



Telkom Tenders

RFP0237/2009: For outsourced contact centre for Telkom Mobile.
Closing date & Time 2009/12/15 @ 11:00
CONTACT PERSON Laura Van De Werken
TEL (012) 311-3650
FAX (012) 324-2173
e-mail vdwerkl@telkom.co.za
Cost R50.00

The tender document can be obtained from Telkom's Tender Office at the following address:

Attention: Marietjie Mattheus
Tel: (012) 311 3009
Telkom Tender Office
179 Proes Street
Pretoria 0001

SCOPE:

This is a requirement for a Bidder with full capability to provide a comprehensive outsourced contact centre solution to Telkom to support the fulfillment and assurance of all mobile products and services. While the primary function of the contact centre will be to support prepaid products and services, it is expected that the Bidder will be able to support other service types such as postpaid, on request by Telkom.

CRITICAL CRITERIA RFP0237/2009:

Potential Bidders have to comply with the following critical criteria. Non-compliance to any one of these criteria or no supporting documentation supplied, i.e. SARS certificate, with the RFP response for any one of the criteria may invalidate a bid.

TECHNICAL CRITICAL CRITERIA:

- Provide proof in the form of references (by means of a certified Auditor's letter) for current International Mobile outsourced operation where the Bidder is directly involved in managing a Contact Centre with more than 100 FTE.
- Provide proof in the form of references (by means of a certified Auditor's letter) for current South African outsourced operations where the bidder is directly involved in managing a Contact Centre with more than 100 FTE.
- The bidder must provide a commercially available Knowledge Management System with content for mobile operations. Provide product name, version and name of OEM.
- Written commitment on a Company Letter Head signed by the Head of Operation within South Africa to be provided indicating that a site will be



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provisioned and in a ready to use state (based on requirements contained in the technical specification document) within a 2 month period after awarding the bid. The site must be in the Gauteng Metropolitan Area and accommodate at least 150 FTE seats.

BIDDER'S CONFERENCE:

A Bidder's conference will be held

Date: 02 December 2009

Time: 09h00

Venue: Telkom Towers North, 152 Proes Street, Pretoria

All questions that need to be answered during the Bidders Conference must be in writing and must reach Laura Van De Werken by no later than close of business on 30 November 2009. Attendance of the Bidder's Conference is not compulsory.