Commission for Conciliation, Mediation and Arbitration

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Questions and Answers

BID NUMBER: CCMA/2023/06-ICT

DESCRIPTION: Appointment of a service provider for the provision of a WhatsApp Chatbot Solution, Maintenance and Support for a period of 24 months

1. Question:
Can you please let me know what systems (CRM and call centre system) we will have to integrate with

 Answer: WhatsApp chatbot will only be with integrated Case Management System(CMS) and Case Management System Online(CMS Online) not with call centre system

 2. Question:
CMS and CMS Online, does it have an API?

 Answer: Currently there is no API for both CMS and CMS online

3.Question:
 Does the call centre system have an API?

 Answer: WhatsApp chatbot won't be integrating with call centre system

 4.Question
 What database does the systems use? (Microsoft SQL, Oracle, MySQL)

 Answer: CMS use oracle and CMS online use SQL

 5.Question
Will the service providers of the systems be available for consultation and assistance in understanding the data structures of the systems?

Answer: CCMA staff members will be available when needed

6.Question:
How many incoming calls does the UIF receive per month?

Answer: CCMA receive monthly average of 4200 calls and 15000 cases are referred

7.Question

How many emails does the UIF receive per month?

Answer: CCMA receive an average of 5500 cases referred on emails per month

8.Question:

What is more or less numbers of in person visits at UIF branches per month?

Answer: average of 8500 people lodge case through CCMA offices(Walk-ins)

9. Question:

B-BBEE ICT Qualifying Small Enterprise certificate (that we use for all out government tenders) – please confirm if this will meet the requirement

Answer: Please complete attached sworn affidavit on the bid document.

10. Question:

Are there any preferences over Licensed or Open source for creating dashboards?

Answer: No preferences

11.Question:

Where these dashboard will be deployed? Standalone or with any extisting system/website portal?

Answer: existing system

12. Question:

How many different dashboards will be required?

Answer: There is no specific number at the moment

13. Question:

What are CMS and CMS Online systems? To integrate with these system, is there REST API or similar interfaces available?

Answer: Currently there is no API for both CMS and CMS online

14. Question:

Bot will only support menu driven interactions. No support for natural text, image etc required as user input.

Answer: The Chatbot response message/contents should support text, web links, pdf, word, excel images and gif

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CCMA/2023/06- ICT

15. Question:
Is there any limitation to built the chatbot only using the Azure services (FNQMaker ot LUIS) or any open source services/frameworks such as RASA can be used?

Answer: CCMA currently use azure services for deployment

16. Question:
Is the chatbot required to support multiple languages? If yes, please elaborate on the number of languages and names of these languages?

Answer: **English only**

17. Question:
Is User Verification or authentication required for certain interactions? If yes, what authentication methods are preferred?

Answer: The system should ask security questions to verify the user

18. Question:
Will the menu content remain fixed or will change frequently?

Answer: It will remain fixed

19. Question:
 Is there some examples of typical user queries or interactions with the chatbot?

Answer: Not at the moment

20. Question:
Do you have a predefined flowchart or decision tree for the chatbot's conversation paths?

Answer: **Not at the moment**

21. Question:
What kind of data will the chatbot need to access or retrieve from your existing systems?

Answer: Case details

22. Question:
Is there a need for real-time data updates and synchronization with external sources?

Answer: No

23. Question:
Are there specific message formats or templates that the chatbot needs to follow?

Answer: No specific formats or templates

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24. Question:
How frequently do you anticipate the chatbot's rules and content will need to be updated?

Answer: not regularly

25. Question:
What kind of analytics and reporting features do you need to track user interactions and engagement?

Answer: Service provider can decide on features and analytics

26. Question:
Is there a need for consent management features to comply with data protection laws?

Answer: The system should be POPIA complaint

27. Question:
Is there any existing system available for Live Agent Transfer. (Human Agents)

Answer: not at the moment

28. Question:
Is there any predefined FAQ is available or we need to curate?

Answer: please check the link below for FAQ information
 https: //www.ccma.org.za/faq/

29. Question:
What security measures do you need to ensure user data privacy and secure transactions?

Answer: The system should ask security questions for awards requests

30. Question:
What is the expected user traffic and how scalable does the chatbot need to be?

Answer: CCMA receive monthly average of 4200 calls and 15000 cases are referred

31. Question:
Are there any performance requirements, such as response time and concurrent user handling?

Answer: No requirement but normal system acceptable response time is expected.

32. Question:
Whatsapp Busineess API subscription will be provided by CCMA.

Answers: Yes

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33. Question:
What type of MS Azure service licenses will be available/provided?

Answers: **CCMA will provide necessary licenses and rights**

34.Question:
What is the anticipated volume of users and messages the WhatsApp Chatbot will handle?

