



RFI NUMBER:	RAF/2025/00006
DESCRIPTION:	REQUEST FOR INFORMATION: ERP SYSTEM TO REPLACE RAF'S CURRENT ERP SYSTEM.
PUBLISH DATE:	10 MARCH 2025
CLOSING DATE:	03 APRIL 2025
CLOSING TIME:	11:00 AM
RESPONSES MUST BE EMAILED TO:	<a href="mailto:BACsecretariat@raf.co.za">BACsecretariat@raf.co.za</a>
ATTENTION:	SUPPLY CHAIN MANAGEMENT

<b>BIDDER NAME:</b>
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## BIDDING STRUCTURE

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

<b>If individual bidder, indicate the following:</b>	
Name of bidder	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

<b>If joint venture or consortium, indicate the following:</b> <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	

<b>If using subcontractors, indicate the following:</b>	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	
<b>If joint venture or consortium, indicate the following:</b>	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

<b>If using subcontractors, indicate the following:</b> (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:

Supply Chain Management	<a href="mailto:BACsecretariat@raf.co.za">BACsecretariat@raf.co.za</a>
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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.

## **SCOPE OF WORK:**

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### **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, prior to an award being made.
- 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 appoint more than one bidder

### **3. BACKGROUND OF THE BID**

The RAF has commenced its transformation journey, which began with the approval of the 2020 – 2025 Strategy. One of the RAF Strategy's focuses is System Modernisation, which strives to improve the RAF's service delivery to its internal and external stakeholders by introducing cutting-edge technology.

The Technology and Digital division has adopted a cloud-based strategy to implement the system modernisation roadmap.

The current RAF's ERP solution has the following high-level functionality: Employee Management, Payroll, Leave Management, Employee Self-Service (ESS), Procurement, Financial management, and Asset management. This on-prem solution has reached its end of life, and the RAF is looking to replace it with a new cloud-based ERP solution.

The replacement ERP is envisaged to modernise the enterprise solutions, and provide a robust, scalable, and efficient platform with best-in-class functionalities and regulatory compliance.

Replacing the current end-of-life ERP system and infrastructure is critical, as this will reduce costs, enable new capabilities, and drive significant improvements in business performance.

Based on this background, it was recommended that RAF investigate appropriate solutions to meet the required needs. Preferably, this must be an existing off-the-shelf solution with capabilities to customise and scale to match RAF's business and regulatory requirements

Vendors should note that RAF plans to replace its current ERP system and enhance existing business processes where applicable.

#### **4. REQUIRED INFORMATION**

The following section details the required information to assist RAF in forming a picture of the available products and services in the market and if these align with the initial objectives.

This information will assist the RAF in refining the requirement, addressing existing gaps, and deciding on potential next steps.

The questions are based on the current and future ERP capabilities that RAF is looking at.

#### **5. CURRENT ERP KNOWLEDGE, CAPACITY AND EXPERIENCE**

The questions aim to determine the capacity, knowledge, and experience of potential vendors in the market and the nature of their services.

##### **5.1 GENERAL INFORMATION**

###### **5.1.1 Vendor Overview**

- Please provide your company profile, including your size, experience, and financial stability information.
- Describe your implementation methodology and the support services you offer.
- Have you implemented your ERP solution for a medium to large public entity in South Africa within the last five years?
- Was this implementation based in the cloud, and if so, which cloud vendor was used?

### **5.1.2 Technical Capabilities**

- What is your experience with cloud infrastructure, such as AWS, Azure, or Google Cloud, in implementing the ERP solution?
- Can you describe your data security and compliance measures?
- What uptime guarantee do you offer for your system, and what is your disaster recovery plan?
- How do you handle data backup and restoration?
- Please provide details about your system's scalability.
- Does your solution support single sign-on capabilities with role-based access control (RBAC)?
- Does your solution integrate with cloud-based systems?

## **5.2 ERP SOLUTION**

### **5.2.1 Employee Management**

- Please describe your system's capabilities for managing employee data, including onboarding, performance management, training and skills management, and offboarding.
- Can the system accommodate employees such as full-time, part-time, and contractors?
- How does the system support organisational charting and workforce planning?
- What other integrations are available?
- Explain how your system facilitates incident reporting and case management for workplace grievances.

### **5.2.2 Talent Management**

- Outline the system's recruitment, talent development, and succession planning features.
- Does the system have the capability to track employee skills and certifications?

### **5.2.3 Payroll**

- Please describe your system's payroll processing capabilities, specifically regarding support for multiple companies, tax calculations, deductions, and direct deposit options.
- Can the system manage complex payroll scenarios, such as overtime, bonuses, and other allowances?
- How does the system ensure compliance with South African payroll regulations?
- Additionally, please detail the system's ability to produce required governmental and labour reports.

### **5.2.4 Reporting and Analytics**

- What payroll reports and analytics are available, such as trends on retention, performance, and hiring needs?
- Can the system create custom payroll reports and dashboards with visual analytics for HR and management?
- Are there any additional integrations and file import capabilities?

### **5.2.5 Leave Management**

- Please describe your system's capabilities for tracking various types of leave, such as sick, annual, maternity, paternity, study, and family responsibility.
- Can the system automate the approval process for leave requests and send notifications?
- Please provide detailed information about the system's ability to manage different leave accrual rules.
- How does the system enable employees to request and manage leave?
- Can the system automatically update payroll to reflect leave days taken?
- Can the system store medical documents to ensure compliance?
- Can the system use AI-driven leave pattern analysis to detect anomalies and trends in absenteeism?
- Does your system support self-service leave requests and approvals through mobile and web



applications?

