RFI NUMBER:	**RAF/2026/00070**
DESCRIPTION:	**REQUEST FOR INFORMATION: REDEVELOPMENT AND SUPPORT OF THE RAF WEBSITE/PORTAL FOR THE PERIOD OF TWO YEARS**
PUBLISH DATE:	**29 OCTOBER 2026**
CLOSING DATE:	**12 NOVEMBER 2026**
CLOSING TIME:	**11:00 AM**
COMPULSORY BRIEFING SESSION	**N/A**
RESPONSES MUST BE EMAILED TO:	BACSecretariat@raf.co.za
ATTENTION:	**SCM – DEMAND MANAGEMENT**

BIDDER NAME: _____

NB: ONLY THE ORIGINAL EQUIPMENT MANUFACTURER (OEM) OR ACCREDITED PARTNERS/RESELLER OF THE OEM ARE ELIGIBLE TO RESPOND TO THE RFI.

Please select one of the options below (Tick)	
OEM (Owner of the technology)	
Accredited Partner /Reseller	

BIDDING STRUCTURE

Indicate the type of bidding structure by marking with an **'X':**	
Individual bidder	
Joint venture	
Consortium	
Using subcontractors	
Other	

If individual bidder, indicate the following:	
Name of bidder	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If joint venture or consortium, indicate the following: (*To be completed for each joint venture/ consortium member*)	
Name of joint venture/consortium members	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If using subcontractors, indicate the following:	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If joint venture or consortium, indicate the following:	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If using subcontractors, indicate the following: (*To be completed for each subcontractor*)	
Name of subcontractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	

Physical address	

ENQUIRIES

Enquiries regarding this Request for Information should be submitted via e-mail to:

Bid enquiries:

SCM – Demand Management	bacsecretariat@raf.co.za

Enquiries should reference specific paragraph numbers, where appropriate.

All questions/ enquiries must be forwarded in writing prior to the submission date.

1. BACKGROUND OF THE RAF

The Road Accident Fund (RAF) is a Schedule 3A public entity established under the Road Accident Fund Act, 1996 (Act No. 56 of 1996), as amended. Its mandate is to provide compulsory social insurance cover to all users of South African roads, rehabilitate and compensate people injured through the negligent driving of motor vehicles in a timely and caring manner, and actively promote road safety.

The RAF serves both South African residents and foreign nationals within the country. Its head office is in Centurion, and it plans to establish a Customer Experience Centre (CEC) in every province.

2. SPECIAL INSTRUCTION TO BIDDERS

2.1 The service provider must be legally eligible and registered under applicable national laws and listed on the National Treasury Central Supplier Database.

2.2 Bidders must ensure that their tax affairs are in order when submitting proposals.

2.3 Companies or directors listed on the National Treasury registers of Restricted Suppliers or Tender Defaulters will be automatically disqualified.

3. BACKGROUND OF THE BID

The RAF is modernising its application landscape and software delivery practices to improve service quality, reliability, performance, release confidence, and user experience. It therefore seeks market information from suitably qualified and experienced original equipment manufacturers (OEM), partners, and service providers on available website/portal solutions, including implementation, integration, enablement, support, and advisory services.

This RFI is issued solely for market research, planning, and information-gathering purposes. It is not a competitive bid or solicitation for offers and does not commit the RAF to procure, contract with, or appoint any respondent.

The information received may be used to refine RAF requirements, assess sourcing options, support indicative budgeting, and guide future procurement. Respondents should provide

information on modern, secure, scalable, cloud-based, technology-agnostic website and portal solutions that can integrate with existing systems of record.

The requested information must cover software supply, development, configuration, implementation, integration, support, maintenance, and continuous improvement for a potential twenty-four (24)-month period, or another period determined through a subsequent procurement process.

4. REQUIREMENTS

The current RAF website is static and does not fully support the organization's present or future needs. It runs on SharePoint Subscription Edition (SE) and is hosted in the AWS cloud. The RAF seeks a competitive professional service to develop a modern website/portal with the following capabilities:

- **Content Management System (CMS)**
  The proposed CMS must be widely adopted, easy to use, and supported by sustainable maintenance options. It must provide:
  - A visual WYSIWYG interface that enables non-technical users to format text, add media, and build pages without coding.
  - Role-based access for authors, editors, approvers, and publishers.
  - Configurable review and approval workflows that prevent unapproved content from being published.
  - Version control, rollback capability, and comprehensive audit logs.
- **Content publishing workflow**
  - **Create**: Authors draft content, upload media, and add metadata or tags.
  - **Review and route**: Drafts are routed to editors or compliance teams for review and sign-off.
  - **Approve and schedule**: Authorized approvers validate content and publish it immediately or schedule it for a specified time.
  - **Maintain**: Administrators monitor performance, through built-in tools and reports.
- **Hosting and Infrastructure**
  The CMS must be provided as Software as a Service (SaaS) but be capable of integrating with other RAF systems at AWS, on-premises or any other cloud service.

