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|-------------------------------|----------------------------------------------------------------------------------------------------------------|
| RFI NUMBER:                   | RAF/2026/00066                                                                                                 |
| DESCRIPTION:                  | REQUEST FOR INFORMATION – PROCUREMENT OF A LEGAL CLAIMS RESOLUTION PLATFORM INCLUDING SUPPORT AND MAINTENANCE. |
| PUBLISH DATE:                 | 09 OCTOBER 2026                                                                                                |
| CLOSING DATE:                 | 16 OCTOBER 2026                                                                                                |
| CLOSING TIME:                 | 11:00 AM                                                                                                       |
| RESPONSES MUST BE EMAILED TO: | <a href="mailto:BACsecretariat@raf.co.za">BACsecretariat@raf.co.za</a>                                         |
| ATTENTION:                    | SCM – DEMAND MANAGEMENT                                                                                        |

**BIDDER NAME:** \_\_\_\_\_

**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: <i>(To be completed for each joint venture/ consortium member)</i> |  |
|----------------------------------------------------------------------------------------------------------------------------|--|
| Name of joint venture/consortium members                                                                                   |  |
| Registration number                                                                                                        |  |
| VAT registration number                                                                                                    |  |
| Contact person                                                                                                             |  |
| Telephone number                                                                                                           |  |
| Fax number                                                                                                                 |  |
| E-mail address                                                                                                             |  |
| Postal address                                                                                                             |  |
| Physical address                                                                                                           |  |

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

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

|                                                                                                            |  |
|------------------------------------------------------------------------------------------------------------|--|
| <b>If using subcontractors, indicate the following:</b><br><i>(To be completed for each subcontractor)</i> |  |
| 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.

### Bid enquiries:

|                   |                                                                        |
|-------------------|------------------------------------------------------------------------|
| Demand Management | <a href="mailto:BACSecretariat@raf.co.za">BACSecretariat@raf.co.za</a> |
|-------------------|------------------------------------------------------------------------|

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 in terms of the Road Accident Fund Act, 1996 (Act No. 56 of 1996), as amended. Its mandate is the provision of compulsory social insurance cover to all users of South African roads, to rehabilitate and compensate persons injured as a result of the negligent driving of motor vehicles in a timely and caring manner, and to actively promote the safe use of our roads.

The customer base of the RAF comprises not only the South African public, but all foreigners within the borders of the country. The RAF head office is in Centurion and RAF intends to establish Customer Experience Centres (CEC) in each province in the country.

## **2. SPECIAL INSTRUCTION TO BIDDERS**

- 2.1 The service provider must be an eligible, registered Service Provider in terms of the applicable laws of the Country and included in the National Treasury Central Supplier Database.
- 2.2 It is expected of bidders to have their Tax matters in order, prior to an award being made.
- 2.3 Companies or Director that are included on the National Treasury register for Restricted Suppliers and/ or Tender Defaulters will be automatically disqualified from the process.
- 2.4 The RAF reserves the right to appoint more than one bidder

## **3. BACKGROUND OF THE BID**

The RAF seeks to appoint a service provider to provide a Legal Claims Resolution Platform, including support and maintenance for a period of 12 months.

## **4. BUSINESS REQUIREMENTS**

### **4.1. Legal Claims Resolution Capability**

The bidder shall provide a Legal Claims Resolution Platform (LCRP) solution capable of supporting the end-to-end management of legal claims, including:

- Assessment of claim merits and liability.
- Claims settlement processing.
- Conflict claims management and resolution.
- Negligence apportionment determination.

- Legal decision support based on applicable legal rules and precedents (Case Law)
- Management of legal case files and claim records.
- Generation and management of settlement and legal correspondence.
- Management of legal documentation, agreements, forms, and questionnaires.
- Electronic document signing capabilities.
- Task, workflow, and deadline management.

The solution shall maintain a complete audit trail of all activities performed within the platform.

#### **4.2. Legal Knowledge and Content Management**

The bidder shall provide services for:

- Maintenance and enhancement of legal content within the solution.
- Updating legal templates, forms, precedents, and settlement documentation.
- Updating legal rules and negligence apportionment criteria arising from legislative changes, legal reforms, or case law developments.
- Validation and deployment of amended legal content into the production environment.
- All legal content updates shall be traceable and auditable.

#### **4.3. Business Process Optimisation**

The bidder shall provide capabilities to:

- Analyse claim processing efficiency and resolution outcomes.
- Identify process inefficiencies and bottlenecks.
- Recommend and implement workflow enhancements.
- Improve operational effectiveness through process automation and optimisation.

The solution shall provide visibility into operational performance and claims processing trends.

### **5. FUNCTIONAL REQUIREMENTS**

#### **5.1. Workflow Configuration**

The bidder shall configure and maintain business workflows that support:

- Ordinary claims processing.
- Conflict claims processing.
- Settlement recommendation workflows.
- Review and approval workflows.
- Correspondence generation workflows.
- Task allocation and escalation processes.

- Deadline and reminder management.

The solution shall support configurable business rules and workflow routing.

