

PROVISION OF MULTI-CHANNEL CALL CENTRE TECHNOLOGY

Request for Proposal



Reference: ENPF RFP 01/2022

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SECTION 1

1.1. Timelines

The anticipated timelines for the tender process are as follows:

ACTIVITY	TIMELINE
RFP release date	14 MARCH 2022
Close of RFP queries	22 MARCH 2022
Closing date for RFP responses	20 APRIL 2022
Respondent demonstrations and site visit	25 APRIL 2022
Notify preferred respondent	29 APRIL 2022

Please note that the above timelines are indicative, the Fund reserves the right to change these timelines and respondents will be advised of any changes / and or notices via email.



1.2. Background

The Eswatini National Provident Fund (ENPF), a member of the International Social Security Association, is primarily responsible for managing the National provident Fund scheme in ESwatini. It is a statutory body set up by the King's Order in Council No. 23 of 1974. It collects member contributions from employers nationally and pays out benefits to qualifying members. Its membership is currently all employed persons in the country with some exceptions as dictated by the Act. As part of its broad asset portfolio, the Fund owns various investment properties leased to both commercial and residential tenants managed inhouse through the property department.

1.3. Current Business Applications Environment

The fund is currently renting contact centre infrastructure services from The Royal Science and Technology Park's National Contact Centre. The rented infrastructure is only used for member calls relating to queries on member claims, member balance, employer payment and compliance queries. The fund's contact centre is located at its head office in Manzini. Tenant calls are currently manually handled through the property department reception. Interactions with tenants relating to maintenance case reporting involve the tenant calling the property department to report a maintenance case which is manually captured through a job card by the receptionist and handed over to the maintenance foreman for further actioning. The follow up process on the maintenance case is also manual.

The Fund currently deploys the following applications with which the call centre staff must be able to interact:

Glacier reloaded is the core system in supporting member Funds administration. The application runs on a SQL platform. Reports are generated from the benefits administration system using the Report Manager Tool.

Other applications such as MDA Property manager are used for property rentals administration. Syspro ERP is used in supporting accounting functions.



1.4. Call Statistics

The following table provides call statistics that are currently experienced at the Fund. The proposed solution must be able to cater for this volume of calls. The solution must be scalable for future growth in calls volumes. The Fund’s current call centre is predominantly an inbound contact centre. Members and tenants approach the Fund predominantly by telephone.

Statistic	Average	Maximum
Incoming calls per day	80	145
Serviced calls per day (%)	51	66
Abandoned calls per day (%)	21	64
Call duration (minutes)	8	20
Property incoming calls per day	15	20

1.5. Objectives and Scope

As part of its technology modernisation programme the Fund is seeking proposals for the provision of a multi-channel call centre technology as part of its drive towards becoming a customer centric organisation, a current strategic focus. A member/tenant centric organisation places the member/customer’s needs at the centre of everything that it does.

This RFP requires respondents to provide information about their offerings as aligned to the below option:

Commercial Off the-Shelf solution that can be hosted on premise/cloud supported and maintained by the Fund and backed by support agreements with the supplier. The Fund will have the option to customise the solution to address unique business requirements. Risk management related to information security and disaster recovery will be addressed by the Fund.

Scope of work

- i. Provision, configuration and set up of a multi-channel call centre solution.
- ii. Multi-channel call centre ongoing support.



SECTION 2-Preparation of Technical & Financial Proposal

2.1. Structure of responses

To facilitate the analysis of responses to this RFP, respondents are required to prepare their responses in accordance with the instructions outlined in this section. Service providers are required to prepare the technical proposal to include the items listed on the table below. The technical proposal shall not include any financial information.

No.	Notes
1.	Company profile
2.	Technical proposal detailing application features as listed in 2.2
3.	Business proposal-including project plan and team
4.	Vendor experience-client reference letters
5.	Financial proposal

2.2. Technical and Functional Requirements

The call centre solution must have features and capabilities as described below:

The proposed solution must be:

- ✚ a commercially off the shelf solution.
- ✚ based on voice over internet technology (VoIP).
- ✚ Support a single site, up to twenty (20) agents and easily scalable to make provision for fluctuating number of call centre agents.
- ✚ able to integrate with back-office applications.
- ✚ able to receive incoming calls to either toll free or share call numbers.
- ✚ able to be configured to route incoming calls to agents based on agent availability and skills.
- ✚ able to allow agents to capture notes at the end of the call.
- ✚ Configurable wrap up time
- ✚ Be able to support outbound campaigns
- ✚ Be compatible with Windows Pcs or notebooks installed with Windows 10 64 bit or higher operating system.
- ✚ Contact centre agents must be able to route calls to their supervisors and vice versa.
- ✚ Multilingual and can support Siswati and English language as medium of communication for members and tenants.
- ✚ Be user friendly and enable quick and easy access for staff
- ✚ Be scalable into a full CRM System
- ✚ Cater for authentication and security to control levels of access for different classes of users, to prevent data tampering.



