



RFI NUMBER:	RAF/2026/00036
DESCRIPTION:	REQUEST FOR INFORMATION – SERVICE PROVIDERS WITH A PROVEN CAPABILITY TO DESIGN, DEVELOP, IMPLEMENT, PUBLISH, MAINTAIN AND SUPPORT A SECURE, SCALABLE AND USER-FRIENDLY MOBILE APPLICATION
PUBLISH DATE:	18/06/2026
CLOSING DATE:	10/07//2026
CLOSING TIME:	11:00 A.M.
RESPONSES MUST BE EMAILED TO:	bacsecretariat@raf.co.za
ATTENTION:	Demand Management

BIDDER NAME: _____

Please select one of the options below (Tick)

OEM (Owner of the technology)	<input type="checkbox"/>
Accredited Partner /Reseller	<input type="checkbox"/>

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	

If using subcontractors, indicate the following:	
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.

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

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. BACKGROUND OF THE RFI

The Road Accident Fund (RAF) is exploring the market for suitably qualified and experienced service providers with proven capability to design, develop, implement, publish, maintain and support a secure, scalable and user-friendly mobile application.

The proposed mobile application is intended to support RAF's digital modernisation agenda by improving access to RAF services, enhancing stakeholder engagement, reducing reliance on physical service channels, and enabling more convenient digital interaction with claimants, road users and other authorised stakeholders.

The mobile application must be deployable on both Android and iOS platforms and published on the Google Play Store and the Apple App Store. It should support both authenticated and non-authenticated user journeys, where applicable, and must align with RAF's business, technology, enterprise architecture, information security, privacy, accessibility, integration and governance requirements.

The envisaged mobile application should provide an intuitive and reliable user experience, support secure user registration and authentication where required, enable relevant self-service functionality, provide notifications and alerts where applicable, and integrate securely with RAF back-end systems, approved third-party services and enabling digital platforms.

RAF is issuing this Request for Information (RFI) to obtain market input from suitably qualified service providers on available mobile application solution capabilities, delivery models, technology approaches, integration options, security controls, publishing and release management processes, support arrangements and relevant implementation experience in comparable environments.

The information received through this RFI will assist RAF in assessing market maturity, understanding available mobile application development and support options, refining its functional and technical requirements, validating implementation feasibility, and informing any subsequent procurement strategy or sourcing approach.

This RFI is issued for information-gathering purposes only and does not constitute a solicitation, tender, offer, commitment or contract. Respondents are invited to present proven mobile application capabilities, including any reusable frameworks, accelerators, existing platforms or configurable components that can be adapted to RAF's requirements and scaled to meet its functional, technical, security, integration, analytics, support and regulatory obligations within a complex public-sector operating environment.

3. SCOPE OVERVIEW

This RFI is issued to identify and assess suitably qualified service providers with demonstrable capability, technical maturity and relevant implementation experience in the design, development, deployment, maintenance and support of a secure, scalable and integrated mobile application for the RAF. Respondents are required to provide information on mobile application solutions and delivery capabilities that can:

- 3.1. Provide a user-friendly mobile application experience across Android and iOS platforms, including intuitive navigation, responsive design, accessibility support and consistent performance across supported devices.
- 3.2. Support secure user registration, authentication, profile management and role-based access, including authenticated and non-authenticated user journeys where required.
- 3.3. Enable relevant self-service functionality for claimants, road users and other authorised stakeholders, including access to information, service requests, status updates and digital submissions where applicable.
- 3.4. Facilitate secure digital interaction and communication between the RAF and authorised users through in-app messaging, service notifications, alerts, reminders and other approved communication channels.
- 3.5. Support secure document, image and media capture or upload functionality, subject to RAF's business rules, data validation, file type restrictions, malware scanning and information management requirements.
- 3.6. Integrate securely with RAF back-end systems, approved third-party services, identity platforms, notification services, analytics platforms and other enabling digital channels through appropriate APIs and integration patterns.
- 3.7. Provide secure, reliable and scalable architecture that supports high user volumes, availability, performance, resilience, offline or low-connectivity considerations where applicable, and future expansion of mobile services.
- 3.8. Ensure data security, privacy, regulatory compliance and governance through appropriate access controls, encryption, audit trails, consent management, secure coding practices and compliance with applicable South African legislation and RAF policies.
- 3.9. Support mobile application analytics, operational reporting and management dashboards to monitor adoption, usage patterns, performance, service requests, exceptions and user experience indicators.
- 3.10. Provide a reliable alerting and notification mechanism for important service events, application updates, user actions, reminders and exception events requiring attention.
- 3.11. Incorporate automation, intelligent assistance or AI-enabled capabilities where appropriate to improve user support, guide service navigation, detect anomalies, enhance analytics and reduce manual intervention, subject to RAF governance and ethical use requirements.

