



RFI NUMBER:	RAF/2026/00026
DESCRIPTION:	THE ROAD ACCIDENT FUND REQUIRES A NICE WORKFORCE MANAGEMENT (WFM) SOLUTION, INCLUDING LICENSING, MAINTENANCE, SUPPORT, HOSTING AND INTEGRATION WITH THE TELVIVA TELEPHONY SOLUTION, TO SUPPORT CONTINUED CONTACT CENTRE OPERATIONS FOR A PERIOD OF 12 MONTHS.
PUBLISH DATE:	12 MAY 2026
CLOSING DATE:	19 MAY 2026
CLOSING TIME:	11:00AM
COMPULSORY BRIEFING SESSION	Not applicable, interested parties are requested to use the email address below to seek clarification where required.
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)	<input type="checkbox"/>
Accredited Partner /Reseller of the OEM	<input type="checkbox"/>

Kindly provide written confirmation supporting the above

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	

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
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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

1.1 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.

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 when the proposals are submitted.
 - 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 use the bidder's proposal in any other procurement method where required and may result in an award
- 3 Bidders must clearly indicate whether they are the OEM or an accredited partner / reseller of the OEM and provide documentary proof of accreditation where applicable.

3. BACKGROUND

- 3.1 RAF has, for a number of years, relied on an external service provider to provide Contact Centre services through a combination of technology platforms and specialist third-party service providers.
- 3.2 As part of the Contact Centre transition, RAF intends to maintain continuity of the current technology ecosystem where feasible through direct engagements with OEMs or accredited partners.
- 3.3 The current Contact Centre ecosystem includes the Telviva Telephony Solution and supporting technologies that enable workforce management, call recording, speech analytics, quality management, operational reporting, dashboards, and related contact centre operational support.
- 3.4 This RFI is issued to obtain information from the relevant OEM or accredited partner regarding licensing, maintenance, support, hosting, integration and transition requirements for a period of 12 months.

3.5 The proposed solution must integrate and communicate with the Telviva Telephony Solution and, where applicable, support continuity of the existing Contact Centre technology ecosystem including Digital Customer Engagement (DCE) CRM and related operational reporting requirements.

4. SCOPE OF WORK

4.1 The bidder is required to provide information and pricing for a NICE WFM solution that supports Contact Centre workforce planning, scheduling, forecasting, adherence, reporting and related WFM operational functions.

- Provide NICE WFM subscription licensing for the required RAF Contact Centre users for a period of 12 months.
- Provide maintenance, support, software updates, patches and operational support for the NICE WFM solution.
- Provide hosting and/or managed services where applicable, including infrastructure, monitoring, availability and security controls.
- Ensure the NICE WFM solution integrates and communicates with the Telviva Telephony Solution for agent, queue and call information required for WFM processes.
- Support workforce forecasting, staffing requirements, shift scheduling, pause/break scheduling, intraday management and schedule adherence.
- Provide reporting and operational visibility for WFM planning, performance monitoring and management decision-making.
- Provide implementation, transition, configuration, training and knowledge transfer support.
- Provide details of dependencies, assumptions, prerequisites and timelines required to transition or continue the solution.

4.2. Functional Requirements

- Forecasting contact volumes, workload and staffing requirements across relevant queues and channels.
- Multi-skill and multi-site scheduling capability where applicable.
- Intraday management and change management capability.
- Real-time and historical schedule adherence monitoring.

- Time-off management and agent self-service functionality where available.
- Standard and configurable reporting, including export capability.
- Ability to support operational planning for permanent and temporary resources.
- Ability to scale up or down in line with RAF operational requirements.

4.3 Integration Requirements

- Confirm integration approach with the Telviva Telephony Solution.
- Confirm data required from Telviva for WFM purposes, including agent, queue, call and activity information.
- Confirm any API, file transfer, connector, data feed or configuration requirements.
- Confirm whether integration with DCE CRM or reporting platforms is required or supported.
- Confirm transition timelines and any dependencies on Telviva, RAF ICT or third-party providers.

4.4 Support and maintenance

- Interested bidders must propose a sample of a maintenance and support contract. The proposed contract must support software updates, patches, and regular system maintenance. Further technical assistance should be easily reachable via phone, email, or client web portal and provide prompt service.
- The bidder is expected to provide technical assistance, respond to technical issues, and provide reliable information on the implementation methodology and solution features.
- The bidder must respond and resolve calls logged within the following timeframes:

Category	Response	Resolution
Priority 1 – Urgent	15 minutes	1 hour
Priority 2 – High	30 minutes	2 hours
Priority 3 – Medium	45 minutes	6 hours
Priority 4 – Low	60 minutes	+10 hours

Priority 1 – Urgent means malfunction and/or degraded services of the solution which limits access to the systems; or the solutions are unusable; or disables or prevents access to the solution itself, or renders any strategic element of the solution unusable, with data loss or corruption, license issues; or the above refers to 100% of users affected and/or any administrator

Priority 2 – High means the malfunction and/or degraded services of the service which affects 50% or less users and/or any administrator as per priority 1 above; or the error has a serious impact on any activity. The system is still usable but will not execute commands promptly.

Priority 3 – Medium means calls that are affecting the solution which do not fall into priority 1 or 2 above but need to be resolved within 3 hours.

Priority 4 – Low means the solution service requests that can take longer than five (5) hours (e.g., projects, developments, procurement)

5. PRICING SCHEDULE

SERVICE DESCRIPTION	PERIOD	NUMBER OF USERS	MONTHLY	TOTAL 12 MONTHS
NICE WFM Enhancement, Maintenance & Support	Annual (12 months)	20		
NICE WFM Licenses	Annual (12 months)	20		
NICE WFM Hosting / Managed Services	Annual (12 months)	20		
Implementation, Integration, Training and Knowledge Transfer	Annual (12 months)	20		
			SUB-TOTAL	
			VAT	
			TOTAL	

Interested Bidders are required to submit the following:

No.	Required	Submitted (Yes/No)
1.	Confirmation if bidder is an OEM or accredited partner/reseller	
2.	Documentary proof of OEM accreditation / authorisation where applicable	
3.	Bidder's proposal in respect of RAF requirements	
4.	Bidder's Pricing using pricing schedule	
5.	Bidder's proposed team to support RAF requirements	
6.	Implementation / transition approach	
7.	Integration approach with the Telviva Telephony Solution and related Contact Centre ecosystem	
8.	Security, data protection, access control and compliance approach	
9.	Bidders Client references (Completed table)	
9.	Any additional information	

NB: The RAF reserves the right to use the bidders proposal in any other procurement method where required and may result in an award

Bidders Client References

You are requested to provide the following information in instances where you have previously rendered the specified services, interested parties may attach written client reference letter/s to support the information submitted below.

No	Project Description	Services rendered	Contract start date	Contract End date	Client Name	Client Contact Person	Client Email Address	Client Telephone number
1.								
2.								
3.								