

Requesting Office: Magalies water	
Contact Person: Gomolemo Motloun	
Contact Numbers: 014 597 4636	
Facsimile:	RFQ – 10016760
E-mail address: gomolemom@magalieswater.co.za	

DATE ISSUED: **28 JULY 2022**

CLOSING DATE: **10 AUGUST 2022**

PLACE OF DELIVERY: **MAGALIES WATER, 38 HEYSTEK STREET, RUSTENBURG,0300**

For More information/query email: gomolemom@magalieswater.co.za or call 014 597 4636

Item No.	Description/Specification	Quantity Required
1.	Call Center Services Call center for 12 months SEE BELOW TERMS OF REFERENCE	

Specification for the supply/lease and installation of Contact Centre System

1. Introduction

Magalies Water is state owned business enterprise, consists of plus 300+ employees and it operates within the South African legislation parameters of the Water Service Act 108 of 1997, Public Finance Management Act 1 of 1991 and Public Audit Act 25 of 2004. The Primary function of Magalies Water is to supply treated water in bulk to its municipalities, industrials and mine customers. Visit www.magalieswater.co.za for more information.

2. Executive Summary


Magalies Water seeks to appoint a reputable service provider with a solid Contact

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Centre experience. The organization recognised the need for a contact centre services to enable rapid customer engagements. The nature of day-to-day operation change enforce the organization to resolve service challenges promptly and operation enhancements which will also address working remotely/online and being versatile.

Magalies Water has the following tiers of operations:

- Five Sites (Rustenburg, Vaalkop, Brits, Cullinan, Klipdrift and Wallmansthal)
 - Rustenburg as the Head Office
 - Brits as the Contact Centre Area
 - Other sites will be integrated later for front desk management.

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3. Specification


The implementation must include the following:

Contact Centre, Mobility and Integration, Case Management, Integrated Knowledge Portal, Analytics, Guided Resolutions, Customer Engagement, Customer Self Portal and Social Platform Services. The organization is currently registered a toll-free number which will be provided to the winning bidder to setup on the systems.

The objective of this bid is to source proposals and to successfully contract an able and suitable Service Provider to supply/lease Contact Centre system and support to Magalies Water for a period of one (1) year with services outlined below:

3.1 System with:

- Provision of contact centre software for two agents and a supervisor management, with capability for expansion as when required.
- Provision of multiple access channel: voice, email, web chat and sms
- Record calls and conversations (voice logging)
- Provision of voice scripts, chat scripts, sms scripts, email auto-reply and allow continuous adjustments
- Provision of incident escalation capability
- Provision of reports and real time contact centre information/stats (dashboard)
- Implement quality control of calls received and responded to (Time stamps on 1st ring, onhold, transfer, end call, chat/sms delivery and response).
- Mobile Integration (Accessible on mobile devices)
- Backup/Export data functionality

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- Case management life cycle capability,
- Customer Portal
- Conduct and manage campaigns,
- Integration readiness with other Systems

3.2 Operation:

The system operation will be performed by Magalies Water agents. Any system difficulties will be escalated to the service provider through incident management process as per the Service Level Agreement to enforce high availability and support to Magalies Water customers and operators.

3.3 Accessories:


Bidder shall be required to provide and install necessary equipment not limited but including:

- Voice Instruments
- Headset
- Dashboard Wall mounted screen (40inch or higher)
- Onsite/cloud recording as a backup


3.4 Warranty:

Warrantee period implies that the bidder will be liable for any system maintenance and faulty hardware replacements.