- 3.12. Support application lifecycle management, including development, testing, release management, app store publishing, version updates, defect resolution, monitoring, maintenance and ongoing technical support.
- 3.13. Provide implementation, change management, training, documentation, knowledge transfer and support services required to enable successful adoption, operational readiness and sustainable use of the mobile application.

4. OBJECTIVES OF THE RFI

This RFI is issued solely as a market engagement and information-gathering exercise and does not constitute a request for proposal, invitation to tender, offer, commitment, or any other formal procurement process.

The purpose of this RFI is to enable RAF to:

- 4.1. Identify and assess the availability, maturity and suitability of mobile application solutions, development approaches and service delivery models that can support RAF's strategic objective to modernise digital service access and improve stakeholder engagement through a secure, scalable and user-friendly mobile application.
- 4.2. Assess proposed mobile application architectures, technology stacks, development frameworks, deployment models and integration approaches, including their ability to integrate securely with RAF's existing internal systems, approved third-party platforms, identity services, notification services and analytics platforms.
- 4.3. Evaluate the extent to which proposed mobile application capabilities can support secure digital self-service, user registration and authentication, service requests, status updates, document or media uploads, notifications, in-app communication and other relevant mobile user journeys.
- 4.4. Assess the capacity, capability and implementation readiness of potential service providers to design, build, publish, maintain and support the mobile application within a complex, high-volume and highly regulated public-sector environment, including the ability to deliver through a phased and controlled implementation approach.
- 4.5. Obtain sufficiently detailed information on respondents' mobile application functionality, user experience approach, security controls, privacy and compliance measures, implementation methodology, pricing assumptions, support model, app store publishing approach and relevant reference implementations to enable RAF to assess capability, fit-for-purpose and implementation readiness.
- 4.6. Enable RAF to determine whether further market engagement activities, such as demonstrations, clarification sessions, presentations or technical deep-dive discussions, are required to validate mobile application capability, delivery approach, user experience, security, integration and strategic alignment.
- 4.7. Use the information submitted in response to this RFI to inform RAF's mobile application strategy, refine business, functional and technical requirements, validate implementation

assumptions, identify market risks and opportunities, and support the development of any subsequent procurement strategy or sourcing approach.

5. SUBMISSION REQUIREMENTS FOR INTERESTED PARTIES

- 5.1. A company profile, including organisational overview, financial standing, mobile application design, development, deployment, maintenance and support experience, and a minimum of two contactable client references for comparable mobile application assignments.
- 5.2. A conceptual overview of the proposed mobile application solution or delivery approach, including core functionality, Android and iOS support, user experience approach, architecture, hosting or deployment model, configurability, integration capability, security controls and alignment to RAF's stated requirements.
- 5.3. A presentation, demonstration, prototype, wireframe, application screenshots, reference application material or other supporting information sufficient to illustrate the maturity, usability, accessibility, security and key capabilities of the proposed mobile application solution.
- 5.4. An indicative implementation methodology, high-level delivery timelines, key project phases, resource assumptions, app store publishing and release management approach, support and maintenance model, and preliminary costing information to support RAF's assessment of implementation feasibility and total cost of ownership.

6. REQUIRED INFORMATION

- 6.1. The information requested in this section is intended to enable RAF to undertake a structured assessment of available market offerings, solution capabilities, and service delivery models, and to determine the extent to which such offerings align with RAF's preliminary business and technical requirements.
- 6.2. The information submitted will assist RAF in refining and validating its business and technical requirements, identifying functional and implementation gaps, and informing any subsequent procurement strategy, sourcing approach, or solution design decisions.
- 6.3. The questions set out below are designed to elicit detailed information on current mobile application capabilities, proposed delivery approach, user experience, platform support, integration readiness, scalability, security, support model, future extensibility and innovation potential relevant to RAF's mobile application requirements.
- 6.4. **MOBILE APPLICATION KNOWLEDGE, CAPACITY AND EXPERIENCE**
The required information in this section is intended to enable RAF to assess the market capability, technical maturity, implementation experience, service offering and delivery capacity of potential respondents, and to determine their suitability to support the design, development, deployment, publishing, maintenance and ongoing support of the proposed mobile application.

