



RFI NUMBER:	RAF/2026/00048
DESCRIPTION:	REQUEST FOR INFORMATION: CLOUD-HOSTED OBSERVABILITY SOLUTION FOR THE ROAD ACCIDENT FUND (RAF) TO SUPPORT ENTERPRISE-WIDE MONITORING, ANALYTICS AND OPERATIONAL INTELLIGENCE ACROSS ITS HYBRID TECHNOLOGY ENVIRONMENT.
PUBLISH DATE:	04 August 2026
CLOSING DATE:	26 August 2026
CLOSING TIME:	11:00 am
COMPULSORY BRIEFING SESSION	N/A
RESPONSES MUST BE EMAILED TO:	bacsecretariat@raf.co.za
ATTENTION:	Demand Management

BIDDER NAME: _____

NB: ONLY THE ORIGINAL EQUIPMENT MANUFACTURER (OEM) OR ACCREDITED PARTNERS/RESELLERS 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 an 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 a 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	

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:

	bacsecretariat@raf.co.za
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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 also all foreigners within the country's borders. The RAF head office is in Centurion, and the RAF intends to establish Customer Experience Centres (CEC) in each province in the country.

2. SPECIAL INSTRUCTIONS TO BIDDERS

The respondent must be an eligible supplier, duly registered in accordance with applicable South African laws and on the National Treasury Central Supplier Database.

Respondents must ensure that their tax affairs are in order when submitting responses.

Companies or directors listed on the National Treasury Register for Tender Defaulters or Database of Restricted Suppliers will be automatically disqualified from the process.

3. INTRODUCTION

The Road Accident Fund (RAF) invites eligible Original Equipment Manufacturers (OEMs) and accredited partners or resellers to provide information on Cloud-Hosted Observability Solutions capable of supporting enterprise-wide visibility across RAF's hybrid Technology and Digital (T&D) environment.

This RFI is a non-binding market-information exercise and does not constitute a Request for Bid, Proposal or Quotation, nor a commitment by RAF to procure any product or service.

4. BACKGROUND OF THE RFI

RAF is modernising its Technology and Digital (T&D) environment to improve operational efficiency, service delivery and business resilience. The environment spans on-premises infrastructure, Amazon Web Services (AWS), Microsoft Azure, Microsoft 365, enterprise applications, databases, storage platforms and network services.

Existing monitoring capabilities provide fragmented and largely reactive visibility across this environment. This contributes to delayed issue detection, prolonged root cause investigation, limited cross-domain correlation, and insufficient predictive insight as the hybrid estate expands.

RAF therefore requires a clearer understanding of modern cloud-hosted observability approaches that can unify telemetry and operational insight across infrastructure, applications, networks, databases, cloud services and digital user experiences. Relevant capabilities include real-time telemetry, distributed tracing, application performance monitoring, service dependency mapping, business transaction monitoring, AI-driven analytics, predictive alerting, automated diagnostics and cloud cost optimisation.

5. OBJECTIVES OF THE RFI

Through this RFI, RAF intends to obtain sufficient market information to:

- Identify viable cloud-hosted observability platforms and their supported functional capabilities.
- Compare hosting, deployment, integration and implementation models suitable for RAF's hybrid environment.
- Assess security, compliance, data residency, scalability and interoperability considerations.
- Understand implementation timelines, skills requirements, support services and relevant supplier experience.
- Establish indicative licensing, subscription, consumption and total-cost structures for market analysis.
- Identify current industry practices, product roadmaps and emerging observability capabilities.
- Generate evidence to refine RAF's business requirements, technical specifications and assessment criteria for any future competitive procurement process.

6. SCOPE OF WORK

RAF seeks information regarding a Cloud-Hosted Observability Solution capable of providing comprehensive observability across its hybrid Technology and Digital (T&D) environment.

The proposed solution should support observability across cloud services, on-premises infrastructure, enterprise applications, databases, storage systems, network devices, and digital services through a unified platform.

Mandatory requirement: Every respondent must complete all capability matrices in Sections 6.1 to 6.8 and mark exactly one option for every listed capability: **Yes** where fully available as standard; **Partial** where only some functionality is available or additional configuration is required; **No** where unavailable; or **Roadmap** where planned but not currently available. Respondents must not leave any capability row blank. For every response marked **Partial** or **Roadmap**, the comments column must explain the available functionality, limitations, modules, licensing, configuration, third-party dependencies and, where applicable, the expected availability date. Completion of the matrices forms part of the Section 7.1 core information and the non-scored completeness review. An incomplete matrix may result in the respondent not being invited to the mandatory solution demonstration.

