



RFI NUMBER:	RAF/2026/00019
DESCRIPTION:	The Road Accident Fund requires a Hosted Digital Customer Engagement (DCE) service to support continued Contact Centre operations for a period of 12 months.
PUBLISH DATE:	30 April 2026
CLOSING DATE:	08 May 2026
CLOSING TIME:	11:00 A.M.
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:	A. DANCA

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)	
Accredited Partner or Reseller of the OEM	

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 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	
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:

Ayanda Danca	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. 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 The Road Accident Fund requires a hosted Digital Customer Engagement (DCE) service to support continued Contact Centre operations for a period of 12 months.

3.3 As part of the RAF transition plan, the service provider must support the current solution as developed and maintained by Nyalazone, facilitate and provide

- Nyalazone DCE CRM & Leggero System license
- Bulk SMS subscription licensing
- Twitter (manual interface)
- Facebook subscription licensing
- Chatbot subscription licensing
- LiveChat subscription licensing
- USSD subscription licensing
- Web self-service subscription licensing

- WhatsApp subscription licensing
- Email processing subscription licensing
- Data Integration (Telephony, Claims View) subscription licensing
- BI reporting and Dashboards (Leggero license) subscription licensing

3.4 Host Africa & IV Cloud

- DCE CRM & Leggero - Hosted Cloud Servers (Development Servers, production Server, Back-up / DR Servers)

4. SCOPE OF WORK

4.1 To provide a cloud-hosted Digital Customer Engagement (DCE), integrated with the Telviva telephony systems to:

- Provide customer services and satisfaction, and support by responding timeously to queries and enquiries
- Provide a digital customer experience which is integrated with the omnichannel platform
- Provide license fees and maintenance, and support of the DCE CRM and Leggero
- Provide maintenance and support of the digital channels, i.e. email, SMS, chatbot, live chat, mobile app, Facebook, Twitter, or X and WhatsApp
- Provide integration support to back-end systems including the telephony systems

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
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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
Digital Customer Engagement (DCE) and Leggero Enhancement, Maintenance & Support	Annual (12 months)	130		
Digital Customer Engagement (DCE) and Leggero Licences	Annual (12 months)	130		
Maintenance and support of the digital channels, i.e. email, SMS, chatbot, live chat, mobile app, Facebook, Twitter, or X and WhatsApp	Annual (12 months)	130		
Subscription to the Digital Channel Usage SMS, Facebook, Twitter, or X and WhatsApp	Annual (12 months)			
Hosting Services Digital Customer Engagement (DCE), Leggero email, SMS, chatbot, live chat, mobile app				
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.	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.

6. ANNEXURES

Annexure A – SBD 4