

Commission for Conciliation, Mediation and Arbitration

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Questions and Answers

BID NUMBER: CCMA/2024/09-ICT

PROVISIONING OF A CONTACT CENTRE SOLUTION FOR PERIOD OF THREE (3) YEARS

Question 1

- How many back office users would the agents need to interact with, and are they on Teams Direct Routing already?

Answer

There are no backup users, the agents assist the user end to end, if the manager can listen in and coach the agent as per the specification.

Question 2

- How are agents and back office staff connected at the moment? Can we propose moving agents off Teams to a Contact Centre solution designed for voice, and do they need to talk to back-office users via Teams?

Answer

There is no back office, agents are currently using the Microsoft Teams Channel/Call Queue as per the specification

Question 3

- Must the Call recording be Encrypted / Compliant recording?

Answer

The specification did not encryption of recordings. Stick to the specification, however it did talk about Provision of security on all platforms integrating with the ContactCentre

Question 4

- What percentage of agents work remotely and what connectivity do they use to connect?

Answer

The specification says Contact Centre staff should be able to work from anywhere. Implying that 100% of them should be able to work remotely. They connect via APN and VPN



Question 5

- Will CCMA be providing the recordings for the IVR or do we need to include a premium service?

Answer

The CCMA will provide the recordings

Question 6

- If we are to provide a Premium IVR recording service - how many recordings are required?

Answer

The CCMA will provide the required recordings

Question 7

- Regarding analytics on social media platforms and Email - what kind of reporting is required?

Answer

We do require analytics report on social media and email platforms, provide basics analytics for each of the platforms. As far as what is basic is concerned there is no limitation however you need to take the cost into consideration.

Question 8

- Is there an existing WhatsApp Chatbot?

Answer

Yes

Question 9

- is there an existing WhatsApp for Business Account

Answer

Yes

Question 10

- Does the WhatsApp service have a separate phone number?

Answer

Yes

Question 11

- Is the contact centre open 24 hours? If so how many agents are there per shift?

No

Question 12

- Please define agent support



Answer

Not in specification document

Question 13

- Do the agents work remotely?

Answer

Yes

Question 14

- Can we move the contact centre to a contact centre platform to meet the requirements that Teams call queue does not ?

Answer

Stick to the specification we need to enhance the Microsoft Teams platforms

Question 15

- Describe what is required for the Whatsapp chatbot

Answer

Integration just like with any other social media platforms

Question 16.

- We are eager to present our IVR solution, which I believe aligns perfectly with the scope outlined in your RFP.

Answer

Stick to the specifications. The CCMA will provide the recordings.

Question 17

- Our solution is comprehensive and standalone, eliminating the need for integration with Microsoft Que Call Centre, thereby offering you a streamlined, cost-effective option

- Answer

Unfortunately, we have to stick to the requirements stipulated in the specification document