- **Integration Capabilities**

  The solution must be able to integrate with:
  - Visualization tools, including Power BI.
  - In-house solutions developed using Microsoft technologies.
  - Commercial platforms, including Guidewire, SAP, and SharePoint.
  - Other internal and external systems through secure, standards-based interfaces.
- **Internal User Capabilities**

  Authorized internal users must be able to:
  - Upload and manage tenders, media statements, advertisements, and other documents.
  - Update public-facing website content through a secure, role-based administration interface.
- **Intelligent Features**
  - **AI chatbot:** Answer common questions, including how to submit a claim, and guide users through forms, timelines, and processes.
  - **Chat transcripts:** Retain interaction records to support service improvement and training.
  - **Analytics and reporting:** Report visitor volumes, most-viewed pages, document downloads, and other usage trends.
  - **Sentiment analysis:** Analyze feedback and free-text interactions to identify satisfaction trends and emerging issues.
  - **Intelligent search:** Provide predictive, typo-tolerant search with real-time suggestions.
  - **User-behavior analytics:** Use heatmaps and navigation data, including clicks and scroll depth, to improve user experience and content layout.
- **Security**
  - **User registration and authentication**
    - Require registration and authentication where access to protected information or services is needed.
    - Apply failed-login limits agreed with the RAF security team.
    - Enforce password requirements agreed with the RAF security team.
    - Use appropriate controls to distinguish legitimate users from bots or automated scripts.

- **Audit trail**
  - Generate a unique session identifier at login.
  - Record the general device or system type used to access the solution.
  - Associate user activity with the relevant session identifier.
  - Record successful and failed login attempts with timestamps.
- **Integration with Existing Portals**

  The RAF's Guidewire core business system and customer relationship management system each have dedicated portals. The new website and portal must provide a unified view of these services without disrupting their existing functionality. It must integrate securely with both internal and external systems.

- **Use Cases**
  - **Claim Eligibility Tool**
  - **Purpose**
    - Provide a public, non-authenticated tool that helps potential claimants assess whether they may qualify to lodge an RAF claim.
    - Use a dynamic, rules-based questionnaire aligned with eligibility criteria maintained on official RAF platforms.
    - Guide users to the appropriate next steps without initiating a formal claim.
  - **Core features**
    - Public access without authentication.
    - An introductory screen explaining that the tool is a pre-claim guide and not a formal claims-submission process.
    - Consent capture before the assessment begins.
    - An adaptive questionnaire based on previous responses.
    - Real-time validation against RAF eligibility rules.
    - Clear outcomes indicating potential eligibility or ineligibility.
    - Next-step guidance, including contact details, links to formal claim registration, required documents, educational material, and relevant disclaimers.
  - **Document Submission Platform (External-Facing Registers)**
  - **Purpose**
    - Provide an authenticated platform through which attorneys, claimants, and other external stakeholders can securely submit supporting documents through structured, traceable registers.

- Replace physical and email-based submissions by integrating directly with the RAF Enterprise Document and Records Management System (EDRMS), improving compliance, turnaround times, and auditability.

- **Core features**
  - Structured upload forms categorized by document type, case reference, and claim ID.
  - Mandatory metadata, including document type, submission date, reference number, and legal representative ID.
  - External-facing registers showing submission history and status.
  - Real-time validation against case metadata.
  - Automated audit logging.
  - Immediate acknowledgement receipts with unique reference numbers and timestamps.
  - A tracking dashboard showing document status and requests for resubmission or clarification.
- **System integration**
  - **EDRMS:** Secure storage, metadata capture, versioning, and records lifecycle management.
  - **Guidewire:** Association of uploaded documents with the correct claim using claim IDs or case numbers.
  - **RAF Identity and Access Management:** Authentication, authorization, and role-based access for external users.

- **Claim Status Monitoring**

- **Purpose**
  - Provide an end-to-end view of the claim lifecycle by orchestrating information from integrated back-end systems without duplicating their business logic.
- **Core features**
  - A consolidated view of claim initiation, investigation, assessment, offer, settlement, and litigation.
  - Interaction points for document uploads, query responses, and outcome viewing, while execution remains within the relevant systems of record.
  - Status flags and progress indicators driven by back-end process engines.