Answers: CCMA receive monthly average of 4200 calls and 15000 cases are referred

35. Question:
Is there any specific data retention policies?

Answers: **The system should comply with data retention laws**

36. Question:
What kind of network security measures do you want to put in place to protect the Chatbot from potential threats, like firewalls, intrusion detection, and monitoring?

Answer: CCMA will provide necessary security measures for the system

37. Question:
Which live agent system / platform is being used by the CCMA at the moment?

Answer: No system at the moment

38. Question:
Would complaints be referred to the Human chat or would these require creation of a ticket in a backend system (CMS etc)?

Answer: complaint will require creation of a ticket in a backend system

39. Question:
Please provide more details of the CMS and CMS Online system in use. Are APIs available?

Answer: Currently there is no API for both CMS and CMS online

40. Question:
does the CCMA already have an Azure cloud platform subscription already in place?

Answer: **Yes**

41. Question:
Is CCMA open to other cloud providers?

Answer: **CCMA is currently using Azure and not open to other cloud providers for this project**

CCMA/2023/06- ICT

42. Question:
CCMA to confirm that the source code referenced here is only for the API s specifically developed for the CCMA project.

Answer: **Yes**

43. Question:
CCMA to confirm our interpretation that it is the user that will be authenticated in order to access their case details.

Does the authentication endpoint require that we provide this info (case numbers etc.) to make the request (for authentication)?

Answer: Yes

44. Question:
CCMA to clarify if this is a click bot or similar?

Answer: CCMA is looking for WhatApp chatbot. The Chatbot response message/contents should support text, web links, pdf, word, excel images and gif

45. Question:
CCMA to clarify if they mean links to pdf, word and excel files and not the files themselves?

Answer: The Chatbot response message/contents should support text, web links, pdf, word, excel images and gif

46. Question:
What are the expected conversation volumes? How many calls do the CCMA contact center agents take every day/month.

Answer: CCMA receive monthly average of 4200 calls and 15000 cases are referred

47. Question:
Will the CCMA provide a technical requirements in an Excel file with itemised list of functional / technical / integration requirements that bidders need to repond to with (Yes/No/Partially)?

Yes = platform able to meet the requirement
No = platform not able to meet the requirement
Partially = platform can meet the requirement with customisation

Answer: Technical requirements will be discussed with successful bidder

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48. Question:
The solution should be POPIA compliant. The bidder must provide the Information Regulator
registration certificate as proof.
NB: Failure to submit proof will lead to disqualification.

Please clarify how this requirement will be met if the proposed solution is offered by an overseas provider
(non SA company).

Answer: The service provider should comply with mandatory requirements

49. Question:
 Page 21, can I add a proposal page with pricing for all the outlined descriptions?

Answer: On SBD 3.3 write total bid price

50. Question:
 Are you able to assist with the annual pricing schedule escalation?

Answer: Bidder should determine an escalation

51. Question:

 What are the volumes (number) of calls the call center does on a daily, weekly & monthly basis?

Answer: **CCMA receive monthly average of 4200 calls and 15000 cases are referred**

52. Question:
 Existing WhatsApp Chatbot System
 "Could you please confirm whether there is already an established WhatsApp chatbot system in place?"

Answer: No system at the moment

53. Question:
 CCMA WhatsApp Number
 "Does the CCMA presently operate with a dedicated WhatsApp number, whether it's under WhatsApp
 Business or a standard WhatsApp account?"

Answer: Yes

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54. Question:

CMS Software and Hosting
"Kindly provide details on the CMS software currently in use, including its version. Additionally, is the hosting environment cloud-based with Azure, or is it locally hosted on-site?"

Answer: CMS is currently enhanced internally and hosted in azure

55. Question:
Database of Client Cellphone Numbers
"Does the CCMA maintain an existing database comprising verified client cellphone numbers?"

Answer: CCMA only store information provided by the users

56. Question:

Dashboard with Reporting and Analytics
"Are there specific reporting or analytic capabilities that are expected from the solution, such as user interaction metrics, feedback collection, etc. on a Web Dashboard?"

Answer: Yes. Requirements will be discussed with successful bidder

57. Question:
Budget Constraints
"Could you specify a particular budget range allocated for this project?"

Answer: CCMA does not disclose budget for the project/s

58.Question:
Project Handover Date
"What is the anticipated cut-off date for the project's completion and handover?"

Answer: This project is for 24 months from the date the successful bidder signs the contract

59. Question:
User Experience and Testing
"Is there a specific user experience (UX) standard the chatbot should meet? Also, will there be a phase for user acceptance testing (UAT) before the final rollout?"