6.1 Infrastructure Observability

The proposed solution should provide:

Capability	Yes	Partial	No	Roadmap	Comments / Supporting Information
Monitoring of physical and virtual servers	☐	☐	☐	☐	
Storage monitoring and performance analytics	☐	☐	☐	☐	
Network performance monitoring	☐	☐	☐	☐	
Infrastructure health monitoring	☐	☐	☐	☐	
Capacity utilisation tracking and forecasting	☐	☐	☐	☐	
Resource consumption analytics	☐	☐	☐	☐	
Availability and performance monitoring	☐	☐	☐	☐	

6.2 Application and Service Observability

The proposed solution should provide:

Capability	Yes	Partial	No	Roadmap	Comments / Supporting Information
Application Performance Monitoring (APM)	☐	☐	☐	☐	
Distributed tracing	☐	☐	☐	☐	

Service dependency mapping	☐	☐	☐	☐	
Business transaction monitoring	☐	☐	☐	☐	
Application diagnostics	☐	☐	☐	☐	
Root cause analysis	☐	☐	☐	☐	
End-to-end service visibility	☐	☐	☐	☐	

6.3 Cloud and Hybrid Environment Monitoring

The solution should support:

Capability	Yes	Partial	No	Roadmap	Comments / Supporting Information
Amazon Web Services (AWS) observability	☐	☐	☐	☐	
Microsoft Azure observability	☐	☐	☐	☐	
Multi-cloud monitoring and analytics	☐	☐	☐	☐	
Hybrid cloud visibility	☐	☐	☐	☐	
Cloud-native workload monitoring	☐	☐	☐	☐	
Resource utilisation analysis	☐	☐	☐	☐	
Cloud optimisation insights	☐	☐	☐	☐	

6.4 Log Management and Analytics

The solution should provide:

Capability	Yes	Partial	No	Roadmap	Comments / Supporting Information
Centralised log collection	☐	☐	☐	☐	
Log aggregation and correlation	☐	☐	☐	☐	
Log search capabilities	☐	☐	☐	☐	
Event analytics	☐	☐	☐	☐	
Long-term retention options	☐	☐	☐	☐	
Operational intelligence reporting	☐	☐	☐	☐	

6.5 Digital Experience Monitoring

The solution should support:

Capability	Yes	Partial	No	Roadmap	Comments / Supporting Information
Real User Monitoring (RUM)	☐	☐	☐	☐	
Synthetic transaction monitoring	☐	☐	☐	☐	
End-user experience analytics	☐	☐	☐	☐	
Service availability monitoring	☐	☐	☐	☐	
Digital service performance visibility	☐	☐	☐	☐	

6.6 Artificial Intelligence and AIOps Capabilities

The proposed solution should provide:

Capability	Yes	Partial	No	Roadmap	Comments / Supporting Information
AI-driven anomaly detection	☐	☐	☐	☐	
Predictive analytics and forecasting	☐	☐	☐	☐	
Alert correlation	☐	☐	☐	☐	
Root cause identification	☐	☐	☐	☐	
Intelligent incident prioritisation	☐	☐	☐	☐	
Performance trend analysis	☐	☐	☐	☐	
Automated operational insights	☐	☐	☐	☐	

6.7 Integration Requirements

The proposed solution should support integration with RAF's technology ecosystem, including:

Capability	Yes	Partial	No	Roadmap	Comments / Supporting Information
Microsoft Azure	☐	☐	☐	☐	
Amazon Web Services (AWS)	☐	☐	☐	☐	
Microsoft 365	☐	☐	☐	☐	
Active Directory	☐	☐	☐	☐	

Microsoft Entra ID	☐	☐	☐	☐	
Security Information and Event Management (SIEM) platforms	☐	☐	☐	☐	
IT Service Management (ITSM) solutions	☐	☐	☐	☐	
Privileged Access Management (PAM) solutions	☐	☐	☐	☐	
Open APIs and third-party integrations	☐	☐	☐	☐	
Existing monitoring and operational management tools	☐	☐	☐	☐	

6.8 Security and Compliance

The solution should provide:

Capability	Yes	Partial	No	Roadmap	Comments / Supporting Information
Role-based access control (RBAC)	☐	☐	☐	☐	
Multi-factor authentication (MFA)	☐	☐	☐	☐	
Single Sign-On (SSO)	☐	☐	☐	☐	
Audit logging and audit trail capabilities	☐	☐	☐	☐	
Encryption of data in transit and at rest	☐	☐	☐	☐	
Compliance reporting	☐	☐	☐	☐	
Support for POPIA compliance	☐	☐	☐	☐	
Secure data management practices	☐	☐	☐	☐	

Where applicable, respondents should indicate available data residency options and the location of hosted services and data centres.

