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| REQUEST FOR QUOTATION (RFQ) NUMBER: | PR10111838 (Please use this number as reference when sending quotations and supporting documentation) |
| DESCRIPTION | The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide Professional Support Services in respect of the Tomcat Server and Oracle Database used by the Guidewire Solution for a period of five (5) months. |
| RFQ ISSUED DATE | 19 September 2025 |
| RFQ VALIDITY PERIOD | 30 days from the closing date. |
| CLOSING DATE AND TIME | 29 September 2025 at 15:00pm |
| EXPECTED DATE SERVICES IS REQUIRED | Five (5) months agreement which will come into existence from the date of the last signatory |
| COMPULSORY BRIEFING SESSION/ SITE VISIT/SITE INSPECTION | N/A |
| DELIVERY ADDRESS OF GOODS/SERVICES | Head Office - 420 Witch Hazel Avenue, Eco Glades Office Park, Centurion |
| RFQ RESPONSES MUST BE EMAILED TO: | Cape Town quotations should be emailed to Rfq-CapeTown.procurement@raf.co.za Failure to follow these instructions will result in your quote not being considered. |
| ENQUIRIES REGARDING THIS RFQ SHOULD BE SUBMITTED VIA E-MAIL TO | Attention: Harold Nicholson Email address: haroldn@raf.co.za |

Important Notes to this RFQ:

- **Service providers/suppliers should ensure that RFQ responses are emailed to the correct email address; (Rfq-CapeTown.procurement@raf.co.za)**
- **If the quotation is late, it shall not be accepted for consideration;**
- **The RAF reception is generally accessible 8 hours a day (07h45 to 16h00); 5 days a week (Monday to Friday) for delivery of goods;**
- **All suppliers are required to complete and sign all Annexures to this document (Standard Bidding Documents and documents for submission under Mandatory Evaluation, where applicable);**
- **Historically Disadvantaged Individuals (HDI)* claimed points for Race and Gender will be verified through CSD;**
- **Suppliers who have a disability must provide a valid medical certificate issued by a registered medical practitioner as proof of disability;**
- **RAF will conduct business ONLY with CSD Registered suppliers;**
- **Should you not be contacted within 14 working days, consider your proposal/quotation unsuccessful.**

Prohibition of Gifts & Hospitality:

"Except for the specific goods or service procured by the Road Accident Fund, service providers/suppliers are required not to offer any gift, hospitality or other benefit to any RAF official. To avoid doubt, branded marketing material is considered to be a gift. Furthermore, should any RAF official request a gift, hospitality or other benefit, the service providers is required to report the matter to our toll free fraud line at 0800 005919."

**HDI - means a South African Citizen who (a) due to the apartheid policy, had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983(Act No.110 of 1983) or the Interim Constitution of the Republic of South Africa,1993 (Act No.200 of 1993); (b) is a female; or (c) has a disability.*

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Annex A : **TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)**

SERVICE PROVIDER/SUPPLIER:
REGISTRATION NUMBER:
CSD UNIQUE SUPPLIER REGISTRATION NUMBER:
ADDRESS:
CONTACT PERSON:
TEL:

1. RAF's standard conditions of purchase shall apply.
2. RAF will not conduct business with suppliers whose tax matters are not declared to be in order by SARS.
3. Goods or services shall be delivered and accepted against an official and RAF Award Letter or Purchase Order (PO) signed and duly authorised RAF official.
4. The RAF reserves the right not to make payment or accept the goods or services should the goods or services be delivered to the RAF before the RAF Award Letter or PO is issued. (An official authorised RAF PO should have the Supply Chain Management (SCM): Manager signature or such other official duly authorised in terms of the RAF's Delegations of Authority and Approval Framework), Description of the item, Quantity of items purchased, Date of delivery of the item, Total amount of the items purchased inclusive of where applicable VAT and other applicable taxes.
5. This RFQ will be evaluated based on the 80/20 preference point system applicable to bids with a Rand value equal to, or above R2 000.01 and up to a rand value of R1 000 000.00 (all applicable taxes included). The RAF may elect to apply the 80/20 preference point system to price quotations with a rand value less than R2 000.01.

I, the undersigned (NAME).....certify that :

I have read and understood the conditions of this RFQ;

I have supplied the required information and the information submitted as part of this RFQ is true and correct.

Signature: _____

Date: _____

Capacity: _____

http://ocpo.treasury.gov.za/Resource_Centre/Legislation/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf

1. BACKGROUND TO THE ROAD ACCIDENT FUND

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 RAF has its headquarters in Centurion - Pretoria and other offices country wide.

2. BACKGROUND OF THE PROJECT

The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide Professional Support Services in respect of the Tomcat server and Oracle Database used by the Guidewire Solution for a period of five (5) months.

3. DETAILED SPECIFICATION

The service provider must assign two resources to support the environment, one resource will be dedicated to supporting Tomcat, and the other must support Oracle Database. Each resource should have a minimum of three (3) years of experience supporting the specified environments.