- **Systems of record**
  - Core claims systems, including Guidewire/Bokamoso and relevant in-house or legacy claims systems.
  - Litigation Management System.
  - SAP ECC, with planned migration to SAP S/4HANA.
  - Digital Customer Engagement/CRM.

- **Proactive Accident Prevention and Education Hub**

- **Purpose**
  - Provide a public education platform that supports accident prevention through interactive safety content, data sharing with transport authorities, and behavior-change initiatives.
- **Core features**
  - A hotspot analytics dashboard showing high-risk accident areas.
  - Online driver-safety courses and certification, with applicable RAF incentives.
  - Community reporting of hazards such as potholes and inadequate lighting.
- **System integration**
  - GIS and transport APIs for traffic and accident data.
  - A certification system that validates course completion.

5. OBJECTIVES OF THE RFI

This RFI is issued for market research purposes and is intended to enable RAF to:

- Identify website and portal solutions available in the market.
- Understand solution architectures, deployment and hosting models, integration capabilities, licensing and indicative pricing approaches, and support models.
- Inform the RAF's future procurement strategy, specifications, commercial model, implementation planning, and internal readiness.
- Reserve the RAF's right to invite selected respondents to demonstrations, clarification sessions, presentations, proof-of-concept discussions, or further market engagement, where required.

6. SUBMISSION REQUIREMENTS FOR INTERESTED PARTIES

- A company profile covering ownership, years of operation, South African presence, OEM or partner status, and relevant delivery capability.
- Relevant experience in supplying, implementing, integrating, maintaining, and supporting website and portal solutions.
- At least two comparable implementation references.
- A complete response to the business requirements in Section 4, including the solution's capabilities and functionality.
- The proposed solution's architecture.
- Human resources required for successful implementation.
- An indicative implementation approach covering phases, estimated timelines, assumptions, dependencies, risks, RAF resource requirements, and critical success factors.
- Indicative commercial information covering licensing or subscription models, implementation and support costs, optional modules, pricing assumptions, and key cost drivers.
- Available presentation or demonstration material illustrating the proposed solution, implementation approach, and suitability for RAF requirements.

7. SECURITY, COMPLIANCE, AND RESILIENCE

- Describe the security controls, including encryption at rest and in transit, role-based access control, MFA and SSO support, audit logging, secure configuration and credential management, data masking, and segregation of duties.
- Explain compliance with applicable legal, regulatory, privacy, and information security requirements, including POPIA and relevant enterprise security standards.
- Provide details on backup and restoration, disaster recovery, business continuity, uptime commitments, and indicative RTO and RPO, where applicable.

8. IMPLEMENTATION, ENABLEMENT, AND SUPPORT

- Describe the proposed implementation methodology, delivery phases, estimated timelines, assumptions, dependencies, risks, and RAF resource requirements.
- Explain the proposed training, knowledge transfer, user enablement, documentation, and post-implementation support, including service desk arrangements and escalation paths.
- Provide support and maintenance details, including update cycles, patching, response times, support hours, escalation procedures, and service-level commitments.
- Where existing data or test assets must be migrated, describe the migration, validation, reconciliation, and cutover approach.

9. COST AND LICENSING

- Provide an indicative pricing model, specifying whether costs are based on subscriptions, perpetual licenses, usage, users, virtual users, environments (development, test, and production), or enterprise entitlement.
- Separate indicative costs for development or customization, implementation, configuration, integration, training, knowledge transfer, support, maintenance, cloud consumption, and the human resources required for successful implementation.
- Describe license or subscription renewals, support entitlements, upgrade rights, price-adjustment mechanisms, exchange-rate assumptions where applicable, and minimum commitments.

- Identify cost drivers, exclusions, dependencies, third-party costs, optional services, and assumptions that could materially affect the total cost of ownership over twenty-four (24) months.
- Provide a detailed, itemized, non-binding cost breakdown for budgeting and planning. Distinguish once-off, recurring, optional, usage-based, and third-party costs, as well as assumptions or exclusions affecting total ownership or usage costs over twenty-four (24) months.
- State whether prices include or exclude VAT, are quoted in South African rand, and remain valid for a specified period. Also identify any dependence on exchange rates, OEM list prices, consumption volumes, minimum commitments, or future usage assumptions.

N.B The below table format should be used for price breakdown

Deliverables	**Price Y1** **VAT included**	**Price Y2** **VAT included**	**Total Price** **VAT included**
	R	R	**R**
	R	R	**R**
	R	R	**R**
	R	R	**R**
	R	R	**R**
	R	R	**R**
	R	R	**R**
	R	R	**R**
	R	R	**R**
Total	**R**	**R**	**R**