

## ANNEXURE B

### Due Diligence Template (Site Visit)

| Requirements                                                                                                                           | Responsibility of the bidder                                                                                                                                                                                             | Evaluation outcome |
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| <ul style="list-style-type: none"><li>Capacity to source or availability of office accommodation for call centre operations.</li></ul> | Bidder to provide written confirmation (lease agreement or arrangement with landlord or available space in the building they're occupying) that they can source or have office accommodation for call centre operations. |                    |
| <ul style="list-style-type: none"><li>Capacity to source or have ICT equipment and connectivity for call centre operations.</li></ul>  | Bidder to provide written confirmation (equipment rental agreement or arrangement with ICT equipment provider/s or available ICT equipment) that they can source or have ICT equipment for call centre operations.       |                    |
| <ul style="list-style-type: none"><li>Capacity to source or have call centre agents.</li></ul>                                         | Bidder to provide written confirmation (agreement or arrangement with recruitment agencies or available database or a register of available call centre agents) that they can employ.                                    |                    |

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| <ul style="list-style-type: none"><li>• Demonstration of the proposed solution;</li><li>• Secure login</li><li>• Agent, supervisor, quality management, workforce management desktop</li><li>• Practical scenario of voice call, email, WhatsApp, social media and chatbots (bot-to-agent).</li><li>• Reports, dashboards and analytics</li></ul> | Bidder to plan and arrange for the system demonstration as per the outlined requirements. |  |
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