ul>
49	Will the Fund retain its existing CRM data on the new platform (i.e., is data migration required from the current outsourcer's system)? If yes, please share data volumes, format, and required cut-off date	Last 5 years' data, approximately 28,000,000 interactions and 65,000,00 cases to be migrated including audit and life Cycle history
50	Are call recordings from the previous 5 years (per legislated retention) being transferred to the new bidder, or does the previous outsourcer retain them? If transfer is required, please share volumes and storage format.	No
51	Annexure D states the 350-FTE pricing is "for evaluation purpose and not the actual monthly contractual value". Please clarify the actual invoicing model: (a) is there a minimum monthly commitment; (b) is overflow billed per agent per day, per month, or per call; (c) is there a notice period for overflow activation?	The 250 pricing is for overflow, so in the proposals bidders are required to price at maximum unit utilization, and contracting will guide a way forward.
52	Is there an expected contract minimum value below which the Bidder would not be required to provide overflow capacity? Bidders need this to size mobilization amortization correctly.	The 250 pricing is for overflow, so in the proposals bidders are required to price at maximum unit utilization, and contracting will guide a way forward.

NO	QUESTIONS	ANSWERS
53	17 ties annual escalation to CPI "as published by Stats SA". Please specify which CPI series (Headline / Core), which release month is used as the reference, and the exact escalation date each year.	Headline applicable to general service contracts. Escalation date and other details will be discussed during contracting.
54	Will the Fund consider FX risk-sharing for OEM software licences priced in USD (e.g., Salesforce, Genesys)? If pricing must be locked in ZAR for 36 months, bidders will need to provision FX hedging into the unit rate.	We do not accept on any risk. The bidders will be responsible for their partnerships. The Fund will however hold the bidder responsible for any deviation from contract.
55	Payment terms: Annexure G GCC 16 references the National Treasury 30-day payment policy. Please confirm this applies and clarify the invoice approval process and dispute-resolution mechanism for the Bidder	Invoices will be paid within 30 days upon receipt of a valid invoice, and achievement of all other terms stipulated on contract.
56	Are there any SLA-breach financial penalties (service credits, deductions)? If yes, please share the proposed penalty structure so bidders can price risk appropriately.	Yes, to be discussed during contracting with the appointed service provider
57	Confirm the calculation basis for Specific Goal points (Table 5) when applied to a JV — does the JV claim points on an aggregated basis (summing both parties' qualifying ownership) or on a weighted-by-revenue-share basis?	In the case of a Joint Venture, Consortium, Trust, or Partnership, a signed Teaming Agreement must be submitted reflecting consolidated ownership.
58	What format and content must the OEM accreditation letter take? Specifically: (a) must it be on OEM letterhead; (b) must it name the bidder explicitly; (c) what is the acceptable currency / age of the letter? Failure to comply leads to immediate disqualification — bidders need clarity.	Active license, it must be valid and current of OEM Certificate
59	Annexure H requires "one valid licence per application category" for Telephony, CRM, Analytics, WFM, AI, and Cloud. Please clarify: (a) is a perpetual licence or active SaaS subscription required; (b) for cloud / IaaS, what proof is acceptable (provider invoice, agreement copy, etc.); (c)	Active license, it must be valid and current of OEM Certificate

NO	QUESTIONS	ANSWERS
	can a single OEM (e.g., Genesys) cover multiple categories with one licence document?	
60	Tender requires bidders to demonstrate ISO 9001 + ISO 27001 + POPIA compliance for cloud/data hosting (PART B 3.3). Will the Fund accept ISO/POPIA certificates of the cloud provider (e.g., AWS Cape Town) in lieu of the bidder's own certificate, given that the bidder operates on top of that infrastructure?	Proof may include platform-specific certifications, vendor-neutral certifications, or demonstrated system\experience in similar environments. The bidder will submit the certificate issued to them by the original Software Manufacture and UIF will also do a due diligence.
61	Will the Fund undertake security vetting of the agent workforce (per 14)? If yes, please share the vetting timeline so bidders can build it into the mobilisation plan.	No, the Fund will conduct vetting at enterprise level. Bidders are responsible for recruitment and security vetting of their employees. Should the Fund find non-compliance same will be management in terms of the contractual obligations. Please note POPIA and other legislation are important to the Fund and as such security and properly vetted agents and staff must be recruited and checked.
62	6 (j) lists "2 resources for telephony 24-hour support" — does this mean two FTE on rotation providing 24x7x365 cover, or two FTE working office hours with on-call rotation thereafter? This materially affects telephony support sizing.	<p>This needs determine with the bidders planning. There needs to be people available according to the below to support. Support – 2 resources for telephony 24-hour support, must be provided in terms of the following severity levels:</p> <ul style="list-style-type: none"> <li>• Tier 1 – 10% or less affected staff – 2 hours</li> <li>• Tier 2 – 11% to 45% affected staff – 60 min</li> <li>• Tier 3 – 46% to 100% affected staff – 30 min</li> </ul>
63	PART B 6 (j) also specifies "300 hours for CRM which includes development hours (Approximately 4 people)". Is this a fixed monthly allocation regardless of demand, or a flexible pool that rolls forward / accumulates?	Human capital to support the CRM solution for development/integration. 300 hours available for development costs monthly

NO	QUESTIONS	ANSWERS
64	Will the Fund agree to KPI targets in line with industry benchmarks (e.g., Service Level 90/15, Abandonment ≤ 3%, FCR ≥ 80%)? These should be locked in the SLA before contract. Please share the Fund's preferred KPI set.	Yes, to be discussed during contracting with the appointed service provider
65	How will incidents be classified into Tier 1 / 2 / 3 (per 6 k)? Is the % of "affected staff" measured against total agents on duty, against total contracted FTE, or another denominator?	<p>This needs determine with the bidders planning. There needs to be people available according to the below to support. Support – 2 resources for telephony 24-hour support, must be provided in terms of the following severity levels:</p> <ul style="list-style-type: none"> <li>• Tier 1 – 10% or less affected staff – 2 hours</li> <li>• Tier 2 – 11% to 45% affected staff – 60 min</li> <li>• Tier 3 – 46% to 100% affected staff – 30 mi</li> </ul>
66	Who will be the Fund's designated SPOC for the bidder during implementation and contract life? Bidders need to plan governance cadence (daily during implementation, weekly thereafter).	To be discussed during contracting with the appointed service provider
67	Will UIF appoint a Steering Committee chair, and how often is the Steering Committee expected to convene?	Yes, every 1 <sup>st</sup> week on the new month, to be discussed during contracting with the appointed service provider
68	What is the Fund's expectation around quarterly business reviews — content, attendees, format, and reporting deliverables?	To be discussed during contracting with the appointed service provider