- Can the system automatically update out-of-office or inactive status across RAF systems?

#### **5.2.6 ESS Functionality**

- Describe the range of self-service capabilities available to employees.
- How user-friendly is the Employee Self-Service (ESS) portal?
- How does the system manage password resets and user access?
- Is the ESS portal accessible on mobile devices?
- Describe the functionality of the mobile app.

#### **5.2.7 Procurement**

- Describe the system's capabilities for managing the entire procurement process, from requisition to payment.
- Can the system automate the creation of purchase orders and the associated approval workflows?
- Please detail the system's ability to manage vendor relationships.
- How does the system handle invoice processing and invoice matching?
- Does the system support electronic invoicing?
- Does the system adhere to public sector procurement regulations, such as the Preferential Procurement Policy Framework Act (PPPFA)?

#### **5.2.8 Finance and Operations**

- Please describe your system's core financial management capabilities, including general ledger, accounts payable, and accounts receivable features.
- Can the system manage budgeting, forecasting, and financial reporting?
- Does the system support multiple currencies?
- How effectively does the system handle data analytics for operations?
- How well does the ERP system integrate with other systems commonly used by public

entities? Please provide more details.

- Is the system compliant with regulations such as the Public Finance Management Act (PFMA), International Public Sector Accounting Standards (IPSAS), and International Financial Reporting Standards (IFRS)?

#### **5.2.9 Asset Management**

- Please describe your system's capabilities for managing the entire asset lifecycle, from acquisition to disposal.
- Can the system track the location, ownership, and maintenance history of assets?
- Does the system support calculations for asset depreciation?
- Can the system manage asset tagging and barcoding?
- Please describe your system's scheduling and tracking asset maintenance features.
- Can the system generate maintenance work orders and track maintenance costs?
- Can the system provide scheduling for preventative maintenance?
- What types of asset reports and analytics does the system offer?
- Is it possible for the system to generate custom asset reports?
- Does the system provide insights into asset utilisation and performance?

#### **5.2.10 Integration with Procurement and Finance**

- How effectively does the asset management module integrate with the procurement and finance modules?
- Is it possible to automatically record asset purchases in the asset register?
- Can maintenance costs be tracked and allocated to specific assets?
- Does the system offer mobile capabilities for managing assets?
- Can assets be scanned and tracked using mobile devices?

#### **5.2.11 Security and Compliance**

- Describe your data encryption methods at rest and in transit.

- What security certifications does your cloud provider hold (e.g., ISO 27001, SOC 2)?
- Detail your access control and user authentication mechanisms (e.g., multi-factor authentication, biometric access).
- Describe your data loss prevention methods.
- How does your system support compliance with relevant regulations (e.g., GDPR, industry-specific regulations)?
- Can your system generate audit trails that document changes made to employees and also generate compliance reports?
- How do you handle updates to regulations?
- Describe your system's capabilities for managing financial compliance.
- Can your system produce the required governmental reports for all relevant modules?
- Describe your disaster recovery and business continuity plans.
- What are your recovery time objectives (RTO) and recovery point objectives (RPO)?
- How does the system manage user roles and permissions?
- How effectively does the system provide audit trails for all specified transactions, including configuration changes?
- Can the system generate useful reports during a financial audit?

#### **5.2.12 Artificial Intelligence (AI) Tools:**

- Describe the AI capabilities integrated into your ERP system.
- Which specific business processes are enhanced by AI?
- What types of predictive analytics are available?
- How does AI automate routine tasks and improve efficiency?
- Can AI optimise inventory management, procurement, or other processes?
- Does the AI provide intelligent recommendations or alerts?
- How does AI analyse data to provide actionable insights?

- Can AI identify trends, patterns, and anomalies?
- How easily can AI tools be integrated into existing workflows?
- How does the system ensure the security and privacy of AI-generated data?

#### **5.2.13 Migration of historical data**

- Describe your data migration methodology and approach.
- What tools and techniques do you use for data extraction, transformation, and loading (ETL)?
- Can you provide examples of successful data migrations you have completed?
- What testing procedures do you use to validate the accuracy of migrated data?
- How do you manage data mapping between existing systems and the new ERP system?
- What capabilities do you have for data transformation?
- How do you handle data cleansing and deduplication?
- Are you equipped to handle complex data transformation rules?
- What methods do you use to verify the accuracy and completeness of migrated data?
- What reconciliation processes do you implement?
- How do you address data exceptions and errors?
- Do you offer any data migration templates?
- How do you manage the migration of historical data?
- Are there limitations on the volume of historical data that can be migrated?
- How is archived data managed during the migration process?

#### **5.2.14 Implementation Approach and Support:**

- Describe your implementation methodology, including the scope of work and proposed timelines.
- Explain the training and support you will provide during and after implementation.
- Detail your support and maintenance services, specifying response times and service level

agreements (SLAs).

- How frequently is the system updated, and what is the process for deploying these updates?

## **6. RESPONSE FORMAT**

- Responses to this RFI should be clear and direct.
- Written responses must follow the layout and numbering used in the required information section of the RFI.
- No elaborate presentations or marketing materials are needed at this stage.