Answer: no specific UX standard but all development life cycle stages will be followed

60. Question:
Project Work Environment
"Regarding the working conditions for the project, is there a preference between remote or on-site work, or would this be determined by the discretion of the chosen service provider?"

Answer: CCMA is currently working on hybrid model

61. Question:

Training and Documentation
"Is there a requirement for training sessions or comprehensive documentation to be provided for CCMA staff on using and managing the chatbot solution?"

Answer: Yes, please check evaluation criteria 5.5

62.Question:
Maintenance and Support
"Could you elaborate on the expected level of post-deployment maintenance and support? For instance, is 24/7 support required, or are there specific maintenance windows to be adhered to?"

Answer: SLA will be discussed with successful bidder

63. Question
Ability to refer disputes to CCMA (capturing info for LRA form 7.11).

Is the complainant required to send a WhatsApp message into the number and receive the form?

Answer: The user should be able fill the form on WhatsApp

64. Question:
Ability to refer disputes to CCMA (capturing info for LRA form 7.11).

Is the complainant sending an already completed LRA form into the WhatsApp number?

Answer: The user should be able fill the form on WhatsApp

65. Question:
Ability to refer disputes to CCMA (capturing info for LRA form 7.11).

Is the complainant required to send back information that will be captured onto an LRA form in real time?

Answer: The user should be able fill the form on WhatsApp

66. Question:
Ability to refer disputes to CCMA (capturing info for LRA form 7.11).

When a complainant selects a menu option to "refer dispute" must they be referred to an agent?

Answer: The user should be able fill the form on WhatsApp

67. Question:
Ability to allow users to request arbitration for their cases (LRA form 7.13).

Is this going to be done by the complainant sending through a WhatsApp message,and receiving a form or just by selecting a menu item and then referred to an agent.

Answer: The user should be able fill the form on WhatsApp

68. Question:
Ability to allow users to request condonation for late disputes.

Is this going to be done by the complainant sending through a WhatsApp message, and receiving a form or just by selecting a menu item and then referred to an agent.

Answer: The user should be able fill the form on WhatsApp

69. Question:
Automate most frequently asked questions –to offload high-volume and routine enquiries from human agents.

Ability to allow the user to escalate to a human agent

Will the FAQ's be provided to Grapevine?

Answer: Yes

70. Question:
Ability to check case information e.g., request for status of a case.

This will need to be done by using the relevant API's to reference a database - are the relevant API's in place that can be provided to check case numbers and return relevant information?

Answer: CMS doesn't have API at the moment

71. Question:
Ability to refer complaints

Must this be routed to an agent immediately?

Answer: user should be able to refer a case without engaging an agent

72. Question:
The system must be able to integrate with internal systems (CMS and CMS Online)

Please confirm how you want the integration to be done into the internal CMS, and provide the name of the CMS that is being used?

Answer: system should integrate with CMS and CMS online through API.CMS is Case Management System which is developed internally

73. Question:
The service provider will be provided with Microsoft Azure platform to host the solution

We are unable to host on the Azure platform, as we host it on the cloud with our own platforms.

Answer: The solution will be hosted in the CCMA azure environment

74. Question:
All documentation related to system configuration, system administration, system support, source code and training material must be submitted to the CCMA and will remain the property of the CCMA.

We will not be able to share our source code with the CCMA, as this is the property of Grapevine. We can share training material and user guides to use the system.

Answer: Source code will be CCMA property post deployment of the project

75. Question:
The system must allow user to check case status using case number/reference number

This will need to be done by using the relevant API's to reference a database - are the relevant API's in place that can be provided to check case numbers and return relevant information, or must it be routed to an agent?

Answer: There is no APIs at the moment

76. Question:
The system must be able to authenticate with existing information (case numbers, ID numbers and telephone numbers) for Awards and Rulings

This will need to be done by using the relevant API's to reference a database - are the relevant API's in place that can be provided to check case numbers and return relevant information, or must it be routed to an agent?

Answer: There is no APIs at the moment

CCMA/2023/06- ICT

77. Question:

Be able to send bulk proactive messages to users through WhatsApp.

Please clarify what is meant by proactive messages - are these business initiated messages?

Answer: yes, business initiated messages

78. Question:

Satisfaction Rating – request a rating at the end of every conversation to identify areas of improvement.

Please define how you would like the ratings to be sent back or reported on?

Answer: user should be able to rate agents knowledge and system experience, etc

79. Question:

The system should be able to generate defined reports.

List of reports or samples to be provided?

Answer: e.g **cases referred and awards issued by the system**

80. Question:

The Chatbot response message/contents should support text, web links, pdf, word, excel images and gif.

Please clarify what exactly is meant by an excel image. Is this a screenshot of an excel document or an actual Excel document? The image types supported are JPEG and PNG.

