



KWAZULU-NATAL PROVINCE

**ECONOMIC DEVELOPMENT, TOURISM
AND ENVIRONMENTAL AFFAIRS**
REPUBLIC OF SOUTH AFRICA

AUGUST 2023

INVITATION FOR THE SUBMISSION OF PROPOSALS TO ESTABLISH A BUSINESS PROCESS OUTSOURCING (BPO) HUB/CONTACT CENTRE IN KWAZULU-NATAL'S TIER 2/3 TOWNS/ TOWNSHIPS/CITIES

The KZN Department of Economic Development, Tourism and Environmental Affairs (EDTEA) recognizes the unprecedented and consistent growth the Business Process Outsourcing (BPO)/ Global Business Services (GBS) industry in the province has had over the past few years. KZN province has consequently emerged as one of the fastest-growing host regions in frontline CX-centric sales and lifecycle management hub - offering exceptional business-to-consumer (B2C) and business-to-business (B2B) frontline BPO sales talent that services local and global markets. Collaborations between the department (EDTEA); industry association (BPesa); dtic; operators and other stakeholders within the sector are attributes of the registered growth of the BPO sector in KZN – KZN has recorded the biggest contribution of jobs created in South Africa's BPO sector for Q4 of the 2022-23 FY and Q1 of 2023-24FY respectively.

As part of its contribution to the GBS/BPO 2023 Masterplan, KZN's department of Edtea is aggressively supporting a drive to attract the sector's investments in Tier 2/3 Towns/Cities within the province. The foregoing, is intended to decentralize economic growth and locate work opportunities at the doorsteps of "talent-catchment areas" utilized by the sector. It is on the above basis that the department (EDTEA) is inviting operators/investors within the BPO/GBS sector to submit proposals for the development/establishment of a medium-sized BPO/GBS Contact Centre/Hub in a Tier 2/3 Cities/Towns/Townships. The proposals must align with government's wider objectives and of the growth and development of the BPO/GBS sector, such as:

- Visible and measurable transformation of the sector with a particular/targeted focus of the Previously Disadvantaged Individuals (PDI's);
- Support to the BPO/GBS sector's development and growth as well as a resultant contribution to economic growth;

- Integration of townships/tier 2/3 towns/cities into the mainstream value-chain of the BPO/GBS sector.
- Creation of new job opportunities; poverty reduction and inclusive growth of the BPO/GBS sector

The prioritized towns/cities should preferably be around King Cetshwayo (Richards Bay/eMpangeni/Ngwelezane) and or Ilembe District Municipalities (Mandeni/KwaDukuza/Ballito). The submitted proposals should indicate the *size of the Contact Centre/Hub proposed; number of seats and campaign to be utilized in establishment of the Hub/Contact Centre; projected capital costs to establish the hub; key enabling infrastructure needs (with specifications) that shall be required to enable/soften the investment landing; any other support (financial/non-financial)* that may be required from the department/government to enable the investment.

Note: *Preference will be given to project activities that will have a positive economic impact within the Tier2/3 towns/cities/ townships of KZN. Furthermore, proposals that are targeted towards the sustainable benefit of the PDIs; Youth; Women and People with Disabilities (PWD) will positively influence the department's final decision.*

*The proposals window will be opened for 3 weeks (21 days) from the date of the official placement of the advertisement of call for proposals. The proposals will be opened from the **20th of August 2023.** Submit your proposals in a sealed envelope directly to:*

*270 Jabu Ndlovu Street, Pietermaritzburg, 3201 by the **11th of September 2023, closing at 16h00, For the attention of: The Acting Deputy Director General: Trade, Sector and Tourism Services Development** into the bid box provided at the ground floor of the premises. For more information contact Thembakazi.kwinana@kznedtea.gov.za and/or mbongiseni.ndlela@kznedtea.gov.za*

PLEASE NOTE THAT THERE WILL BE NO BRIEFING FOR THIS RFP