The support is required for five months (5) only:

- Tomcat support (Maximum of 160 Hours per Month) x One (1) resource payable on a monthly retainer
- Oracle Database support (Maximum of 160 Hours Per Month) x One (1) resource payable on a monthly retainer

The scope of work includes, and is not limited to the following

Tomcat Support

- Document an installation and configuration guide for the current environment
- Tomcat administration (Shut/Start and monitoring of services, etc.)
- Install, configure, and maintain Apache Tomcat servers in various environments.
- Set up and configure Apache web servers in Linux environments.
- Implement SSL setup for both Tomcat and Apache Application Servers.
- Deploy applications on Tomcat and Apache servers efficiently.
- Debug issues by analyzing logs at the application server level.
- Monitor the health and status of services to ensure uptime and performance.
- Perform upgrades and downgrades of application servers as needed.
- Apply security patches and upgrades to maintain compliance and security.
- Collaborate with development teams to deploy and manage web applications.
- Maintain documentation for configurations, processes, and troubleshooting procedures.
- Data migration
- Guidewire code deployment

Oracle Database

- Document an installation and configuration guide for the current environment
- Install, configure, and maintain Oracle database systems, specifically Oracle 12c and 19c.
- Hands-on experience with the installation and configuration of Oracle 19c databases.
- Manage user accounts and permissions effectively to ensure data security.
- Maintain a good understanding of Container Database (CDB) and Pluggable Database (PDB) architecture.
- Perform backup, restoration, and recovery using RMAN.
- Manage Data Pump backups.
- Configure and manage Data Guard for disaster recovery (DC-DR).
- Upgrade and patch Oracle databases to keep them up-to-date and secure.
- Monitor database performance and implement optimizations as needed, utilizing performance tuning techniques.
- Troubleshoot and resolve database issues quickly, ensuring minimal downtime.
- Handle and manage the Linux operating system effectively in relation to database management.
- Provide intermediate support for MySQL for cross-database compatibility.
- Maintain documentation for database configurations, processes, and troubleshooting procedures.
- Table and storage space monitoring
- Ad hoc data extraction

The service provider shall provide support throughout the duration of the contracted period. The 160 monthly hours shall include support during weekdays, after-hours, weekends and holidays, as required.

Annex D : EVALUATION CRITERIA

1. The evaluation criteria will be based on the following requirements:
 - Phase 1: Mandatory Requirements
 - Phase 2: Evaluation for Price and Specific Goals based preference system on the 80/20.

All Bidders who do not meet Mandatory Requirements will be disqualified and will not be considered for further evaluation on Price and Specific Goals based preference system on the 80/20

Phase 1: Mandatory Requirements

The below Mandatory Requirement is only applicable for the resource who will be providing Tomcat Server support.

| Mandatory | Comply | Not Comply |
|--|---------------|-------------------|
| <p>Experience of the Resource</p> <p>The resource to be deployed to the RAF must have minimum of three (3) years' experience supporting the Tomcat server.</p> <p>The service provider must submit a detailed CV of the resource indicating the above-mentioned experience by the closing date and time of the RFQ.</p> <p>The RAF reserves the right to verify the information provided.</p> | | |

The below Mandatory Requirements are only applicable for the resource who will be providing Oracle Database support

| Mandatory | Comply | Not Comply |
|---|---------------|-------------------|
| <p>Oracle Database Resource Certification</p> <p>Services Providers are required to provide valid proof of Oracle Database Admin 2019 Certification for the resource that will be responsible for Oracle Database.</p> <p>The RAF reserves the right to verify the Certification.</p> <p>The Certification must be submitted at the RFQ closing date and time.</p> | | |

| Mandatory | Comply | Not Comply |
|--|---------------|-------------------|
| <p>Experience of the Resource</p> <p>The resource to be deployed to the RAF must have minimum of three (3) years' experience supporting Oracle Database.</p> <p>The service provider must submit a detailed CV of the resource indicating the above-mentioned experience by the closing date and time of the RFQ.</p> <p>The RAF reserves the right to verify the information provided.</p> | | |

Phase 2. Price and Specific Goals Evaluations

| Evaluation criteria | | | | | Points |
|----------------------------|-----------------------|---|--|--------------------------|---------------|
| 1. | Price | | | | 80 |
| 2. | Specific Goals | | | | 20 |
| | # | Specific Goal | Proof | Points Allocation | |
| | 1 | South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act 200 of 1983) or the Constitution of the Republic of South Africa, 1996. (minimum 51% ownership or more) | CSD Report | 10 | |
| | 2 | Women (minimum 51% ownership or more) | ID copy / CSD report | 8 | |
| | 3 | Persons with disabilities (minimum 51% ownership or more) | Valid medical certificate issued by an accredited medical practitioner | 2 | |
| Total | | | | | 100 |

Annex E : **COST BREAK DOWN**

1. The service provider/supplier is required to provide a full cost breakdown for each item required on an official company letterhead.
2. In cases where a service provider submits two (2) different offers, the price stated on the RFQ document will be accepted for the basis of the evaluation purposes.
3. The service provider/supplier is required to list all additional costs associated with the services listed above, with the conditions of when such costs will apply.
4. All prices must be VAT inclusive (if VAT registered) and must be quoted in South African Rand (ZAR).
5. No price changes will be accepted after official Purchase Order (PO) is issued.

| NO. | ITEM DESCRIPTION | QUANTITIES | UNIT PRICE (HOURLY RATE) | COST PER MONTH | TOTAL COST FOR FIVE (5) MONTHS |
|--|-------------------------|-------------------|-------------------------------------|---------------------------|---|
| 1 | Tomcat support | 160 hours | | | |
| 2 | Oracle database support | 160 hours | | | |
| TOTAL | | | | | |
| VAT (IF VAT REGISTERED) | | | | | |
| GRAND TOTAL (VAT INCLUSIVE - IF VAT REGISTERED) | | | | | |

Annex F : **STANDARD BIDDING DOCUMENTS**

[SBD 4 Bidders Disclosure](#)

[SBD 6.1 in Terms of PPR 2022](#)

[Annexure A Security Measures](#)