



RFI NUMBER:	RAF/2026/00022
DESCRIPTION:	REQUEST FOR INFORMATION: APPOINTMENT OF A SERVICE PROVIDER FOR LICENSING OF THE ALREADY IMPLEMENTED MIMECAST CLOUD HOSTED EMAIL ARCHIVING SOLUTION, AND FOR THE PROVISION OF LICENSING, IMPLEMENTATION, SUPPORT SERVICES, AND TRAINING FOR THE MIMECAST CONTINUITY, SYNCHRONISATION, AND RECOVERY CLOUD-HOSTED SOLUTION WITHIN THE MICROSOFT O365 ENVIRONMENT FOR THE ROAD ACCIDENT FUND (RAF), FOR A PERIOD OF FIVE (5) YEARS.
PUBLISH DATE:	08 MAY 2026
CLOSING DATE:	15 MAY 2026
CLOSING TIME:	11:00 A.M.
COMPULSORY BRIEFING SESSION	N/A
RESPONSES MUST BE EMAILED TO:	bacsecretariat@raf.co.za
ATTENTION:	SCM – DEMAND MANAGEMENT

BIDDER NAME: _____

NB: ONLY THE ORIGINAL EQUIPMENT MANUFACTURER (OEM) OR ACCREDITED PARTNERS/RESELLER OF THE OEM ARE ELIGIBLE TO RESPOND TO THE RFI.

Please select one of the options below (Tick)	
OEM (Owner of the technology)	<input type="checkbox"/>
Mimecast 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: <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	

If using subcontractors, 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 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: <i>(To be completed for each subcontractor)</i>	
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:

Bid enquiries:

SCM – 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. 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 when the proposals are submitted.
- 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.

3. BACKGROUND OF THE BID

3.1 The Road Accident Fund (RAF) requires a competent, experienced, and reputable service provider to deliver a consolidated Mimecast Cloud-Hosted Email Archiving (already in place, licenses required), Continuity, Synchronization, and Recovery Solution for a period of five (5) years for 4500 users. The solution must include the following integrated components:

- Cloud-Hosted Email Archiving
- Email Continuity (Failover and Disaster Recovery)
- Email Synchronisation and Recovery

The service offering must include all required licensing - 4500, implementation, configuration, support, maintenance, and training, and must seamlessly integrate with RAF's Microsoft 365 (Office 365) environment.

3.2 As part of RAF's Strategic Plan, the ICT function is undergoing a digital transformation to leverage cloud-based platforms that improve resilience, security, and operational efficiency. In support of this strategy, RAF requires a cloud-hosted email archiving, continuity, synchronization, and recovery solution to safeguard email data against data loss, corruption, cyber threats, and

system outages, while also addressing the challenges posed by growing mailbox sizes. The solution must provide a fully integrated capability for the rapid archiving and granular recovery of email data, including mailboxes, folders, calendar items, contacts, tasks, notes, and attachments, ensuring data integrity and availability at all times.

3.3 The required solution must ensure uninterrupted access to email services during both planned and unplanned outages affecting RAF's primary email platform, Microsoft Exchange Online (Office 365). The solution must deliver seamless email continuity, including automatic failover, disaster recovery (DR), and fallback functionality, without compromising security, compliance, or user experience. This capability is critical to ensure that RAF's email data remains accessible, recoverable, and usable when required, while also supporting regulatory compliance, business continuity, and overall email system efficiency.

3.4 The Mimecast cloud-hosted email archiving component must enable RAF to preserve, retain, and manage email messages and attachments in a structured, searchable, and secure manner for the purposes of:

- Long-term data retention
- Email security and threat mitigation
- Protection against ransomware and cyberattacks
- Internal threat management
- Data governance and regulatory compliance
- Legal discovery and litigation support
- Historical reference and audit purposes

The solution must ensure that RAF's email data is securely retained, well-organised, and readily accessible throughout its lifecycle.

3.5 All solution components must be hosted within the borders of the Republic of South Africa and must fully comply with the Protection of Personal Information Act, 2013 (POPIA) and any other applicable legislation or regulatory requirements relating to data protection, privacy, and information security.