4. Evaluation Criteria (Total of 100 points scoring)

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4.1 COMPANY EXPERIENCE	Weightings				
<ul style="list-style-type: none"> ✓ Evaluation shall be based on the total number of contact centre system projects implemented in the past five years. ✓ Total number of current clients utilizing/subscribed on the system not less than 5. ✓ Schedule of Company experience to be attached together with Reference Letter/ completion letter/ purchase orders of previous projects as evidence from clients, failure to submit such will result in zero (0) points allocated. <p>Evaluation on Company Experience</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">Bidder has company experience on contact centre implementation.</td> <td style="width: 60%;"> 10 or more projects (30 points) 8 projects (20 points) 6 projects (15 points) 4 projects (10 points) 3 projects (5 points) </td> </tr> <tr> <td colspan="2">Points scoring will be allocated to a maximum of 30 points</td> </tr> </table>	Bidder has company experience on contact centre implementation.	10 or more projects (30 points) 8 projects (20 points) 6 projects (15 points) 4 projects (10 points) 3 projects (5 points)	Points scoring will be allocated to a maximum of 30 points		30
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4.2 Proposed System					

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<p>Proposed System</p> <ul style="list-style-type: none"> ✓ Evaluation will be based on the Contact Centre functional capabilities. ✓ Can be accessed anywhere anytime, including through mobile devices ✓ Integration with other systems utilized during contact centre enquiries (e.g SAP integration, etc). <p><u>Evaluation on system specification</u></p> <ul style="list-style-type: none"> • Proactive communications channels <table border="1" data-bbox="451 1137 1099 1296"> <tr> <td>Voice</td> <td>8 points</td> </tr> <tr> <td>SMS</td> <td>8 points</td> </tr> <tr> <td>Chat /Web Chat</td> <td>8 points</td> </tr> <tr> <td>Email relay</td> <td>8 points</td> </tr> </table> • Logging <table border="1" data-bbox="451 1404 1099 1523"> <tr> <td>Voice Recording & Retrieval</td> <td>5 points</td> </tr> <tr> <td>SMS and Chat history</td> <td>4 points</td> </tr> </table> • Scripts <table border="1" data-bbox="451 1603 1099 1765"> <tr> <td>Voice Scripts</td> <td>3 points</td> </tr> <tr> <td>SMS Scripts</td> <td>2</td> </tr> <tr> <td>Chat Scripts</td> <td>3</td> </tr> <tr> <td>Email Autoreply</td> <td>2</td> </tr> </table> • Incident Handling <table border="1" data-bbox="451 1845 1099 2004"> <tr> <td>Quality control of calls received and responded</td> <td>2 points</td> </tr> <tr> <td>Incident escalation capability</td> <td>1 point</td> </tr> </table> 	Voice	8 points	SMS	8 points	Chat /Web Chat	8 points	Email relay	8 points	Voice Recording & Retrieval	5 points	SMS and Chat history	4 points	Voice Scripts	3 points	SMS Scripts	2	Chat Scripts	3	Email Autoreply	2	Quality control of calls received and responded	2 points	Incident escalation capability	1 point	70	
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Location:

Magalies Water Head Office

38 Heystek Street


Rustenburg

North West

1. Submission of Quotations

RFQ Number must always be stated on the quotation.

Quotations should be submitted on or before the Request for Quotation Deadline Date to the email below. Email gomolemom@magalieswater.co.za

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2. Selection of Qualifying Quotation

The selection of the qualifying quotation will be at Magalies water's sole discretion. Magalies Water does not bind itself to accept any particular Quotation

3. Documents required

The quotation will be verified for responsiveness according to the following **REQUIREMENTS:**

- Quotation must have CSD vendor number/ submit CSD Report
- Quotation must have RFQ reference number
- Completed and signed Declaration of Interest Form (SBD4)
- Quotation with validity period should be 30 days or more.
- Quotation with physical address, date, contact details and banking details

All non-responsive bids will be rejected.

5. Submission of Quotations

Quotations should be submitted on or before the Request for Quotation Deadline Date by no later than 12h00.

6. Selection of Qualifying Quotation

The selection of the qualifying quotation will be at Magalies water's sole discretion. Magalies water does not bind itself to accept any bid.

7. Terms & Conditions

- 7.1. Quotations received after the closing date will not be accepted.
- 7.2. All costs to be included in the quotation.
- 7.3. Delivery must take place at the specified place.
- 7.4. Quotations to be valid for 30 days from date of issue.
- 7.5. The Government Procurement General Conditions of Contract shall apply.