

Q AND A PACK

RAF/2025/00028: APPOINTMENT OF A SERVICE PROVIDER TO REDEVELOP RAF LEGACY CLAIMS APPLICATIONS FROM DESKTOP BASED TO WEB BASED APPLICATIONS FOR A PERIOD OF TWELVE (12) MONTHS.

EMPLOYER:	The Road Accident Fund ("RAF")
RFP NUMBER:	RAF/2025/00028
DESCRIPTION:	Appointment of a service provider to redevelop RAF legacy claims applications from desktop based to web based applications for a period of twelve (12) months.
DATE OF PUBLICATION:	18 August 2025
BID VALIDITY PERIOD:	90 days from the Bid Closing Date
BID CLOSING DATE:	16 September 2025
BID CLOSING TIME:	11h00 am
TENDERS MUST BE HAND DELIVERED OR COURIERED TO:	The Road Accident Fund (RAF) 420 Witch Hazel Avenue Eco Glades 2 Office Park, Block F (at reception) Attention: RAF's Representative mentioned below
RAF'S REPRESENTATIVE	Bathabile Mahlangu, e-mail: bathabilem@raf.co.za

NOTE: SEE ATTACHED ANNEXURE B FOR FURTHER CLARIFICATION

Question	RAF Response
1. Could you please clarify whether there is a preferred technology stack or approach for modernization, such as the adoption of low-code/no-code solutions?	The approach will be a low-code solution with integration and reusability of existing functions. RAF predominantly uses the Microsoft .NET Core platform to develop its solutions.
2. Is the Front-end Web Development to be limited to Microsoft Technologies Only or if you are Open for other Tech Stack Like Angular, React.	It is not limited to Microsoft technologies, however, the organisation has heavily invested on Microsoft technology
3. Kindly provide an overview of RAF's O365 licensing landscape (e.g., E3/E5 licenses for all users). Additionally, do the users currently hold Microsoft Power Platform premium licenses?	There's no O365 dependency in this project. Yes, RAF does have Microsoft Power Platform Premium licenses
4. Is the migration of existing databases to a cloud database within the project scope? If so, please share information regarding data volumes, types (structured/ unstructured), schema details, and related specifics.	No, it is out of scope.
5. We understand that the middleware comprising RAF claims modules will be developed by the RAF team, and that the service provider should collaborate with RAF on integration tasks. The scope of work for Service Provider is limited to front end Development Only. Kindly confirm our Understanding	Your understanding is correct. If necessary, some collaborations will be required to enhance the middleware during the integration work between the middleware and front-end development.

6. What is the current technology stack used for the middleware layer?	RESTful Web API
7. Is there an established DevOps pipeline in the present ecosystem, or is the service provider expected to design and implement a DevOps pipeline for continuous deployment?	Yes, the platform is currently not fully utilised for continuous deployment.
8. Please offer details regarding RAF's governance requirements.	Adherence to POPIA, PAIA and HIPAA
9. Are specific test automation tools currently employed, or may the service provider propose suitable test automation solutions?	None currently employed, the Service provider can make a proposal.
10. Is there an established performance testing process and tool in use at RAF? If so, please provide details. Alternatively, should the service provider define the performance testing approach?	No performance tools currently in operation.
11. Are there any particular security or penetration testing requirements based on RAF processes? If so, kindly share further information.	Out of scope for this project.
12. The scope given in Annexure A is a very high-level scope for Doing an effort estimation. Will RAF be able to provide screenshots for each of the Systems within the four Modules	RAF won't be able to provide screenshots for each system at this stage also because the redesigned solution won't follow the current system design.
13. The scope given in Annexure A is a very high-level scope for Doing an effort estimation. Will RAF be able to give a BRD detailing the functionality of Each Module and the systems	Duplicate