3.6 The appointed service provider must demonstrate proven experience and competence in the cybersecurity and email management domain, with a primary focus on email security, archiving,

continuity, and recovery services. The service provider must be able to demonstrate a strong track record of delivering similar cloud-hosted solutions in enterprise or public-sector environments.

4. SCOPE OF WORK

To provide a Mimecast cloud-hosted email archiving, continuity, synchronization, and recovery solution for the Office 365 environment with 4500 licenses, the following services are required:

4.1. Key Features and Capabilities

The information below outlines RAF requirements for a cloud-hosted solution for the RAF's Office 365 environment.

Category	Description
Technical and Functional Requirements:	
Email Continuity Solution	
Email Continuity General Features	<ul style="list-style-type: none"> • Hosted in a high-availability data center with 99.9% uptime SLA. • Seamless integration with Microsoft Office 365 • Ability to send, receive, and access emails during O365 downtime, automatically redirect RAF's Office 365 email traffic to the continuity platform during outages. • Support for real-time email synchronization • Multi-tenant architecture with role-based access control • Support automatic failback to the primary email server once restored. • Scalable to support 4500+ users with high availability • 24/7 monitoring, reporting, and alerting • Offer a centralized dashboard to monitor system health, uptime, and performance metrics • Per-user (4500) or per-organization subscription-based licensing
Email Continuity & Failover	<ul style="list-style-type: none"> • Automatic failover & failback during Office 365 outages • Continuous email delivery without disruption to RAF end users • Full synchronization of sent/received emails after recovery • Ability to recover emails with folder structure intact to ensure user experience consistency.

	<ul style="list-style-type: none"> • Web-based emergency inbox access • Ensure real-time access to email, calendar, and contacts during outages. • Self-service recovery portal for RAF users to restore emails without IT assistance.
Integration & Compatibility	<ul style="list-style-type: none"> • Native integration with Office 365 Exchange Online • API-based and SMTP journaling support for seamless routing • Support for Outlook, Outlook for Web, and mobile email access • Must be compatible with Mimecast Cloud Hosted Email Archiving • Full integration with Microsoft Exchange Online, Outlook, SharePoint, OneDrive, Teams
Security and Compliance	<ul style="list-style-type: none"> • Ensure emails are encrypted both in transit (TLS) and at rest using industry-standard protocols. • Anti-Malware and Anti-Phishing Protection: Include built-in protection against spam, malware, phishing, and zero-day attacks. • User Authentication: Integrate with the RAF's Single Sign-On (SSO) and Multi-Factor Authentication (MFA). • Support for legal hold, eDiscovery, and compliance auditing
	<p>Compliance Standards:</p> <ul style="list-style-type: none"> • Support compliance with POPIA, and other regional data protection regulations. • Provide audit trails for email continuity usage and actions during outages. • Tamper-proof audit logs for tracking email recovery events.
Storage & Retention	<ul style="list-style-type: none"> • 30-day minimum email retention for continuity purposes • Option for custom retention policies beyond 30 days • Integration with existing backup and archiving solutions
Technical and Functional Requirements:	
Email Sync and Recover Solution	

Email Sync and Recover Solution General Features	<ul style="list-style-type: none"> • Fully cloud-based with no on-premises hardware dependencies. • Hosted in a high-availability data centre with 99.9% uptime SLA. • Automatic email synchronization & backup at scheduled intervals.
Integration	<ul style="list-style-type: none"> • Full integration with Microsoft Exchange Online, Outlook, SharePoint, OneDrive, Teams. • Must integrate natively with Mimecast's Cloud Archiving Solution. • Support dual archiving to prevent data loss and ensure redundancy. • Enable policy-based retention and legal hold capabilities.
Backup & Recovery Features	<ul style="list-style-type: none"> • Automated incremental backups of emails, attachments, and metadata. • Point-in-time recovery for individual emails, folders, or mailboxes. • Granular restore options (restore single email, mailbox, or bulk emails). • Retention policy configuration to meet RAF's compliance needs. • End-user self-service recovery via a web portal.
Security & Compliance	<ul style="list-style-type: none"> • End-to-end encryption for data at rest and in transit. • Compliance with Microsoft Security & Compliance Center policies. • Multi-factor authentication (MFA) & role-based access control. • Audit logging & reporting for all backup and recovery activities.
Performance & Scalability	<ul style="list-style-type: none"> • Support scalable storage for long-term email retention. • Minimal impact on Microsoft 365 service performance. • High-speed data transfer for backup and restoration.
Reporting & Monitoring	<ul style="list-style-type: none"> • Dashboard for real-time monitoring of backup jobs. • Automated alerts & notifications for failed or incomplete backups. • Detailed reports on backup and recovery activities.
Technical and Functional Requirements:	
Email Archiving Solution	
Data migration	<ul style="list-style-type: none"> • Ensure that historical email data is transferred to the cloud archive, and that new emails are continuously synchronized for archiving. • Extraction and conversion of archived email data • Secure data with auditing and reporting • Preservation of data structure