6.4.1. **VENDOR PROFILE, CAPACITY AND EXPERIENCE**

- Provide a company profile, including organisational capacity, relevant mobile application experience, financial standing, key resources and contactable references for comparable mobile app projects.
- Confirm experience in designing, developing, publishing, maintaining and supporting Android and iOS mobile applications in medium to large enterprise or complex public-sector environments.

6.4.2. **MOBILE APPLICATION FUNCTIONAL CAPABILITIES**

- Describe the core mobile application functionality proposed for RAF, including self-service, information access, service requests, status updates and digital submissions.
- Confirm support for authenticated and non-authenticated user journeys, including user registration, login, profile management and role-based access where applicable.
- Confirm support for secure document, image or media capture and upload, including validation, file restrictions, malware scanning and error handling.
- Describe notification and communication capabilities, including push notifications, SMS, email, in-app messaging, alerts, reminders and user consent preferences.

6.4.3. **USER EXPERIENCE, ACCESSIBILITY AND PERFORMANCE**

- Describe the user experience and design approach, including responsive design, intuitive navigation, accessibility and usability testing.
- Describe expected performance, availability, scalability and resilience for high user volumes, including low-connectivity or offline considerations where applicable.

6.4.4. **ARCHITECTURE, PLATFORM AND INTEGRATION**

- Describe the proposed mobile application architecture, technology stack, development framework, hosting or deployment model and rationale for the recommended approach.
- Confirm the ability to integrate securely with RAF back-end systems, identity services, notification services, analytics platforms and approved third-party services using APIs or other appropriate integration patterns.

6.4.5. **SECURITY, PRIVACY AND COMPLIANCE**

- Describe mobile application security controls, including secure coding, encryption, device security, session management, vulnerability management and audit logging.
- Explain how the solution supports privacy, consent management, POPIA compliance, data minimisation, records management and secure handling of personal information.

6.4.6. ANALYTICS, REPORTING AND INTELLIGENT CAPABILITIES

- Describe analytics and reporting capabilities for monitoring adoption, usage, user journeys, performance, errors, exceptions and customer experience indicators.
- Indicate whether the solution includes automation, chatbot, virtual assistant, OCR, AI-enabled guidance, anomaly detection or other intelligent capabilities, and describe applicable governance controls.

6.4.7. APPLICATION LIFECYCLE, PUBLISHING AND SUPPORT

- Describe the approach to testing, quality assurance, release management, app store publishing, version control, monitoring, incident management, maintenance and ongoing support.
- Provide indicative service levels, support hours, escalation processes, defect resolution approach, disaster recovery arrangements and business continuity considerations.

6.4.8. IMPLEMENTATION, CHANGE MANAGEMENT AND COSTING

- Describe the proposed implementation methodology, phases, indicative timelines, resource model, RAF dependencies, governance approach and key implementation risks.
- Describe the training, documentation, knowledge transfer, change management and adoption support required for successful operationalisation of the mobile application.
- Provide indicative pricing assumptions, including licensing or subscription costs, implementation costs, integration costs, hosting costs, support costs, app store-related costs and any recurring charges.

Requirement	Yes/No	Is this information detailed in your proposal? Yes/No
Vendor Profile, Capacity and Experience		
Provide a company profile, including organisational capacity, relevant mobile application experience, financial standing, key resources and contactable references for comparable mobile app projects.		
Confirm experience in designing, developing, publishing, maintaining and supporting Android and iOS mobile applications in medium to large enterprise or complex public-sector environments.		
Mobile Application Functional Capabilities		
Describe the core mobile application functionality proposed for RAF, including self-service, information access, service requests, status updates and digital submissions.		
Confirm support for authenticated and non-authenticated user journeys, including user registration, login, profile management and role-based access where applicable.		
Confirm support for secure document, image or media capture and upload, including validation, file restrictions, malware scanning and error handling.		
Describe notification and communication capabilities, including push notifications, SMS, email, in-app messaging, alerts, reminders and user consent preferences.		
User Experience, Accessibility and Performance		
Describe the user experience and design approach, including responsive design, intuitive navigation, accessibility and usability testing.		
Describe expected performance, availability, scalability and resilience for high user volumes, including low-connectivity or offline considerations where applicable.		
Architecture, Platform and Integration		
Describe the proposed mobile application architecture, technology stack, development framework, hosting or deployment model and rationale for the recommended approach.		
Confirm the ability to integrate securely with RAF back-end systems, identity services, notification services, analytics platforms and approved third-party services using APIs or other appropriate integration patterns.		
Security, Privacy and Compliance		
Describe mobile application security controls, including secure coding, encryption, device security, session management, vulnerability management and audit logging.		