Answer: The Chatbot response message/contents should support text, web links, pdf, word, excel, images and gif.

81. Question:

The system should be able to send Awards and Rulings in a pdf format

Where will these PDF's be stored or exposed to Grapevine to be shared with the complainant?

Answer: it will be stored in the CMS

82. Question:

The chatbot should be scalable.

Please provide an example use case by what is meant by the chatbot being scalable?

Answer: The system should perform the same way regardless of number of users who will be using the system

CCMA/2023/06- ICT

83. Question:
Do you have WhatsApp business API provider or is it expected from by Bidder?

Answer: It is expected from the bidder

84. Question:
There are multiple services mentioned in RFP to be integrated with the bot, can you please share more information on the available API's?

Answer: There are no APIs at the moment

85. Question:
Do you want your live chat to be integrated then we will need the API details otherwise we already have inbuilt live chat feature

Answer: There are no APIs at the moment

86. Question
As per scope of work "The system must be able to integrate with internal systems" can you provide more details about this integration?

Answer: The system should be able to integrate with case management system and case management system online

87. Question:

Capturing info for LRA Form 7.11 and 7.13. What information needs to be captured for the forms from the chatbot? The forms are quite long with many fields.

Answer: The system can either provide the CMSOnline link to complete the form or fill the required fields on the Chatbot

88. Question:
What contact center solution/product does CCMA currently use?

Answer: The system won't be integrating with call centre system but case management system

89. Question:
Can you provide us with the current monthly calls logged information for the last 6 months. (This will assist in scoping the scale required for the solution.)

Answer: CCMA receive monthly average of 4200 calls and 15000 cases are referred

90. Question:
Can you confirm the number of cases which are registered for the last 6 months.

Answer: CCMA receive monthly average of 4200 calls and 15000 cases are referred

CCMA/2023/06- ICT

91. Question:
Can you please confirm the monthly expected Volumes for chatbot

Answer: CCMA receive monthly average of 4200 calls and 15000 cases are referred

92. Question:
Please confirm if all chat history is required to be handed over to the agent?

Answer: No

93. Question:
POPIA – Our solution does not have a certificate for POPIA. We are able to provide evidence of GDPR compliance which exceeds the POPIA standards. Will this suffice?

Answer: The solution comply with the south African POPI standard

94. Question:
There is specific requirement for Chatbot to run on CCMA Azure instance. Please confirm that a cloud based solution for Chatbot will be considered.

Answer: The solution will be hosted in CCMA azure environment

95. Question:
For cloud based Chatbot solutions, the source code cannot be provided to CCMA as this remains the property of the vendor. Please confirm considerations for this.

Answer: Source code will be CCMA property post deployment

96. Question:
We acknowledge the requirement for CMS and CMS online integration. Please confirm the application platform name and version.

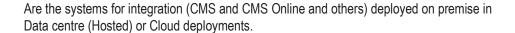**Answer: CMS was developed in java and CMS online was developed in C#**

97. Question:
For the API integrations, can we unitize the effort for the integration as we cannot quote on this without have a detailed scope session?

Answer: Yes

98. Question:
Is the app integration one directional verification and data lookup or does it require bi-directional data input and updating.

Answer: Yes

CCMA/2023/06- ICT

99. Question:

Are the systems for integration (CMS and CMS Online and others) deployed on premise in Data centre (Hosted) or Cloud deployments.

Answer: They are deployed in azure environment

100. Question:
Are any other system/application integrations that are required?

Answer: CMS and CMS online only

101. Question:
Where is the user information kept for Authentication?

Answer: CMS

102. Question:
Does CCMA have a registered WhatsApp Business Account (WABA) that will be used?

Answer: Yes

103. Question:
If yes – what is the current quality rating of the Business Number?

Answer: N/A

104. Question:
We also have a cloud contact centre which can natively integrate with the Chatbot solution. Will CCMA be interested in this being proposed in this response?

Answer: Not at the moment. That will need separate engagement

105. Question:
For the Bulk ProActive Messaging capabilities – Please confirm the expected volume of messages and if there are anticipated dates in the month for these messages to be sent.

Answer: it will depend on business events and announcements

106. Question:
Reports – Please confirm what defined reports are required and the frequency of the reports

Answer: Monthly management reports and realtime dashboards

107. Question:
Awards and Rulings in PDF format – Please confirm if this information is available from the CMS platforms.

Answer: Awards information will be retrieved from CMS platform

CCMA/2023/06- ICT

108. The Number of users we must base our quote on?

Answer: CCMA have 4 information officers and 8 call centre agents.

109. Would you be interested in a cloud platform?

Answer: Solution will be hosted in CCMA azure platform