<p>Email capture and ingestion</p>	<p>Collecting, transferring, and storing email messages and associated data from RAF's O365 email system (cloud-based) into the email archive hosted in the cloud.</p> <ul style="list-style-type: none"> • Email Data Collection • Data Extraction • Data Transformation • Data Transfer • Indexing • Attachment handling • Metadata preservation • Version control • Compression and encryption • Continuous Ingestion. • Error handling and logging
<p>Data or email storage and management</p>	<ul style="list-style-type: none"> • Unified administrative management console • E-Discovery • Flexible retention
<p>Indexing and search</p>	<ul style="list-style-type: none"> • Cataloguing and organising email messages and their associated metadata in a way that makes them easily searchable. • Search functionality in cloud-hosted email archiving, which will allow RAF users to query the indexed email data to find specific messages or information they need.
<p>User interface and access control</p>	<ul style="list-style-type: none"> • A user interface that will be user-friendly, intuitive, and provide easy access to the features and functionalities of the email archiving service. • An access control mechanism that will govern who can access the email archives and what level of access they have.
<p>Backup and Disaster Recovery</p>	<ul style="list-style-type: none"> • Strategies and processes put in place to ensure the availability, integrity, and recoverability of RAF's email data stored in the cloud platform

ALL SOLUTIONS	
Implementation and Onboarding	<ul style="list-style-type: none"> • Solution should be implemented within 60 days of contract signing. • Deliver comprehensive documentation for system configuration, troubleshooting, and usage.
Exit Strategy	<ul style="list-style-type: none"> • Allow full data export (emails, logs, reports) in a vendor-neutral format at contract termination. • Provide support for seamless transition to another email continuity provider or solution.

4.2. Professional Support Services

4.2.1 The successful bidder shall provide implementation, post-implementation professional support services, and ongoing support to ensure the secure, resilient, and optimised operation of the Mimecast Cloud-Hosted Email Archiving, Continuity, Synchronisation, and Recovery Solution throughout the contract period.

The service provider must deliver comprehensive professional and technical services to enable RAF to maintain stable operations, high availability, regulatory compliance, and continuous service improvement.

4.2.1.1 Once-Off Implementation Services

The bidder shall provide comprehensive once-off implementation services, which must include, but are not limited to, the following:

- Project initiation and planning, including a detailed implementation plan, milestones, and project schedule.
- Configuration of the cloud-hosted email archiving, continuity, synchronisation, and recovery solution in accordance with RAF’s ICT governance and operational requirements.
- Integration with RAF ICT systems, including but not limited to:
 - Microsoft Entra ID (Azure AD)
 - Microsoft Exchange Online (Office 365)
 - RAF Security Logging, Monitoring, and SIEM platforms

- Identity and Access Management (IAM) systems
- Configuration of:
 - User roles and role-based access control (RBAC)
 - Administrative permissions
 - Retention policies, legal hold, and recovery workflows
- Security configuration in accordance with RAF security standards and the Security and Compliance Requirements outlined in Section 4.1.1.
- Data migration and ingestion setup for historical and live email data (where applicable).
- Testing services, including system testing and User Acceptance Testing (UAT).
- Go-live support, including a defined hypercare and stabilisation period (minimum duration to be proposed by the bidder).

