



REQUEST FOR QUOTATION (RFQ) NUMBER:	PR10109972 & PR10109973 (Please use this number as reference when sending quotations and supporting documentation)
DESCRIPTION	The Road Accident Fund (RAF) wishes to appoint a suitable service provider to source and supply a Humanoid Robot for Lease and Chatbot Development and support for a twelve (12) month period.
RFQ ISSUED DATE	04 June 2025
RFQ VALIDITY PERIOD	30 days from the closing date.
CLOSING DATE AND TIME	12 June 2025 at 14:00
EXPECTED DATE SERVICES IS REQUIRED	Twelve (12) months agreement (Part B only) which will come into existence from the date of the last signatory
COMPULSORY BRIEFING SESSION	n/a
DELIVERY ADDRESS OF GOODS	RAF Head Office, 420 Witch Hazel Road Centurion, Eco Glades Pretoria
RFQ RESPONSES MUST BE EMAILED TO:	For Head office all quotations should be emailed to rfq.procurement@raf.co.za Failure to follow these instructions will result in your quote not being considered.
ENQUIRIES REGARDING THIS RFQ SHOULD BE SUBMITTED VIA E-MAIL TO	Enquires can be directed at this e-mail address ntsakob@raf.co.za For further enquiries, you may contact Ntsako Baloyi on 012 649 2023

Important Notes to this RFQ:

- **Service providers/suppliers should ensure that RFQ responses are emailed to the correct email address; (rfq.procurement@raf.co.za)**
- **If the quotation is late, it shall not be accepted for consideration;**
- **The RAF reception is generally accessible 8 hours a day (07h45 to 16h00); 5 days a week (Monday to Friday) for delivery of goods;**
- **All suppliers are required to complete and sign all Annexures to this document (Standard Bidding Documents and documents for submission under Mandatory Evaluation, where applicable);**
- **Historically Disadvantaged Individuals (HDI)* claimed points for Race and Gender will be verified through CSD;**
- **Suppliers who have a disability must provide a valid medical certificate issued by a registered medical practitioner as proof of disability;**
- **RAF will conduct business ONLY with CSD Registered suppliers;**
- **Should you not be contacted within 14 working days, consider your proposal/quotation unsuccessful.**

Prohibition of Gifts & Hospitality:

"Except for the specific goods or service procured by the Road Accident Fund, service providers/suppliers are required not to offer any gift, hospitality or other benefit to any RAF official. To avoid doubt, branded marketing material is considered to be a gift. Furthermore, should any RAF official request a gift, hospitality or other benefit, the service providers is required to report the matter to our toll free fraud line at 0800 005919."

**HDI - means a South African Citizen who (a) due to the apartheid policy, had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983(Act No.110 of 1983) or the Interim Constitution of the Republic of South Africa,1993 (Act No.200 of 1993); (b) is a female; or (c) has a disability.*

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Annex A : **TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)**

SERVICE PROVIDER/SUPPLIER:
REGISTRATION NUMBER:
CSD UNIQUE SUPPLIER REGISTRATION NUMBER:
ADDRESS:
CONTACT PERSON:
TEL:

1. RAF's standard conditions of purchase shall apply.
2. RAF will not conduct business with suppliers whose tax matters are not declared to be in order by SARS.
3. Goods or services shall be delivered and accepted against an official and RAF Award Letter or Purchase Order (PO) signed and duly authorised RAF official.
4. The RAF reserves the right not to make payment or accept the goods or services should the goods or services be delivered to the RAF before the RAF Award Letter or PO is issued. (An official authorised RAF PO should have the Supply Chain Management (SCM): Manager signature or such other official duly authorised in terms of the RAF's Delegations of Authority and Approval Framework), Description of the item, Quantity of items purchased, Date of delivery of the item, Total amount of the items purchased inclusive of where applicable VAT and other applicable taxes.
5. This RFQ will be evaluated based on the 80/20 preference point system applicable to bids with a Rand value equal to, or above R2 000.01 and up to a rand value of R1 000 000.00 (all applicable taxes included). The RAF may elect to apply the 80/20 preference point system to price quotations with a rand value less than R2 000.01.

I, the undersigned (NAME).....certify that :

I have read and understood the conditions of this RFQ;

I have supplied the required information and the information submitted as part of this RFQ is true and correct.