Explain how the solution supports privacy, consent management, POPIA compliance, data minimisation, records management and secure handling of personal information.		
Analytics, Reporting and Intelligent Capabilities		
Describe analytics and reporting capabilities for monitoring adoption, usage, user journeys, performance, errors, exceptions and customer experience indicators.		
Indicate whether the solution includes automation, chatbot, virtual assistant, OCR, AI-enabled guidance, anomaly detection or other intelligent capabilities, and describe applicable governance controls.		
Application Lifecycle, Publishing and Support		
Describe the approach to testing, quality assurance, release management, app store publishing, version control, monitoring, incident management, maintenance and ongoing support.		
Provide indicative service levels, support hours, escalation processes, defect resolution approach, disaster recovery arrangements and business continuity considerations.		
Implementation, Change Management and Costing		
Describe the proposed implementation methodology, phases, indicative timelines, resource model, RAF dependencies, governance approach and key implementation risks.		
Describe the training, documentation, knowledge transfer, change management and adoption support required for successful operationalisation of the mobile application.		
Provide indicative pricing assumptions, including licensing or subscription costs, implementation costs, integration costs, hosting costs, support costs, app store-related costs and any recurring charges.		
Can users set reminders and notifications for critical dates well in advance?		
Does the system automatically calculate court response deadlines based on the receipt date of legal documents?		

8. COST AND LICENSING

1. Respondents are required to provide a structured overview of their indicative pricing model using the table below, together with full disclosure of all applicable cost components, pricing assumptions, exclusions, dependencies and additional charges associated with mobile application discovery, user experience design, development, testing, app store publishing, hosting, integration, security, analytics, training, maintenance, support and optional enhancements.
2. Respondents must clearly distinguish between once-off implementation costs, recurring license or subscription costs, hosting or cloud consumption costs, integration costs, support and maintenance costs, third-party service costs, app store-related costs and any optional or usage-based charges.
3. Respondents must provide clear pricing assumptions to support RAF's understanding of the indicative total cost of ownership over a five-year period. At a minimum, respondents must disclose assumptions relating to the commercial basis of pricing, pricing validity period, user volumes, transaction volumes, supported mobile platforms, included functionality, integration scope, hosting model, environments, app store publishing, security testing, support levels, release frequency, third-party services, escalation rates, exclusions and costs that may vary based on usage, scope expansion or changes to RAF requirements.

Cost Component	Price Y1 VAT included	Price Y2 VAT included	Price Y3 VAT included	Price Y4 VAT included	Price Y5 VAT included	Total Price VAT included
Discovery, UX research and solution design	R					R
Mobile app development for Android and iOS	R					R
Back-end, API and integration services	R					R
Testing, security assessment and compliance support	R	R	R	R	R	R
App store publishing and release management	R	R	R	R	R	R
Hosting, cloud services, monitoring and storage	R	R	R	R	R	R
Licenses, subscriptions and third-party services	R	R	R	R	R	R
Analytics, reporting and dashboard capabilities	R	R	R	R	R	R
Training, documentation and knowledge transfer	R	R	R	R	R	R

Maintenance, support, SLA and compatibility updates	R	R	R	R	R	R
Optional enhancements, future releases and change requests	R	R	R	R	R	R
Total	R	R	R	R	R	R

7. ADDITIONAL INFORMATION

1. Respondents must disclose any known limitations, constraints, assumptions, dependencies, prerequisites, or material risks associated with the proposed solution, implementation approach, hosting model, integration requirements, support arrangements, or long-term sustainability that may affect RAF’s evaluation or future procurement considerations.
2. Respondents are invited to provide any additional information, recommendations, or value-added proposals that may assist RAF in assessing solution suitability, refining requirements, validating implementation assumptions, or shaping any subsequent procurement or solution design approach.

8. RESPONSE FORMAT

1. Responses to this RFI must be clear, concise, complete and sufficiently detailed to enable RAF to assess the respondent’s solution capability, implementation approach and overall suitability.
2. Written responses must strictly follow the structure, sequence and numbering set out in the different sections of this RFI to facilitate consistent review, evaluation and comparison of submissions.