



RFI NUMBER:	RAF/2026/00025
DESCRIPTION:	THE ROAD ACCIDENT FUND REQUIRES A CALLBI SPEECH ANALYTICS SERVICE, 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	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/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"/>
Mimecast accredited Partner /Reseller	<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:

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 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 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 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. 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.
- 3.2. 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.
- 3.3. 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.

4. SCOPE OF WORK

The bidder is required to provide information and pricing for a CallBi Speech Analytics service that supports transcription, analytics, compliance monitoring, quality management and operational insights from contact centre voice recordings.

- Provide CallBi Speech Analytics subscription licensing for the required RAF Contact Centre users / call volumes for a period of 12 months.
- Provide maintenance, support, software updates, patches and operational support for the CallBi solution.
- Provide hosting and/or managed services where applicable, including availability, security and data protection controls.
- Ensure CallBi integrates and communicates with the Telviva Telephony Solution for ingestion of call recordings and associated metadata.
- Support automated transcription, speech analytics, keyword / phrase search, compliance monitoring and performance insights.
- Support reporting, dashboards and data export capabilities for RAF business and operational reporting requirements.
- Provide implementation, transition, configuration, training and knowledge transfer support.
- Provide details of dependencies, assumptions, prerequisites and timelines required to transition or continue the solution.

4.1. FUNCTIONAL REQUIREMENTS

- Automated ingestion of call recordings from Telviva or agreed recording source.
- Transcription capability for supported South African languages and dialects where available.
- Keyword, phrase and query-based analytics across call transcripts.
- Compliance, quality assurance and productivity analytics.
- Dashboards and data export capability, including potential integration with Excel, PowerBI or web applications.
- Metadata capture and reporting including timestamp, audio file name, agent, queue, customer phone number and caller ID where available.
- Ability to scale in line with RAF call volumes and operational requirements.

4.2 INTERGRATION REQUIREMENTS

- Confirm integration approach with the Telviva Telephony Solution.
- Confirm whether CallBi requires direct integration with Call Cabinet or can ingest recordings independently from Telviva.
- Confirm required audio formats, metadata fields, transfer mechanisms and ingestion frequency.
- Confirm API or data export capability for integration with reporting tools and quality management processes.
- Confirm data security, hosting location, POPIA / GDPR / ISO compliance posture and retention considerations.

4.2 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
CallBi Speech Analytics Enhancement, Maintenance & Support	Annual (12 months)	20 Users		
CallBi Speech Analytics Licences / Subscription	Annual (12 months)	20 Users		
CallBi Hosting / Managed Services	Annual (12 months)	20 Users		
Implementation, Integration, Training and Knowledge Transfer	Annual (12 months)			
SUB-TOTAL				
VAT				
TOTAL				

6. SUBMISSION REQUIREMENTS

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)	
10.	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 Address	Email	Client Telephone number
1.									
2.									
3.									