7. INFORMATION REQUIRED FROM RESPONDENTS

Respondents must provide the twelve core information items in Section 7.1, including fully completed capability matrices for Sections 6.1 to 6.8. These items will be used for the non-scored

completeness review in Section 9 and to determine eligibility for a mandatory solution demonstration. Information in Section 7.2 is optional and supporting; its omission will not, on its own, prevent a respondent from being invited. Responses should clearly identify assumptions and exclusions and indicate whether capabilities are standard, optional, third-party, customised or on the product roadmap.

7.1 Core Information Required

- **Respondent details:** Registered company name, registration number and authorised contact details.
- **OEM status:** Confirmation of whether the respondent is the OEM or an accredited partner/reseller, with evidence of current authorisation to market, implement and support the solution in South Africa.
- **Company capability:** Brief summary of local delivery capacity and relevant experience with comparable hybrid or multi-cloud observability implementations.
- **Proposed solution:** Product name, OEM, edition, version, modules and any third-party components.
- **Functional capability:** Fully completed capability matrices in Sections 6.1 to 6.8, with exactly one response selected for every capability and the required comments provided for all Partial and Roadmap responses. No row may be left blank.
- **Deployment architecture:** Hosting model, cloud region, high-level architecture, availability, backup, disaster recovery and data-residency arrangements.
- **Integration and telemetry:** Supported telemetry, collection methods, OpenTelemetry, APIs and integration approach for RAF's technology environment.
- **Security and privacy:** Key controls for identity, access, encryption, audit logging, data protection, retention and POPIA support.
- **Scalability and reporting:** Scalability, performance, dashboards, analytics, alerting and cloud-cost visibility capabilities.
- **Indicative commercial model:** Licensing or subscription basis, principal cost drivers, indicative five-year cost and key assumptions or exclusions, aligned with Section 10.
- **Implementation approach:** High-level delivery phases, indicative timeline, dependencies, RAF prerequisites, training and time to operational readiness.
- **Support approach:** Local support capability, service hours, escalation, OEM support and available managed, co-managed or RAF-operated service models.

7.2 Optional and Supporting Information

Respondents may provide the following additional information, where available, to support RAF's market analysis. This information is optional and its omission will not, on its own, affect eligibility for a solution demonstration:

- Relevant organisational, product, technical, security or personnel certifications.
- One or more comparable customer references, including a brief description of the implementation, outcomes achieved and contact details where permission has been obtained.
- Product roadmap, lifecycle policies, planned enhancements and known end-of-support or upgrade considerations.
- Detailed solution limitations, dependencies, third-party requirements, data-portability options and exit arrangements.
- Detailed pricing breakdown, professional-services rates, available discounts, escalation assumptions and cost-control features.
- Detailed implementation, migration, testing, acceptance, training, service-level, managed-service and transition plans.
- Joint-venture, consortium or subcontracting arrangements, including the proposed roles of participating parties, where applicable.
- Relevant brochures, architecture diagrams, case studies, technical data sheets or independent assurance reports.

8. MANDATORY SOLUTION DEMONSTRATION

8.1 Invitation and Eligibility

Following the non-scored completeness review in Section 9, RAF will invite respondents that have provided the twelve core information items in Section 7.1, including fully completed capability matrices, in sufficient detail. Optional information under Section 7.2 will not, by itself, determine eligibility. Invitations will be issued in writing and will specify the date, format, duration, participants, scenarios, preparation requirements, technical prerequisites, data requirements and administrative arrangements.

8.2 Purpose and Demonstration Scope

The demonstration is intended to validate the capabilities, assumptions and information contained in the respondent's submission. RAF may require the respondent to demonstrate:

- End-to-end observability across infrastructure, applications, networks, databases, cloud services and digital user experiences.
- Application performance monitoring, distributed tracing, business transaction monitoring and service dependency mapping.
- Hybrid and multi-cloud visibility across RAF's on-premises, AWS and Microsoft Azure environments.
- AI-driven analytics, anomaly detection, alert correlation, predictive insights and root-cause analysis.
- Operational and executive dashboards, reporting, cloud-cost visibility and optimisation insights.

8.3 Demonstration Requirements

Invited respondents must demonstrate the proposed solution against RAF-defined scenarios and identify any assumptions, limitations, configuration, licensing, additional modules or third-party dependencies. RAF may request supporting evidence or technical clarification to validate information already submitted. Demonstrations will not be scored or ranked and will not constitute a competitive bid evaluation. A respondent that cannot demonstrate a stated capability must clearly explain the limitation and any alternative approach or planned availability.

8.4 Costs and RAF-Provided Resources

All costs associated with preparing for and participating in the demonstration, including personnel, travel, licensing, equipment, connectivity, configuration and third-party services, will be borne by the respondent unless RAF agrees otherwise in writing. RAF will not reimburse participation costs.