14. Based on the current project scope, could you estimate the number of screens for Each Module and the affiliated systems and their complexity level (simple, medium, or complex)?	Estimation will be: Origination (±18 Screens), Determination (±26 Screens), Litigation (±20 Screens), Post Settlement (± 14 Screens). This also depends on the UI design by role.
15. What are the Various LoB's that this Claims System will Cater to? Personal cover to accident victims or their families and Indemnity cover to wrongdoers. Is there any Other LoB that RAF catres to	This will be an internal system used by RAF Officers to process claims; it doesn't have an external interface to allow access to other parties except RAF employees.
16. What are the core functionalities that must be retained in the web version (Is it same as Appendix A)? Are there new features or enhancements expected in the web version?	As per Appendix A. Enhancements can be on UI/UX design
17. What are the critical workflows or user journeys that must remain uninterrupted?	All existing workflows must be maintained.
18. As per Our Understanding, Guidewire remains RAF's chosen Platform. What is the Legacy Claims Desktop Applications Used for? Are some Modules used in Legacy System and some in Guidewire?	RAF uses a Hybrid claim system to process claims based on the age of a claim.
19. UI Changes - Do we retain the same as in the Desktop Application or Should they be revamped based on requirements to be provided. If they need to be changed, will RAF be able to share the information now	UI should mimic the existing design, there would be changes necessitated by the new platform and tech, system flow will not change that much.
20. What is the purpose of the project, Is it just removing dependency on VDI and improving	To remove dependency on VDI, improve architectural design and remove redundant functionality

UX? Or are there any known pain points or limitations in the current desktop application?	
21. Is Migration in scope. If so, are there any retention rules (For e.g.: past 7 years closed claims)	Out of scope for this project.
22. Can RAF provide an ERD or schema (existing)?	Not at this stage.
23. Can the volume of Users, Claims received/processed (say average per year) etc shared	±2300 users assigned to different roles and functions in the claims value chain, ± 250k claims active on the legacy system
24. The redeveloped applications should maintain existing functionality while capitalizing on flexibility and navigation features and best practices. What does “flexibility” mean in this context—configurability, scalability, user customization? Should users be able to personalize views, workflows, or data inputs?	Flexibility in relation to scalability, ability to accommodate new requirements, integrations and enhancements without major architectural changes.
25. Are there any usability benchmarks or standards to follow?	Not at this stage.
26. Are there specific compliance or design frameworks to adhere to (e.g., WCAG, ISO)?	Not at this stage.
27. Originate claims lodged via different claims lodgement channels - What are the various channels? Paper forms? Are there Portals? If handwritten – is OCR used or intended to be used? Digital forms available?	In the main, claims are lodged via physical documents that have been hand delivered or sent via mail. The electronic lodgements are currently available for supplier claims. No OCR is used.
28. Verify Personal Details with the Home Affairs population database - Home Affairs Web	Manual

Service – can be reused as such? At present is it automatic or manually triggered?	
29. Claim Determination module - How is the delegation of authority framework implemented in the system? Role-based access, approval limits, escalation paths?	Role-based with set mandates and limits.
30. How are documents stored and tracked in the system?	No document tracking in the legacy system, there's a separate system for document management.
31. What is Batch R System?	System to batch claims-related payments to SAP.
32. What specific mandates or rules are defined in the delegation of authority framework?	To be shared with the appointed service provider.
33. Are these mandates role-based, task-based, or both? Should access controls be enhanced or maintained as-is?	Role based
34. Is there a requirement to track who attempted what and when? (Audit)	Audit logs should be maintained.
35. Is there any identity management system to be integrated with?	Yes, but that integration is out of scope for this project.
36. Capturing Court Orders : is it just a document storage? How is handled now? Is it manual? OCR in place or required to be Developed?	It is capturing of court order details to settle a claim.
37. What is Linked Matters?	Matters/Claims relating to the same incident/accident.
38. Are these payments one-time or recurring? How is recurrence managed or tracked?	Ad hoc, processed as received.

39. Can multiple invoices be submitted at once? Is bulk upload supported?	No bulk uploads
40. How is the contract validated?	There's a manual process to validate a contract
41. Where is the data for contracts and undertakings stored?	Claims database
42. Do you require multi-language or localization support?	Not at this stage.
43. While we have presence in South Africa, Is RAF open to work in an Offshore Onsite Model, where Key resources will be stationed at Onsite (Working from RAF Office), and Some team members will be based from Offshore	RAF is amenable to such arrangement, project delivery is the key matrix.
44. Since a Module wise Price has been asked for will RAF be able to share detailed functionality and screen information	Not at this stage. Can use information shared here relating to screens per module and the number of system users.
45. Since we are expected to receive the Answers on Wednesday/Thursday, and response and estimation must be based on Functionality and screen information Can we perhaps get a week extension?	No extensions will be granted.
46. Current system and pain points What are the main challenges you face with the current legacy claims applications (e.g., performance, user experience, maintenance cost, compliance)?	The main issue is around technology currently deployed; the Apps are predominantly desktop Apps that rely on a delivery platform (Citrix) that the organization wants to retire. There is performance issues linked to configuration issues and solution design which affect availability and performance of the systems.

