

QUESTIONS AND ANSWER PACK

EMPLOYER	The Road Accident Fund
RFP NUMBER	RAF/2024/000049
DESCRIPTION	THE ROAD ACCIDENT FUND (RAF) SEEKS TO APPOINT A SERVICE PROVIDER TO SUPPLY, IMPLEMENT AND SUPPORT A TRANSFORMATION MANAGEMENT AND REPORTING TOOL ALIGNED TO THE RAF'S PROJECT MANAGEMENT FRAMEWORKS AND STRATEGY REPORTING FOR A PERIOD OF 5 YEARS
DATE OF PUBLICATION	13 December 2024
BID VALIDITY PERIOD	90 DAYS FROM THE BID CLOSING DATE
BID CLOSING DATE	31 January 2025 Extended to 07 February 2025
BID CLOSING TIME	11:00
TENDERS MUST BE HAND DELIVERED OR COURIERED TO	The Road Accident Fund (RAF) 420 Witch Hazel Avenue Eco Glades 2 Office Park, Block F (at reception into the Tender Box) Attention: RAF's Representative mentioned below
RAF'S REPRESENTATIVE	Shadi Matlou Shadim@raf.co.za

1. Can the submission date be extended by 1 week to 7th February 2025

A: Yes.

2. Number of Users – please complete the table below based roles which will help with licenses and training:

CUSTOMER NAME: RAF	Project Solution
Customer Roles / Function	*Number of Users (Quantity)
Administrators and PMO Support staff (Project Coordinators)	10
Portfolio / Program Managers	10
**Resource managers (All PMs and Coordinators)	20
Project managers owning Projects	35
***Team members to complete timesheets / task updates / risks / issues	10
Executives and Managers	
Executives	9
HODs	10
Senior Managers	40
Managers	65
Reports Viewing Only	40
****TEMPORARY Partner licenses during implementation (M365 + Power BI, Project Plan 5 and Power Platform Premium)	2

*Please note the numbers are not exhaustive, they may fluctuate in line with business needs.
Expected licensing model is per user subscription based.

**Assumption, this refers to resources in the enterprise project resource pool.

***Function undertaken by Project Coordinators

****Provide clarity?

3. What solutions and versions is RAF currently using to deliver on the business requirement?

A: There are no enterprise solutions currently. Project Manager manage their projects on local MS Project instances and reporting is done manually using Excel sheets.

4. Portfolio Management Capability:

a. Please share samples of the APPs / AOPs

b. Please share current reports of APP's / AOP's and how these are tracked?

A: Current samples and templates will be shared at Project definition stage.

5. Reporting Capability:

a. Please share sample reporting of what is currently being used?

A: Share Reporting Template [Reports will be reviewed as part of the implementation]

b. How many reports are required?

A: 30... Reports will be reviewed as part of the implementation

c. Integration to SAP / Guidewire and other 3rd party solutions – is there integration currently available ? What would be the scope of this integration?

A: There is no enterprise tool currently therefore no integration for enterprise project management and reporting. However, this implementation must integrate with the 3rd party tools as defined in the specification.

d. Is SAP / Guidewire on-premises or located in the cloud?

A: Integration should be flexible to accommodate on-prem and cloud-based solutions. The organisation is in the middle of a transformation journey therefore the technology environment is dynamic.

e. What are the other 3rd party solutions?

A: Known 3rd party solutions/applications have been defined in the specification, however the list is not exhaustive as the environment is evolving. The solution must be adaptable and scalable.

6. What solution is currently being used for resource utilisation and how is it managed?

A: Assuming this refers to human resources for projects. There is currently no enterprise management of project resources.

7. Technical Specification

a. Hardware and Software

i. RAF requires a fully managed solution

1. are you expecting the vendor to take 100% responsibility for the solution?

A: The vendor must take 100% responsibility for implementation, maintenance, support, and licensing. However, all licenses must be registered to RAF.

2. How many years managed service would be required?

A: Post implementation maintenance and support must be for 5 years.

3. Would this be onsite / remote?

A: We are open to a hybrid model, however resources must be available when they are required onsite.

ii. Solution Hosted in AWS ?

1. IS AWS the only option?

A: AWS and Azure.

2. Can Microsoft Cloud be considered?

A: No.

iii. Import Data from SAP:

1. What is the scope of this ?

A: Finance data

2. IS SAP on-premises / in the cloud?

A: Refer to 5 (d) above.

3. Who managed SAP ? Vendor?

A: No relevance

b. Integration Requirements:

RAF requires more than 10 solutions to be integrated. Please provide a diagram of how these are connected and what is the purpose of each for this requirement? Or was this documented without any thought?

Perhaps it was without thought as poignantly noted by your intellectual self.

- i. On-Premises and on the cloud – please verify if both or either on-premises or cloud – not both?

A: Both

ii. SAPP ECC / SAP S/4 HANA

1. Cloud / on-premises?

A: SAP ECC on premise (current state). S4 Hana cloud in progress (future state).

2. what is the scope here?

A: To be defined at project stage

iii. Success Factors

1. cloud / on-premises solution?

A: Cloud

2. What is the scope?

A: To be defined at project stage

iv. Claims Management System (in house)

1. cloud / on-premises?

A: Legacy claims system is inhouse, currently both on-prem and cloud. New Claims Management System cloud based.

2. What is the scope?

A: To be defined at project stage

v. Off the Shelf Solutions (Guidewire/Updraft)

1. Cloud / On-premises?

A: Cloud

2. What is the scope?

A: To be defined at project stage

vi. CRM?

1. What is the solution name and version?

A: Digital Customer Engagement (DCE) - inhouse solution.

2. Cloud / On-premises?

A: Cloud

3. What is the scope?

A: To be defined at project stage

vii. Integrate with SAP GRC tool

1. Cloud / On-premises?

A: Archer Tool - Cloud

2. What is the scope?

A: To be defined at project stage

viii. Integrate to SharePoint

1. Sharepoint on-premises / cloud?

A: Cloud

ix. Other 3rd Party systems in RAF

1. What are these other 3rd party systems?

A: Refer to 5 (e) above

8. Post Implementation Support:

a. How Many years?

A: 5 years

b. Remote / onsite?

A: Both

c. Annual Support hours / Monthly?

A: To be defined at project stage

d. How does this differ from the managed service requested earlier?

A: It's the same.

9. Clause 7.2.2 solution proposal table – please share that in excel. This table outlines a small scope of work aligned to the main requirement. I don't see anything required on the integrations components.

A: Row 15 of the solution proposal table (7.2.2) speaks to integration.

10. Although it is not stipulated in the Bid document that references required must be on the company's letterhead, could you please advise of the consequences of such reference letters without the company's letterhead.

This is because some companies as a matter of policy do not provide reference letters on their letterheads. Some would rather refer you to an individual in the company to contact for verification of a reference letter not drafted on the company's letterhead.

In responding to this Bid we might come across such instances where the reference letters are provided but not on the client's letterhead.

A: Based on the fact that the published specification is clear in its requirement for letters to be on letterheads, this requirement must be adhered to.