



RFI NUMBER:	RAF/2026/00028
DESCRIPTION:	THE ROAD ACCIDENT FUND (RAF) REQUIRES AN SMS AND USSD COMMUNICATION AND CUSTOMER ENGAGEMENT CONTINUITY SERVICE TO SUPPORT CONTINUED CONTACT CENTRE OPERATIONS AND CUSTOMER COMMUNICATION SERVICES DURING THE CONTACT CENTRE TRANSITION PERIOD FOR A PERIOD OF 12 MONTHS.
PUBLISH DATE:	14 May 2026
CLOSING DATE:	21 May 2026
CLOSING TIME:	11:00
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:	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 indicate YES or No below

Is the bidder a Registered Messaging Aggregator authorized to provide SMS and/or USSD services	
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The Bidder to provide written confirmation of 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: (To be completed for each joint venture/ consortium member)	
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
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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.

2.5 Interested bidders must indicate whether they are:

- Registered Messaging Aggregator authorized to provide SMS and/or USSD services

3. BACKGROUND

2.1 The RAF currently utilises SMS and USSD communication channels as part of the broader Contact Centre and customer engagement environment.

2.2 These channels support customer communication, case and ticket notifications, campaign messaging, customer interaction services and related communication activities.

2.3 The RAF is currently undertaking a Contact Centre transition programme aimed at internalising key Contact Centre operations and reducing dependency on externally managed operational environments.

2.4 As part of the transition programme and associated continuity mitigation activities, the RAF requires an interim SMS and USSD Communication and Customer Engagement Continuity Service to:

- preserve the existing RAF SMS and USSD numbers
- ensure continuity of customer communication services

- avoid disruption on customer channels
- support temporary customer messaging and automated responses
- support integration into interim and future RAF-managed environments
- Support the future transition into the RAF's appointed Customer Relationship Management solution environment.

2.5 The RAF therefore seeks information from suitably qualified and experienced service providers capable of providing hosted SMS gateway, short code, USSD, messaging aggregation and related communication services.

4.1 Estimates SMS and USSD Usage Volumes

- The figures below are provided for estimation and pricing purposes only and do not constitute guaranteed volumes.
- The RAF currently utilises SMS and USSD service for customer communication, ticket notification, customer engagement, operational alerts and related communication activities.
- Estimates usage volumes are based on historical operational usage and anticipated continuity requirements during the transition period.

Description	Estimates Volumes
Monthly outbound operational SMS messages	3 000 - 5 000
Monthly inbound SMS responses	500 – 1 000
Monthly bulk / campaign SMS messages	Up to 10,000 where required
Estimated annual SMS volumes	75 000 SMS messages
Monthly USSD session	1 000 – 3 000
Estimates annual USSD session	25 000

4. SCOPE OF WORK

4.2 The bidder must provide an SMS and USSD Communication and Customer Engagement Continuity Service capable of supporting RAF Contact Centre operations and customer communication services.

4.3 SMS Services

The bidder must provide:

- Hosting and management of the RAF SMS short code environment
- SMS gateway services
- Inbound and outbound SMS capability
- Automated customer responses and static messaging capability
- Campaign and bulk messaging capability
- SMS API integration capability
- Delivery reporting capability
- Email notification capability for inbound SMS messages
- Historical reporting and message extraction capability where available
- Sandbox and testing capability
- Endpoint configuration and management support
- Technical onboarding and integration support

4.4 USSD Services

The bidder must provide:

- Hosting and management of the RAF USSD environment
- USSD application hosting capability
- Automated customer responses and static messaging capability
- USSD API integration capability
- USSD development and integration support
- Sandbox and testing capability
- Session reporting capability
- Technical onboarding and integration support.

4.5 Continuity Requirements

The bidder must:

- Support continuity of the existing RAF SMS and USSD numbers
- Support continuity mitigation arrangements during the transition period
- Support onboarding and technical preparation activities in line with RAF governance and procurement processes
- Support future integration into the RAF's appointed CRM environment

- Ensure that no loss of RAF SMS or USSD numbers and data occurs during the transition period

4.6 Technical Requirements

The bidder must indicate:

- Supported integration methods
- API standards supported
- Authentication mechanisms
- Reporting capabilities
- Hosting arrangements
- Security controls
- Data retention capability
- Audit and reporting capability
- Technical onboarding approach

4.7 Implementation Requirements

The bidder must indicate:

- Estimated onboarding timelines
- Dependencies
- Information required from RAF
- Setup and activation requirements
- Migration and transition approach
- Continuity approach
- Any assumptions or constraints

4.8 Other

The bidder must indicate:

- per SMS pricing
- bundle pricing options
- USSD session pricing
- whether unused SMS allocations may be carried over into subsequent months
- and any volume-based pricing discounts available.

The RAF reserves the right to increase or decrease usage volumes based on operational requirements.

4.9 Support and Maintenance

- 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

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

5. PRICING SCHEDULE

SERVICE DESCRIPTION	PERIOD	MONTHLY	TOTAL 12 MONTHS
SMS Communication and Messaging Services (including short code hosting, inbound/outbound SMS capability, automated responses, SMS gateway services and reporting capability)	Annual (12 months)		
USSD Communication and Hosting Services (including USSD hosting, application support, static messaging capability and reporting capability)	Annual (12 months)		
Integration, Configuration and Onboarding Services	Once Off		
Technical Support and Maintenance Services	Annual (12 months)		
SMS and USSD Usage / Transaction Costs	Annual (12 months)		
		SUB-TOTAL	
		VAT	
		TOTAL	

Interested Bidders are required to submit the following:

No.	Required	Submitted (Yes/No)
1.	Proof of membership with an industry body with a recognized Code of Conduct (The Wireless Application Service Providers' Association (WASPA) or equivalent registered industry body)	
2.	Bidder's proposal in respect of RAF requirements	
3.	Bidder's Pricing	
4.	Bidder's proposed team to support RAF requirements	
5.	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