How many different desktop-based systems exist today, and are they integrated with each other?	There are about 21 Desktop Apps in scope of this project, they fulfil different functions within claims workflow. They have same data source which is the claims database which covers the integration question.
Are there any critical features or workflows that cannot be disrupted during migration?	Yes, since there will be some re-architecting of the solution that will be done
47. Functional Requirements	
What are the must-have core features of the new claims management system (e.g., claim submission, adjudication, fraud detection, reporting, integration with third parties)?	All the core end-to-end functions must be catered for in the new solution. There might be prioritization of some modules since RAF currently uses a hybrid claims system during this transition phase.
Are there new functionalities you want to add compared to the current system?	There is no new functionality envisaged as the data model will remain the same as well as the claim process. The changes or new features will mostly be at the presentation layer (UX) and design.
What kind of user roles (e.g., claims adjusters, administrators, auditors, end customers) will the system need?	Claims officers are categorized with different roles and levels in the claims value chain. We have Officers (Junior), Senior Officers, Team Leads, Managers, Senior Managers and Regional Managers. Their roles are defined by the Delegation of Authority framework.
48. Data & Migration	
What is the volume and type of legacy data (structured/unstructured) that needs to be migrated?	Both structured and unstructured. The project isn't necessarily a data migration project. The database migration is not in scope of this project.
Is there a need for data cleansing, archival, or transformation before migration?	Out of scope.
Are there any dependencies on external databases or third-party systems?	No external database, we have an integration point with Home Affairs web service.

<p>49. Integrations</p> <p>What are the key external systems the claims application must integrate with (e.g., insurance portals, payment gateways, CRM, ERP, government APIs)?</p>	<p>No external systems, we have an integration point with Home Affairs web service. Our payment gateway is through our ERP solution (SAP).</p>
<p>Are there existing APIs, or will new APIs be required?</p>	<p>There are existing APIs and new ones still being developed as part of this project.</p>
<p>50. Compliance & Security</p> <p>Which compliance standards/regulations must the system adhere to (e.g., HIPAA, GDPR, local government IT/security mandates)?</p>	<p>POPIA, PAIA and HIPAA are applicable.</p>
<p>Do you require multi-factor authentication, role-based access, and audit logging?</p>	<p>Yes, MFA is required as well as role-based access and audit logging.</p>
<p>What is the expected data retention & disaster recovery policy?</p>	<p>Data retention policy is out of scope for this project. Disaster recovery is applicable and categorized based on the criticality of each module. System restoration must happen within 24 hrs.</p>
<p>51. Technology Preferences</p> <p>Do you have a preferred technology stack (e.g., .NET Core, Java, React/Angular, cloud provider like AWS/Azure)?</p>	<p>Net Core is the current preferred technology within legacy claims system. Most of the workloads have been migrated to AWS.</p>
<p>Should the solution be fully cloud-based, hybrid, or on-premise?</p>	<p>The organisational strategy is for a cloud-based solution.</p>
<p>52. User Base & Performance</p> <p>How many concurrent users are expected?</p>	<p>There are about 2300 concurrent users, accessing different levels(functions) of the claims systems based on their role.</p>
<p>What is the geographical spread (one country vs. multiple regions)?</p>	<p>Question is not clear but everything is hosted within the country and data residency is within the borders of South Africa.</p>
<p>What are the performance benchmarks (e.g., max time for claims processing, reporting turnaround)?</p>	<p>This performance parameters have not been defined, however the solution must perform optimally for the number of concurrent user sessions (± 2300) expected.</p>

<p>53. UI/UX Expectations</p> <p>Do you want a completely new design or a modernization of existing workflows to reduce training costs?</p>	<p>The UI/UX will be a new design as this will be on a different technology (desktop vs web based) and configuration(modules), system flow has to remain close to the current solution.</p>
<p>Should the system be mobile-responsive or have dedicated mobile apps?</p>	<p>Yes, the solution must be responsive for different end user devices. No dedicated mobile apps in scope of this project.</p>
<p>54. Budget & Value</p> <p>Are you open to phased delivery (e.g., MVP first, then enhancements) for faster ROI?</p>	<p>Yes, phased delivery is an option however within the project timeline. There are modules that can be prioritized for delivery based on operation needs of the organisation</p>