

Q and A Pack

RAF/2024/00035: Comprehensive & Digital Document Lifecycle Management Solution

EMPLOYER:	The Road Accident Fund ("RAF")
RFP NUMBER:	RAF/2024/00035
DESCRIPTION:	Expression of interest for the provisioning of a Comprehensive & Digital Document Lifecycle Management Solution for the road accident fund
DATE OF PUBLICATION:	19 June 2024
BID VALIDITY PERIOD:	90 days from the Bid Closing Date
BID CLOSING DATE:	01 August 2024 extended to 08 August 2024
BID CLOSING TIME:	11h00
TENDERS MUST EMAILED TO:	Tshiamomo@raf.co.za
RAF'S REPRESENTATIVE	Tshiamo Motitswe: e-mail Tshiamomo@raf.co.za

1. Could we kindly request an Extension to the closing date of the Bid - currently 01/08/24?

Answer: The tender closing date has been extended to 08 August 2024 @ 11:00am.

2. **Number of Users:** Could you please provide information on the expected number of users for the system?

Answer: Capacity (Estimate is between 3 000 and 4 000 depending on transformation)

3. **Number of Pages:** What is the average number of pages within a batch that need to be captured and managed?

Answer: +/- 800 pages per file for personal claims. +/- 200 pages per supplier claim.

4. **Back Scanning or Active Documents:** Do you want to start with back scanning (digitizing existing physical documents) or focus on managing active, ongoing documents?

Answer: Both back scanning and active documents scanning must start at the same time.

1. New arriving documents must be digitised instantly (resources must match the workload.)

2. Historical documents

a. must be digitised in the order of their activeness.

b. scan on demand must be accommodated as no shipping of physical copies from the offsite storage will be allowed during retrieval.

c. all inactive records must be digitized last.

5. **Case Management Requirement:** Is case management functionality a specific requirement for this system?

Answer: Please clarify the question with regard to what is meant by case management.

6. **Integration with LOB:** Are there any specific Line of Business (LOB) applications that need to integrate with the document management system?

Answer: Guidewire (Core business system/New Claims System)
SharePoint online
SAP
Exchange online/emails

Digital Customer Engage (CRM system, a product of Alteram)

7. **Data Sizes:** Could you clarify the expected data sizes (e.g., storage requirements, file sizes)?

Answer: +/- 5.5 million files. Please consider question 3 above.

8. How many users will be using the EDRMS, this is so to understand the licenses required and if you are looking for a named user license or concurrent user licenses.

Answer: Capacity. Same as 2 above. The service provider to indicate the license model based on evaluation of functions.

9. Are we expected to also submit pricing with this EOI?

Answer: No

10. Number of sites, nationally?

Answer:

Regional Offices

Province	Town / City	Physical Address	Postal Address	Numbers
Gauteng		10 Junction Ave Parktown Johannesburg 2193	10 Junction Ave Parktown Johannesburg 2193	Tel: 011 223 0000 Fax: 011 223 0100
Gauteng	Pretoria	38 Ida Street Menlo Park 0081	P.O. Box 2743 Pretoria 0001	Tel: 012 429 5000 Fax:
KwaZulu-Natal	Durban	12th Floor The Embassy Building 199 Anton Lembede Street Durban 4001	12th Floor The Embassy Building 199 Anton Lembede Street Durban 4001	Tel: 031 365 2800 Fax: 031 365 2900
Eastern Cape	East London	Metropolitan Life Building c/o Drury lane and Caxton street East London 5201	Metropolitan Life Building c/o Drury lane and Caxton street East London 5201	Tel: 043 702 7800 Fax: 043 702 7850

Western Cape	7th Floor No. 1 Thibault Square Long Street Cape Town 8001	7th Floor No. 1 Thibault Square Long Street Cape Town 8001	Tel: 021 408 3300 Fax: 021 419 7417 / 8740
Gauteng	420 Witch Hazel Avenue Eco Glades Office Park Centurion 0046	420 Witch Hazel Avenue Eco Glades Office Park Centurion 0046	Tel: 012 621 1691 Fax: 012 621 1640

CSC

Province	Town / City	Physical Address	Telephone Number
Free State	Bloemfontein	49 Fedsure Building Floor 5 Charlotte Maxeke Street Bloemfontein 9301	051 400 8700
Northern Cape	Kimberly	3 Reginald De Villiers Street Kimberley 8300	053 836 2300
Mpumalanga	Nelspruit	36 Van Rensburg Street Sonheuwel Nelspruit	013 754 2380
Limpopo	Polokwane	79 Hans van Rensburg street Polokwane	015 230 3300
North West	Mafikeng	Mafikeng 4214 Palmer Crescent Leopard Park	018 388 9706
KwaZulu-Natal	Durban	Durban CBD 12th Floor The Embassy Building 199 Anton Lembede Street Durban, 4000	031 365 2800
KwaZulu-Natal	Newcastle	Uthukela Water Building 79 Harding Street Newcastle 2940	034 312 9361
Eastern Cape	East London	4th Floor Metropolitan Building Corner Caxton Street & Drury Lane East London 5201	0437027749
Eastern Cape	Port Elizabeth	Old FNB Building 595 Govan Mbeki street Port Elizabeth	0124718414

Nine (09) Provincial CEC's
 Gauteng Customer experience centre
 Two Processing Centres (Gauteng and Western Cape)

Provincial CEC's	
Province	Town
Western Cape	Cape Town
Eastern Cape	East London
	Port Elizabeth
Kwa-Zulu Natal	Durban
Northern Cape	Kimberly
Free State	Bloemfontein
North West	Mahikeng
Mpumalanga	Mbombela
Limpopo	Polokwane
Gauteng CEC	
Province	
Gauteng	
Processing Centres	
Province	
Gauteng	
Western Cape	

11. Quantity of boxes to be relocated from existing vendor?

Answer: +/- 214 000 boxes

12. Quantity of scanner required?

Answer: The number should match the workload. The service provider to advise.

13. What are the estimated document totals (daily, monthly, yearly)?

Answer: +/- 75 000 new files a year where +/- 15 000 are Personal claims and +/- 60 000 are Supplier claims. Number of correspondence documents is unknown.

14. Please advise on closing date as the attached addendum says the 7 August but on your website, it says the 8th August as per below.

Answer: The correct tender closing date is 08 August, please find updated documents on the RAF website and e-tender portal.

15. Please confirm that the only Mandatory Requirements are to complete the boxes in the published document.
All SBD forms, supporting evidence, proposals and business profiles will only be required at the RFP stage?

Answer: Solution proposals are required, and no evidence is necessary.

16. As per the "Addendum 1 to Bid Document for RAF/2024/00035: Addendum Issued 26 July 2024",

it states that responses to the expression of interest must be hand delivered to the RAF Head Office.

Is this correct or can it still be emailed to tshiamomo@raf.co.za?

Answer: The bis responses must be submitted by email.

17. Kindly clarify the required company documents to accompany the Subjected RFP document.

Answer: At this stage we do not require returnable documents to accompany the Expression of Interest proposal, the returnable documents will be requested for the RFP process.