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| RFI NUMBER: | RAF/2025/00037 |
| DESCRIPTION: | REQUEST FOR INFORMATION – MIMECAST A1 WITH ADVANCED SUPPORT FOR A PERIOD OF 12 MONTHS |
| PUBLISH DATE: | 02 DECEMBER 2025 |
| CLOSING DATE: | 05 DECEMBER 2025 |
| CLOSING TIME: | 11:00 A.M. |
| COMPULSORY BRIEFING SESSION | N/A |
| 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)

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| OEM (Owner of the technology) | |
| Mimecast accredited Partner /Reseller | |

BIDDING STRUCTURE

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| Indicate the type of bidding structure by marking with an 'X': | |
| Individual bidder | |
| Joint venture | |
| Consortium | |
| Using subcontractors | |
| Other | |

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| 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 | |

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| 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 | |

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| 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 | |

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| 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 | |

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| 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:

| | |
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| 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

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.

3. BACKGROUND

- 3.1 The Road Accident Fund (RAF) requires a Cloud Hosted Email Archiving Solution for a period of 12 months.
- 3.2 As part of RAF Strategic Plan, RAF ICT is on a digital transformation to utilize Cloud Platforms. A cloud hosted email archiving solution is required to enable the RAF to preserve and store messages including their attachments in a structured and accessible manner for the purpose of:
 - Long-term retention
 - Email Security
 - Ransomware
 - Internal threat Management
 - Data Governance and Compliance
 - Legal discovery
 - Historical reference

The solution will ensure that RAF's email data is retained, organized and accessible when needed while assisting RAF to meet regulatory requirements and enhance overall email efficiency.

3.3 The Cloud-based email archiving solution must be hosted within the borders of South Africa in accordance with the Protection of Personal Information Act, 2013 (POPIA).

4. SCOPE OF WORK

To provide a cloud hosted email archiving for Office 365 environment, the following services are required:

4.1. CLOUD HOSTED REQUIREMENTS

The below information represents RAF requirements for the provision of a cloud hosting email for Office 365 environment.

| Category | Description |
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| Technical and Functional Requirements: | |
| Data migration | <p>Ensure that historical email data is transferred to the cloud archive, and that new emails are continuously synchronized for archiving.</p> <p>Extraction and conversion of archived email data</p> <p>Secure data with auditing and reporting</p> <p>Preservation of data structure</p> |
| Email capture and ingestion | <p>Collecting, transferring, and storing email messages and associated data from RAF's O365 email system (cloud-based) into the email archive hosted in the cloud.</p> <ul style="list-style-type: none"> •Email Data Collection •Data Extraction •Data Transformation •Data Transfer •Indexing •Attachment handling •Metadata preservation •Version control •Compression and encryption •Continuous Ingestion. •Error handling and logging |
| Data or email storage and management | <ul style="list-style-type: none"> • Unified administrative management console • E-Discovery • Flexible retention |

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| Indexing and search | Cataloguing and organizing email messages and their associated metadata in a way that makes them easily searchable. Search functionality in cloud-hosted email archiving Which will allow RAF users to query the indexed email data to find specific messages or information they need. |
| User interface and access control | A user interface that will be user-friendly, intuitive, and provide easy access to the features and functionalities of the email archiving service. Access control mechanism that will govern who can access the email archives and what level of access they have. |
| Backup and Disaster Recovery | Strategies and processes put in place to ensure the availability, integrity, and recoverability of RAF's email data stored in the cloud platform |

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 performance of 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 and be able to respond to technical issues and to provide reliable information on the methodology of implementation and the 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

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| 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. |
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| 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. |
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| Priority 4 – Low means the solution service requests that can take longer than five (5) hours (e.g., projects, developments, procurement) |
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4.3. Training Specifications

Original Equipment Manufacturer (OEM) classroom administrator training with certification in respect of Cloud Hosted Email Archiving Solution for six (6) RAF resources. 100-hour credits from the OEM that can be redeemed over a 5-year period.

5. PRICING SCHEDULE

| SERVICE | DESCRIPTION | PERIOD | QUANTITY | UNIT PRICE | TOTAL PRICE |
|------------------|--|-----------------------|----------|------------|-------------|
| Mimecast A1 | Email archive with eDiscovery and regulatory compliance workflows, including tools for finding and managing information easily, ensuring legal compliance, and safeguarding your data with bottomless, immutable storage for up to 99 years. | Annual (12 months) | 4300 | | |
| Advanced Support | Advanced Support includes access to Support Portal, Mimecast Customer Community, Knowledgebase, Administration Console, Educational resources and Certifications from Mimecast University and 24 X 7 telephone support. | Annual (12 months) | 1 | | |
| SUB-TOTAL | | | | | |
| VAT | | | | | |
| TOTAL | | | | | |