



Market Communication:

Clarification on RFP:

Appointment Of A Service Provider To Redevelop RAF Legacy Claims Applications From Desktop Based To Web Based Applications For A Period Of Twelve (12) Months.



To All Prospective Bidders and Interested Parties

1. Purpose of this Notice

To restate the problem, we are asking bidders to solve and to remove ambiguity about the role of the legacy system and the Guidewire system. RAF wished to provide clarity and context regarding the recently published RFP for the modernisation of its legacy claims management system. This communication aims to eliminate any market confusion and ensure a clear understanding of our strategic technology landscape and the objectives of this RFP.

2. Current Operating Context

There are two production systems in use within the RAF:

2.1 Legacy Claims System: The established system handling the vast majority of existing claims throughout their lifecycle

- Workloads already run in RAF Azure and AWS environments.
- Users access legacy applications through Citrix Virtual Desktop Infrastructure.
- Files that were registered and lodged through the legacy system will continue to be processed in the legacy system through to final payment.

2.2 Guidewire System: The new, modern platform for all new claims

- Guidewire is a web-based solution. It does not require VDI.
- New claims are captured and processed in Guidewire.
- No build, change or redevelopment on Guidewire is requested in this RFP.

3. What the RFP is About

The objective of this RFP is not to replace the Guidewire system but to address technical debt and operational inefficiencies within the legacy environment. RAF is procuring a targeted modernisation of the legacy system to remove dependency on VDI while the Guidewire roll-out continues. Furthermore, RAF would like the legacy claims management system to be appropriately and effectively modernised so it can continue to operate in a stable and functional manner until the solution is decommissioned. This effectively ends the life of the solution for a short period of time.

In-Scope Intent

- Provide RAF personnel with a web-based, secure, and supportable way to use legacy capabilities without VDI.
- Maintain functional parity for the legacy workflows that must continue until those claims are closed and paid.
- Keep data and processing for legacy files within the legacy estate, subject to existing controls in Azure and AWS.
- Provide required integration so that legacy and Guidewire can operate side-by-side without double capture or data drift.



- Deliver production-ready code, deployment scripts, support artefacts and handover to RAF teams.
- The envisaged future state is as follows:
 - Eliminate VDI Dependency through the creation of a web-based and cloud-native application that is accessible directly through a browser, without the need for a virtual desktop.
 - Ensure Operational continuity by modernising the legacy system so that the solution can continue to process all existing files until their final payment is made, ensuring no disruption to claimant service.
 - Improve efficiency and user experience by delivering a modern, intuitive, and efficient user interface for our claims handlers working on pre-Guidewire claims.
 - Align with Cloud Strategy by removing the legacy VDI layer.

What the RFP is not about

- Any change to Guidewire core functions, data model, rules, or user interface.
- Any new feature work on Guidewire.
- A wholesale re-engineering of RAF claims operations.
- Migration of in-flight legacy claims into Guidewire. That is not part of this procurement. However, the readiness of the underlying system, data model, rules, etc., to ensure that migration can be executed smoothly is in scope.
- Replacement of existing cloud landing zones or security patterns.

4. Interfaces and Data

- Bidders must work with existing RAF integration points, for example, Identity and Access, Documents Services, Payments, Reporting and Audit (to name a few).
- Where new interfaces are proposed, they must be standards-based and documented, with versioning and backwards compatibility plans.
- Data for legacy files remains authoritative in the legacy estate until each file reaches final payment and closure.
- Any data shared between systems must be reconciled and logged.

5. Technology and Environments

- Deployment targets are RAF Azure and RAF AWS, following RAF policies.
- The delivered solution must be browser-based and usable on standard RAF workstations without VDI.
- Observability is required, such as logs, metrics, and traces that RAF Operations can consume.



6.Common Misconceptions and the RAF Position

Misconception: The RFP is a request to fix Guidewire.

Position: Guidewire is not in-scope. No work on Guidewire is requested.

Misconception: All claims are moving into Guidewire now.

Position: Only new claims are in Guidewire. Legacy files stay in legacy until paid or until a migration plan has been put in place.

Misconception: The legacy system is being retired immediately.

Position: It will remain in service for existing files. The aim to remove VDI reliance and reduce operational risk while Guidewire expands. Decommissioning of the legacy management system is work in progress and out of scope.

Misconception: Vendors can choose any environment.

Position: Deploy into RAF Azure and RAF AWS under RAF control. The dominant and preferred environment is the RAF AWS.