



Telkom Tenders

RFP0250/2010: For Telkom Outlets assurance resourcing
Closing date & Time 2010/03/16 @ 11:00
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Cost R50.00

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

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Telkom Tender Office
179 Proes Street
Pretoria 0001

SCOPE:

This requirement is for a supplier to provide suitably qualified and experienced assurance resources at selected Telkom outlets. The resources will be stationed at the Telkom outlets as set out by Telkom on a daily basis during the times that will be stipulated by Telkom. The core mandate for these resources will be to provide technical support for all mobile devices. These resources will report directly to the Telkom outlet store manager on their day-to-day activities.

This RFP does not refer to all Telkom outlets but refers only to a few selected flagship outlets as selected by Telkom management. Furthermore, these resources will ensure appropriate liaison and interface with other departments and systems within the Telkom organisation in pursuit of a coherent resolution of faults for mobile products and CPE's (Customer Premise Equipment). They will ensure that technical investigations on hardware failure is conducted; will conduct firmware and software installations or upgrades on customer end-devices where necessary; and will configure appropriate settings on customer end-devices where necessary.

Telkom outlet assurance resourcing entails the provision of 2nd-level technical support on all mobile products and handsets/CPE's. The purpose for these resources is to improve service delivery at the Telkom outlets and enhance Telkom's brand image. The resources will be required to offer a technical support function on customer end-devices at the Telkom outlets. In addition, leveraging the skills and knowledge of the supplier will impact positively on Telkom's fulfillment and assurance activities.