Signature: _____

Date: _____

Capacity: _____

http://ocpo.treasury.gov.za/Resource_Centre/Legislation/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf

1. BACKGROUND TO THE ROAD ACCIDENT FUND

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 RAF has its headquarters in Centurion - Pretoria and other offices country wide.

2. BACKGROUND OF THE PROJECT

The Road Accident Fund (RAF) wishes to appoint a suitable service provider to source and supply a Humanoid Robot for Lease and Chatbot Development and support for a twelve (12) month period.

3. DETAILED SPECIFICATION**Part A: Humanoid Robot Lease – PR10109972**

1. The humanoid robot will be temporarily leased for the launch event. It must undergo a comprehensive reprogramming process to ensure it meets the objectives outlined in the RAF's Cloud Migration Project.
2. The humanoid must be an existing model that can be customised. Customisation should include, but is not limited to, modifications in programming, appearance, and functionality to accurately reflect RAF's branding and operational requirements. During the launch period, the humanoid will be used for a minimum of one day and up to a maximum of five days to support various activities and presentations.
3. All development, configuration, and testing processes must be completed by June 25, 2025. This timeline is critical to ensure that all systems are thoroughly vetted and functional prior to the launch event.
4. Whenever possible, the Humanoid robot must be delivered at least one full day before the launch. If delivery a day in advance is not feasible, it must arrive no less than four hours before the scheduled start time. This timeframe will ensure that the team has adequate time to set up the equipment, conduct final testing, and address any potential issues that may arise during setup.
5. The launch event will take place at the end of June 2025 in the Gauteng Province, during regular business hours. Specific venue details will be provided closer to the date to ensure that all logistical arrangements are made efficiently.
6. The service provider will be required to offer on-site support during the event, which will last approximately one day.

This support should include troubleshooting assistance and technical guidance to ensure the Humanoid operates smoothly throughout the event.

General Features & Capabilities
Physical Design
The humanoid robot must be a commercially available model specifically designed for public interactions. It must feature a high-resolution screen that can display various visual content, making it engaging and informative.
This robot must be constructed with durable materials and engineered for smooth mobility, allowing it to navigate various environments easily and effectively engage with the audience.

Mobility & Interaction
The robot must boast 360-degree movement capabilities, supported by advanced navigation sensors that ensure safe and efficient movement in crowded spaces, enhancing its ability to interact with people from any angle
Its functionality must include hand gestures and head movements, with minimal human behaviour and provide a more relatable conversational experience, making interactions feel more genuine and engaging
Voice & Audio Capabilities
The robot must be equipped with high-quality speech synthesis technology. This will allow the robot to offer clear and intelligible speech in multiple languages, including English, allowing it to communicate effectively with a diverse audience.
The robot must integrate Natural Language Processing (NLP) to understand and respond to questions in real-time, facilitating interactive dialogue and enhancing user engagement.
Display & User Interface
The robot must feature an integrated touchscreen that serves as an interactive user interface. This will allow users to navigate content easily, providing a hands-on experience when engaging with the robot.
Additionally, the robot must employ AI-powered facial expressions to convey emotions and reactions, further enriching the interaction experience and fostering a connection with users.
Functional Capabilities
Cloud Migration Information & Engagement
The robot must be designed to present comprehensive information about the RAF Cloud Migration Project through a combination of voice, text, and visual displays to cater to different learning styles and keep the audience engaged.
It must be capable of addressing frequently asked questions regarding the cloud migration process, providing users with reliable and prompt information to alleviate concerns.
The robot must effectively demonstrate Key project benefits, such as improved operational efficiency and enhanced security measures, and highlight significant milestones achieved throughout the migration journey.
Interactive Presentations
During the launch event, the robot should engage the attendees.
It must showcase detailed cloud migration roadmaps, outline security enhancements, and explain the operational benefits of the transition to the cloud, thereby ensuring that the audience understands the project's significance.
Integration with RAF Systems
The robot must be integrated with the RAF website, allowing users to access additional resources and information seamlessly. This connectivity will ensure that users have all the information they need at their fingertips.
Security & Compliance
All interactions conducted by the robot must strictly adhere to RAF's data protection policies, ensuring that user privacy and security are prioritised.
Importantly, the robot must be designed not to store personal data locally; instead, all interactions must be processed securely through cloud services, minimising risk and maintaining compliance with RAF's relevant regulations.

