

NATIONAL ASSEMBLY
QUESTION FOR WRITTEN REPLY
QUESTION NUMBER: 1570 [NW1720E]
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1570. Mr M M Dlamini (EFF) to ask the Minister of Finance:

Whether the SA Airways call centre is outsourced; if not, what is the total number of persons who are employed at the call centre; if so, (a) on what date was the contract awarded, (b) what is the name of the company that was awarded the contract and (c) what is the total cost of the contract?

NW1720E

REPLY:

SAA currently operates one (1) Call Centre (outsourced) and seven (7) Contact or Service Centres (insourced).

(a) & (b) Merchants, a Dimension Data Company and SAA entered into a Service Provider Agreement effective 1 April 2010 until 31 March 2015 for the Call Centre Services for SAA. During January 2015, both parties jointly agreed to extend the duration of the services for a further three years (1 April 2015 until 31 March 2018) when Merchants agreed to a 25% price discount to SAA. Senior Management at the time, in liaison with NT, agreed that major contracts be extended with existing service providers if there was a >20% cut in cost. The duration of the services with Merchants was further extended for six months (1 April 2018 until 30 September 2018) with a three-month notice period, to enable SAA to proceed with an RFP process, in alignment with the newly developed SAA's Customer Experience Architecture.

(c) As per FY 2018 (1 April 2017 to 31 March 2018), the annual cost of the contract was ZAR 97.6 million.