- ✦ Provide full audit trails.

IVR Functionality

- ✦ Must have a configurable interactive voice response (IVR) service. IVR messages and prompts must be able to be recorded and activated as required.
- ✦ The sequence of prompts and responses must be configurable.

Workforce Management

- ✦ Must be easily configurable so that adding users, groups, roles can be done by supervisors.
- ✦ Be able to allow contact centre agents to log in to the system and control their status (1.e ready, busy, not ready, break etc.)
- ✦ Be capable of uniquely identifying contact centre agents by their user id/name.

Management reports

- ✦ The proposed solution must provide both live dashboards and historical reports of all call centre activities.
- ✦ The proposed solution must provide multiple, detailed, and configurable reports regarding the nature of incoming and outgoing calls.
- ✦ The proposed solution must provide multiple, detailed, and configurable reports regarding the contact centre workforce. E. g who worked when, how many calls each agent responded to.

The following management reports are envisaged at the minimum.

Report name	Description	Frequency
Service availability report	Report on the availability of the contact centre service solution.	Weekly
Service report	Provides information on services (Queues) into the call centre. Automatically published as a summary per day	Every 30 mins
Agent KPI report	An agent report displaying occupancy, adherence, utilisation	Daily, weekly, monthly
Queue detail report	Displays the details (delivered, abandoned, rejected, overflowed, queue and talk duration) for all inbound calls.	Daily, weekly, monthly



Multi-Channel Support

Contact centre agents must have the ability to handle multiple incoming communications, email, call etc.

Quality Assurance

The proposed solution must enable supervisors to listen both real time and historical contact centre calls so that calls can be monitored and contact centre agents coached.

Bidder experience

All respondents are required to submit at least 3 references where similar services have been provided together with details of project amount, duration and contact person. The sites must be active with the ability for ENPF to conduct site visits if deemed necessary.

Project Management

All bidders are required to provide a high-level project plan which details the activities, skills and effort required to set up and commission the solution within a period of approximately 3 months.

In addition to the project plan, the bidder must submit summarised cvs of all the team members required to successfully services required for this RFP.



2.3. Preparation of Financial Proposal

Service providers are required to prepare the financial proposal, listing the cost of items as listed below.

Description	Bid price in SZL including VAT	Description	Bid price in SZL including VAT
On premises solution		Cloud based solution	
Software cost		Software cost	
Annual license fees		Annual license fees	
Implementation services		Implementation services	
Training		Training	
Reimbursable costs		Reimbursable costs	
Support		Support	

For the post implementation services such as annual license fees and support services, respondents are required to state the annual increase percentage.

Respondents are to clearly define their costing model, indicating the required hardware specification for each option.



2.4. Information to bidders

No.	Heading	Notes
1.	Introduction	The language for this tender is English and any attached document by a bidder which is not in English, must be accompanied by its English translation.
		The proposal must remain valid for a period of 90 days after the submission date. The Fund may require this period to be extended where necessary.
		The bid proposal shall be written in English in indelible ink.
		The proposals shall contain no interlineations or overwriting.
		Service providers are required to provide a company profile and organisation structure, company history, physical and postal address, telephone, email, and other contacts. Services offered by the firm and affiliations with other firms.
		Bidders shall submit separate Technical Proposals and Financial Proposals. Both the Technical Proposal and Financial Proposal envelopes shall then be placed into an outer envelope and sealed.
		The completed Technical and Financial Proposal must be delivered at the Fund's Reception on or before closing date of 28 April 2022 at 14:00hrs . Any proposals received after the closing date shall be returned unopened to the firm, which submitted it.
2.	Clarification and amendments of RFP tender documents	<p>Bidders may request clarifications on the tender document seven (7) days before the closing date. Requests for clarification must be sent in writing by letter on electronic mail to nomcebod@enpf.co.sz. The Fund will respond to such requests by written letter or electronic mail to not only the requesting bidder but to all other Bidders.</p> <p>At any time before the submission of proposals, the Fund may, whether at its own initiative or in response to a clarification requested by a Bidder, amend the RFP. Any amendment shall be issued in writing through addendum circulated to all Bidders. Addendum shall be by written letter or electronic mail to all bidders and will be binding on them. The Fund may at its discretion extend the deadline for the submission of proposals.</p>