Deployment & Maintenance
Rental & Configuration
This is a rental requirement. The humanoid robot will be rented or leased from an existing provider, and RAF will NOT purchase a new unit.
Prior to deployment, the robot must be reprogrammed to ensure that its branding, content, and interaction functionalities align with RAF's standards and requirements, providing a consistent user experience.
Usage Duration
The robot is intended for deployment for a maximum of five days and one day for the launch period, ensuring that engagement remains impactful without overwhelming users.
Power & Support
The humanoid robot should have a power outlet for charging and ideally include a backup battery to ensure continuous operation during temporary power outages.

Additionally, technical support must be readily available throughout the deployment period to assist with any operational challenges or technical difficulties, ensuring a smooth user experience.

Part B: Chatbot Development – PR10109973

CHATBOT REQUIREMENTS

The chatbot will serve as a digital assistant on the RAF Intranet, offering continuous support and answering queries related to the Cloud Migration Project both during and after the event.

General Features & Capabilities
Deployment Platform
The chatbot must be designed to facilitate its seamless integration into the official website of the RAF. This integration will enable visitors to access various services and relevant information about the RAF easily.
The chatbot must operate continuously, ensuring that users can access assistance and information (24/7/365).
The chatbot must be compatible with the RAF infrastructure environment, specifically Microsoft Azure or Amazon Web Services (AWS).
AI-Powered NLP Engine
The core of the chatbot must be powered by advanced Natural Language Processing (NLP) technology. This will enable the system to understand and interpret user queries accurately and provide prompt and relevant responses.
Additionally, it must incorporate machine learning capabilities that will allow the chatbot to learn from interactions, progressively enhancing the quality of its responses over time. As more data is gathered, the system must adapt to user preferences and common inquiries, leading to increasingly efficient interactions.

Functional Capabilities
Cloud Migration Information & Support
The chatbot must serve as a valuable resource for users seeking information about the RAF's cloud migration initiative. It must provide comprehensive, structured details that outline the objectives of the migration, including benefits, potential risks, and the overall impact on RAF operations.
Furthermore, the chatbot must include an interactive FAQ section that offers tailored responses based on user-specific queries, ensuring that individuals receive the most relevant information regarding cloud migration.
The chatbot design should be extensible and adaptable, allowing for the inclusion of additional services and data sources. Its design must prioritise modularity and a flexible framework, enabling easy addition of new features and integrations without requiring extensive rework or modifications.
Live Agent Escalation
To enhance user experience, the chatbot must be equipped with the ability to recognize complex queries that exceed its programmed capabilities.
In such cases, it must facilitate a smooth transition to a live agent, specifically the RAF's IT support team. This escalation process will ensure that users receive the necessary assistance in a timely manner, thereby improving overall satisfaction and response time for more intricate issues.
Security & Compliance
Security must be a top priority for the chatbot design. It must ensure that all communications are encrypted, safeguarding against unauthorised access and ensuring continuity of data protection.
The chatbot must adhere to the RAF's strict data protection policies, including compliance with relevant regulations. Importantly, it must be designed to avoid the storage of Personally Identifiable Information (PII), thereby minimising the risk associated with data breaches and maintaining user privacy.
Deployment & Maintenance
Scalability & Performance
The chatbot must utilise a cloud-based architecture, which will provide inherent scalability. The system must automatically adjust resources to accommodate varying levels of user traffic, ensuring exceptional performance even during peak usage times.
Usage Duration
This agreement to include comprehensive onsite and remote support for a period of twelve (12) months.
To maintain user experience, robust load balancing measures must be implemented to enable the chatbot to efficiently handle multiple simultaneous users without degradation in response time or service quality.
Analytics
To continuously improve performance and user satisfaction, the chatbot must be able to generate detailed analytics reports on interactions. These reports must provide insights into user behaviour, query frequency, and engagement levels, allowing the RAF to identify areas for improvement, monitor the chatbot's performance, and adapt the system according to user needs and feedback.

Annex D : EVALUATION CRITERIA

The evaluation criteria will be based on the following requirements:

- Phase 1: Mandatory Inspection / Demo of the recommended service provider
- Phase 2: Evaluation for Price and Specific Goals based on preference point system of 80/20.

Phase 1: Mandatory Requirements

All Service Providers who do not meet all Mandatory Requirements will be disqualified and will not be considered for further evaluation on Specific Goals.

Service Providers must indicate by ticking (✓) correct box indicating that they Comply or Do not comply.