## **5.2. Document and Correspondence Management**

The solution shall provide:

- Electronic storage and retrieval of legal documents.
- Version control of legal content and templates.
- Generation of legal correspondence and settlement documentation.
- Secure document management capabilities.
- Digital signature integration and document execution.

The solution shall support controlled access to legal records and documentation.

## **5.3. Reporting and Analytics**

The solution shall provide reporting and analytics capabilities, including:

- Claims processing performance reporting.
- Claims resolution trend analysis.
- Workflow performance reporting.
- Management dashboards.
- Operational reporting.
- Audit and compliance reports.
- Legal outcome analysis and decision support reporting.

Reports shall be configurable and exportable in standard reporting formats.

# **6. TECHNICAL REQUIREMENTS**

## **6.1. Solution Configuration and Administration**

The bidder shall:

- Configure the solution to align with RAF business processes.
- Configure business rules, workflows, forms, templates, and notifications.
- Configure security profiles, access levels, and user roles.
- Configure reporting structures and operational dashboards.
- Maintain and enhance solution configurations throughout the contract term.

All configurations shall be documented and auditable.

## **6.2. Integration Requirements**

The bidder shall provide integration services and capabilities for interfacing the LCRP with RAF enterprise systems.

The solution shall support:

- Integration with RAF claims management systems.
- Integration with Guidewire components and related applications.
- Integration with reporting and analytics platforms.
- Integration with digital signature services.
- Secure exchange of data with external and internal systems.

The bidder shall provide:

- Integration design documentation.
- Data exchange specifications.
- Integration testing and validation.
- Support for end-to-end transaction processing across integrated platforms.

All integrations shall be secure, monitored, and auditable.

## **6.3. Data Management**

The bidder shall provide:

- Data migration services.
- Data validation and reconciliation capabilities.
- Data quality assurance services.
- Ongoing data maintenance and support.
- Mechanisms for preserving data integrity across environments.

The bidder shall ensure that migrated and operational data is complete, accurate, and auditable.

## **6.4. Infrastructure and Environment Support**

The bidder shall provide and support solution environments required for:

- Development and configuration activities.
- System Integration Testing (SIT).
- User Acceptance Testing (UAT).
- Production operations.

The bidder shall ensure that environments are maintained, operational, and available to support all solution services.

## **7. SECURITY AND ACCESS MANAGEMENT REQUIREMENTS**

The solution shall support:

- Role-based access control.
- User authentication and authorisation.
- User administration and access provisioning.
- Segregation of duties.
- Audit logging and monitoring.
- Access review and user privilege management.

The bidder shall ensure that the solution complies with RAF security and governance requirements.

## **8. TESTING REQUIREMENTS**

The bidder shall provide testing services covering:

- Configuration validation testing.
- System Integration Testing (SIT).
- User Acceptance Testing (UAT) support.
- Regression testing.
- Defect remediation and retesting.
- Production readiness verification.

The bidder shall provide evidence of successful testing before promotion of changes into production environments.

## **9. SUPPORT AND MAINTENANCE REQUIREMENTS**

### **9.1. Application Support Services**

The bidder shall provide:

- Level 3 product support.
- Incident investigation and resolution.
- Problem management and root cause analysis.
- Defect management and remediation.
- Deployment of fixes, enhancements, and updates.
- Vendor escalation and coordination where required.

The bidder shall maintain support processes that ensure timely resolution of incidents and defects.

## 9.2. Continuous Improvement Services

The bidder shall:

- Review application performance and usage trends.
- Recommend system improvements and enhancements.
- Implement approved configuration and functional enhancements.
- Maintain compliance with evolving legal and operational requirements.

The bidder shall demonstrate ongoing optimisation of the platform throughout the contract term.

## 10. RESERVATIONS

10.1. The RAF reserves the right to:

- Request the bidders to perform system demonstrations.
- Request the bidders to submit the proof of ownership of the proposed system or the proof of OEM partnership/reseller accreditation.

## 11. Mandatory Requirements

Bidders must indicate by ticking (✓) correct box indicating that they Comply OR do Not Comply.

| No | Description                                                                                                                                                                                                                                                                                                                                                | Comply | Not<br>comply |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------|
| 1  | <p>The bidder must be an OEM or an accredited partner / reseller of the proposed solution.</p> <p>The bidder must indicate compliance by ticking either <b>comply</b> or <b>not comply</b>.</p> <p>The RAF reserves the right to request documentary proof of ownership of the proposed system or the proof of OEM partnership/reseller accreditation.</p> |        |               |

**12. PRICING SCHEDULE**

| No. | Description                                     | Quantity | Unit Price | Total |
|-----|-------------------------------------------------|----------|------------|-------|
| 1.  | Software License Costs                          |          |            |       |
| 2.  | Solution Implementation costs                   |          |            |       |
| 3.  | Solution Hosting Costs                          |          |            |       |
| 4.  | Application Support and Maintenance (12 months) |          |            |       |
| 5.  | Business Support (12 months)                    |          |            |       |
|     | <b>Total Inclusive of VAT</b>                   |          |            |       |