No.	Header	Notes
3.	Evaluation of Technical Proposals	<p>After the proposals have been submitted by the closing date, the Tender Committee shall open the Technical proposal. The Financial Proposal shall remain sealed and only Financial Proposals of qualified Technical Proposal shall be opened in accordance with timelines of this tender.</p> <p>From the closing date to the time this contract is awarded, if any service provider wishes to contact the Fund on any matter related to this tender, they should do so in writing at the official address provided. Any effort by the firm to influence the outcome of the evaluation may result in rejection of the Bidder's proposal.</p>
		<p>Evaluators of Technical Proposals shall have no access to the Financial Proposals until the Technical evaluation is concluded.</p> <p>The minimum technical score required to qualify to proceed to the financial evaluation stage is 70.</p>



SECTION 3

3.1. Evaluation of the proposals

The proposals accepted by closing date shall be subjected to three (3) stages of the evaluation process, namely;

- i. Mandatory Evaluation Stage-Pass/Fail Basis
- ii. Technical Evaluation-100 with a pass mark of 70
- iii. Financial Proposal-20 points

i. Mandatory Evaluation stage

Respondents shall be required to provide the following and the evaluation will be on a pass/fail basis.

No.	Mandatory requirements
1.	Valid ENPF Compliance Certificate
2.	Original and Valid Tax Compliance Certificate
3.	Valid Labour Compliance Certificate
4.	Certified Copy of Valid Trading Licence
5.	Certified Copy of Form J&C
6.	Certified Copy of Certificate of Incorporation
7.	Police Clearance for Directors & Partners
8.	Latest available audited financial statements

Failure to submit any one of the above requirements will lead to disqualification or fail. Only those firms who pass at the mandatory stage will proceed to the technical capacity evaluation stage.



ii. Technical Capacity Evaluation Criteria & Scores

The respondents that will qualify at the mandatory evaluation stage shall be subjected to the technical capacity evaluation criteria out of 100 marks with a pass mark of 70. The firms shall be evaluated on a scoring matrix as shown below:

	CRITERIA	WEIGHT
1.	Functionality	30
a)	Compliance to the required technical specifications as defined in section 1 and alignment with the Fund’s systems.	30
2.	Experience of the firm	20
a)	Demonstrate the individual as well as the collective skills and competencies of the proposed team. The CVs of the members of the project team should be submitted. Provide evidence from at least 3 contactable clients where the bidder provided projects of a similar nature within the last 3 years. The reference letters must include <ul style="list-style-type: none"> • Company name • Name of contact person • Duration of contract • Contract value • Brief description of services 	20
3.	Proposed approach, methodology and work plan	20
a)	Demonstrate knowledge and understanding of the requirements of the Fund by submitting a business proposal including a high-level project plan which reflects how this project will be implemented within a period of 3 months from appointment to completion.	20
4.	Vendor demonstration	30
	GRAND TOTAL	100

To be eligible to proceed to the financial evaluation stage, bidders must score at 70 out of 100 at the technical capacity evaluation stage.



iii. Financial Evaluation & Scores

The financial evaluation of the bids will follow the following process:

The evaluation team will review the financial bids and determine the evaluation price for each proposal;

The lowest priced proposal of the top 3 shall be given a financial score of 100 and the other proposals shall be given a financial score which is inversely proportional to the lowest evaluated price.

At the financial evaluation stage, the following formulae shall be applied to derive the financial score.

$$\frac{\text{Lowest evaluated bid as per total rate costs}}{\text{Bid costs as per total rate}} * 20 = \text{Financial score}$$

The technical and financial scores will then be weighted at 70% (technical score) and 30% (financial score), the result of which will then be combined to obtain the final score for each proposal.

The firm achieving the highest combined scores will be considered for award for the tender.



[The Applicant must provide a signed declaration on its company letterhead in the following format. If the Proposal is being presented by a joint venture or consortium all members must each sign their declaration.]

[>>>Name of Consultant, Address, and Date>>>]

To: The Chief Executive Officer Eswatini National provident Fund
**P.O. Box
1857
Manzini**

Dear Sirs,

Re Tender Reference: **ENPF RFP 05/2021**

We hereby declare that: -

- (a) We, including any joint venture partners or consortium partners, are a legal entity and have the legal capacity to enter into the contract.
- (b) We are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended, and we are not the subject of legal proceedings for any of the foregoing.
- (c) We have fulfilled our obligations to pay taxes and social security contributions.
- (d) We have not, and our directors or officers have not, been convicted of any criminal offence related to our/their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of five years preceding the commencement of the procurement proceedings; and
- (e) We do not have a **conflict of interest** in relation to the procurement requirement.

Signed

Authorised Representative

Date