No	Description	Comply	Not comply																					
1	<p>Specification Requirements</p> <p>The service provider must supply a Humanoid Robot Demo that meets at least 5 of the 6 specifications in the brief. The service provider must provide a tick/cross next to the following specifications to indicate selection, either yes or no.</p> <table><tr><th>Specification</th><th>Yes</th><th>No</th></tr><tr><td>An integrated built-in screen for displaying visual content.</td><td></td><td></td></tr><tr><td>The robot has a minimum height of one (1) meter.</td><td></td><td></td></tr><tr><td>The robot has high-quality speech that is clear, natural, and easy to understand.</td><td></td><td></td></tr><tr><td>The robot is capable of effectively handling real-time questions and answers using natural language processing (NLP).</td><td></td><td></td></tr><tr><td>The robot has customisation flexibility, allowing its behaviour and functionalities to be tailored to specific business needs.</td><td></td><td></td></tr><tr><td>The robot has the ability to integrate with existing business systems and software.</td><td></td><td></td></tr></table>	Specification	Yes	No	An integrated built-in screen for displaying visual content.			The robot has a minimum height of one (1) meter.			The robot has high-quality speech that is clear, natural, and easy to understand.			The robot is capable of effectively handling real-time questions and answers using natural language processing (NLP).			The robot has customisation flexibility, allowing its behaviour and functionalities to be tailored to specific business needs.			The robot has the ability to integrate with existing business systems and software.				
Specification	Yes	No																						
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The robot has the ability to integrate with existing business systems and software.																								
Substantiate/Comments																								

NB! The recommended service provider will be subjected to an Inspection / Demonstration

2	The service provider must be able to demonstrate that the Humanoid Robot to be deployed to the RAF has met the above-mentioned functions.		
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Phase 2: Price and Specific Goals Evaluations

The evaluation for Price and Specific Goals based preference system shall be based on the 80/20 and the points for evaluation criteria are as follows:

Evaluation criteria					Points
1.	Price				80
2.	Specific Goals				20
	#	Specific Goal	Proof	Points Allocation	
	1	South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act 200 of 1983) or the Constitution of the Republic of South Africa, 1996. (minimum 51% ownership or more)	CSD Report	10	
	2	Women (minimum 51% ownership or more)	ID copy / CSD report	8	
	3	Persons with disabilities (minimum 51% ownership or more)	Valid medical certificate issued by an accredited medical practitioner	2	
Total					100

Annex E :**COST BREAK DOWN**

1. The service provider/supplier is required to provide a full cost breakdown for each item required on an official company letterhead;
2. In cases where a service provider submits two (2) different offers, the price stated on the RFQ document will be accepted for the basis of the evaluation purposes.
3. The service provider/supplier is required to list all additional costs associated with the services listed above, with the conditions of when such costs will apply;
4. All prices must be VAT inclusive (if VAT registered) and must be quoted in South African Rand (ZAR);
5. No price changes will be accepted after official Purchase Order (PO) is issued.

PART A

NO.	ITEM DESCRIPTION	QUANTITIES	UNIT PRICE	TOTAL PRICE
1.	Humanoid Robot Lease (as per annexure C specifications)	1		
TOTAL				
VAT (IF VAT REGISTERED)				
GRAND TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)				

PART B

NO.	ITEM DESCRIPTION	QUANTITIES	UNIT PRICE	TOTAL PRICE
1.	Chatbot Development (as per annexure C specifications)	1		
TOTAL				
VAT (IF VAT REGISTERED)				
GRAND TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)				

Ad Hoc Services (Support)

	ITEM DESCRIPTION	Rates (inclusive of VAT)	Unit of Measure
2.1	Labour/Support rate (Onsite – inclusive of transport and all other relevant administrative costs)	R	per hour
2.2	Labour/Support rate (Remote – inclusive of all other relevant administrative costs)	R	per hour

TABLE	PRICING
Total Price for Part A: Humanoid Robot Lease PR10109972	R
Total Price for Part B: Chatbot Development PR10109973	R
TOTAL PRICE FOR TABLE A AND B (inclusive of VAT)	R

NB! The service providers are required to provide total quotation price as per the above cost breakdown guideline for evaluation purposes as only Part B will be handed over for contracting purposes.

[SBD 4 Bidders Disclosure](#)

[SBD 6.1 in Terms of PPR 2022](#)

[Annexure A: Security Measures](#)