RAF may, at its discretion, provide limited access to an approved non-production environment, test data or specified connectivity. The written invitation will confirm the availability and conditions of any RAF-provided resources. Respondents must not assume that RAF will provide infrastructure, licences, internet connectivity, data sets or technical resources unless expressly stated.

8.5 Security, Privacy and Confidentiality

Respondents must use test, synthetic or anonymised data wherever practicable. RAF production data, personal information or confidential information may not be accessed, transferred,

processed, stored or used unless RAF has expressly authorised this in writing and specified the applicable safeguards.

Respondents and their personnel must comply with RAF's notified security, access-control, confidentiality, privacy and acceptable-use requirements. Access must be limited to authorised personnel and approved systems. Any RAF information, credentials or access tokens must be protected and used only for the authorised demonstration.

Confidential information includes all non-public RAF business, operational, technical, security, commercial and personal information disclosed in any form. It may be shared only with authorised personnel and approved subcontractors that require access and are bound by equivalent confidentiality obligations. The respondent remains responsible for any breach by its personnel or subcontractors.

Any actual or suspected loss, unauthorised access, use, disclosure or compromise of RAF information must be reported to RAF immediately. The respondent must cooperate with RAF to investigate, contain and remediate the incident and may not issue a public statement without RAF's prior written authorisation.

8.6 Completion and Non-Attendance

On RAF's request or completion of the demonstration, the respondent must promptly return or securely destroy RAF information, copies, extracts, credentials and access tokens, except where retention is required by law. Any legally retained information must remain protected and may not be used for another purpose.

Failure by an invited respondent to attend or complete the demonstration, without an alternative arrangement approved by RAF in writing, may result in the respondent's information not being considered further in the market analysis. Participation in a demonstration does not confer preferential treatment, pre-qualification or any right or advantage in a future procurement process.

9. RESPONSE REVIEW AND DEMONSTRATION METHODOLOGY

RAF will apply the following non-scored process:

Stage 1: review each response for completion of the twelve core information items in Section 7.1, including every capability-matrix row;

Stage 2: invite respondents that have provided the required core information in sufficient detail to the mandatory demonstration conducted under Section 8; and

Stage 3: consolidate the written responses and demonstration observations for market analysis and refinement of possible future requirements.

No points, weights, minimum thresholds or comparative ranking will be applied. A response that omits a core item, leaves a capability row blank, selects more than one response for a capability, or omits the required explanation for a Partial or Roadmap response may be regarded as incomplete. RAF may request clarification of information already submitted, but such clarification may not introduce a materially new response. Optional information under Section 7.2 will not, by itself, affect demonstration eligibility.

10. INDICATIVE COMMERCIAL INFORMATION

Respondents must provide indicative commercial information in South African Rand, inclusive of VAT. All figures are non-binding and will be used solely for market analysis, affordability assessment and the refinement of requirements for any future competitive procurement process. Submission of commercial information does not constitute a formal quotation, bid or offer and creates no obligation on RAF to procure any product or service.

Deliverables	Price Year 1 (Supply, Installation, configuration & Training)	Price Year 2 (Support incl. CPI)	Price Year 3 (Support incl. CPI)	Price Year 4 (Support incl. CPI)	Price Year 5 (Support incl. CPI)
Implementation, configuration, integration and commissioning of the Cloud-Hosted Observability Solution	R	N/A	N/A	N/A	N/A
Subscription and licensing for the Cloud-Hosted Observability Solution, including infrastructure, application, network, database, log, digital experience and cloud observability capabilities	R	R	R	R	R
Technical support, maintenance, upgrades and managed services for the Cloud-Hosted Observability Solution	R	R	R	R	R
Training and skills transfer for 30 RAF resources in Years 1 and 3	R	N/A	R	N/A	N/A
Total, VAT inclusive	R	R	R	R	R
Total Indicative Five-Year Cost, VAT Inclusive					

11. FUTURE PROCUREMENT PROCESS AND DISCLAIMER

RAF may use information supplied under Sections 7 and 10, together with observations and clarifications arising from demonstrations under Sections 8 and 9, to refine business and technical requirements, determine suitable deployment and support models, develop evaluation criteria, compile specifications and decide whether further market engagement or a proof of concept may be appropriate for a future competitive procurement process.

This RFI is issued solely for information-gathering and market-research purposes. It does not constitute an offer, quotation, bid evaluation, pre-qualification, shortlisting, scoring process or commitment by RAF to procure any product or service. Participation in the RFI or a demonstration confers no preferential right or advantage in a future procurement process. RAF may amend, withdraw or terminate this RFI process at any time without liability to respondents