The bidder must clearly define:

- Implementation duration and key milestones
- Key deliverables
- Resource allocation and roles
- Project governance and reporting structure

4.2.1.2 Post-Implementation Professional Services - Support

The bidder is expected to provide post-implementation professional services for the duration of the contract. These services may include, but are not limited to:

- Advanced solution configuration and policy changes
- Retention, archiving, and recovery policy optimisation
- Integration enhancements with Microsoft 365 or RAF systems
- Performance tuning to ensure optimal system responsiveness under normal and peak workloads
- Advanced troubleshooting beyond standard OEM SaaS support
- Advisory and best-practice workshops
- Platform optimisation and health-check sessions
- Security configuration updates and enhancements
- Reporting, audit, and compliance configuration

The bidder must respond and resolve calls logged within the following timeframes:

Category	Response	Resolution
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Priority 1 - Urgent	15 minutes	1 hour
Priority 2 – High	30 minutes	2 hours
Priority 3 – Medium	45 minutes	6 hours
Priority 4 – Low	60 minutes	+10 hours

Priority 1 – Urgent means malfunction and/or degraded services of the solution which limits access to the systems; or the solutions are unusable; or disables or prevents access to the solution itself, or renders any strategic element of the solution unusable, with data loss or corruption, license issues; or the above refers to 100% of users affected and/or any administrator

Priority 2 – High means the malfunction and/or degraded services of the service, which affects 50% or fewer users and/or any administrator as per priority 1 above; or the error has a serious impact on any activity. The system is still usable but will not execute commands promptly.

Priority 3 – Medium: calls that affect the solution and do not fall into priority 1 or 2 above but need to be resolved within 3 hours.

Priority 4 – Low means the solution service requests that can take longer than five (5) hours (e.g., projects, developments, procurement)

4.3. Training

The bidder shall provide comprehensive onboarding and training services to ensure effective adoption, secure usage, and operational competence of the cloud-hosted email archiving, continuity, synchronisation, and recovery solution.

4.3.1 End-User Training

The bidder must provide a structured training programme for RAF end users and designated business users.

Training must include:

- Live instructor-led training sessions (virtual and/or in-person)
- Practical demonstrations covering:
 - Email access during outages
 - Self-service email recovery
 - Archive search and retrieval
- Secure usage guidance (data protection, access control, and compliance considerations)
- Electronic user manuals

- Quick reference guides
- Recorded training sessions for future onboarding

Training must be structured to accommodate:

- Users with varying levels of technical proficiency
- Remote participation where required

4.3.2 Administrator and Technical Training

The bidder must provide in-depth technical training for ten (10) RAF ICT administrators, including backup and security personnel.

Technical training must cover:

- User and administrator role configuration
- Retention, archiving, and legal hold management
- Email continuity and failover configuration
- Security and access control configuration
- Reporting and audit log access
- Backup, restore, and recovery procedures
- Integration management
- Data export and exit procedures
- Basic troubleshooting and escalation handling

The bidder must provide:

- Detailed administrator and technical manuals
- Configuration and architecture documentation
- Escalation and support procedures

4.4 Data Portability and Exit Management

Upon termination or expiry of the contract, the bidder must:

- Provide RAF with a complete export of all RAF email data in an industry-standard, machine-readable format (e.g., PST, or equivalent).
- Ensure all exported data includes associated metadata, audit logs, retention policies, and legal hold records, where applicable.
- Provide reasonable transition assistance for a minimum period of thirty (30) calendar days to facilitate migration to an alternative solution.

- Confirm in writing the secure and irreversible deletion of RAF data from the bidder's systems following successful handover, subject to any legal or regulatory retention obligations.

Any additional costs associated with data export or exit support must be clearly specified in the pricing schedule.

5. MANDATORY REQUIREMENT

All Bidders who do not meet Mandatory Requirements will be disqualified in this phase.

Bidder must indicate by ticking (✓) the correct box indicating that they Comply OR do Not Comply.

5.1 Mandatory – OEM (Mimecast) Certification/Accreditation	Comply	Not Comply
<p>The Bidder must be the OEM or be accredited by the OEM, Mimecast, as a Cloud Archiving, Continuity, Sync, and Recovery Solution provider or distributor.</p> <p>Note: The bidder must provide valid (not expired) documentary proof issued by the OEM confirming the bidder’s accreditation or partnership status. <i>The bidder’s accreditation should remain valid throughout the contract.</i></p> <p>Where the OEM does not maintain a direct partner or reseller relationship with bidders, and instead transacts through exclusive partners or authorised distributors, the bidder must provide written proof of its authorisation to resell the proposed OEM solution.</p> <p>Such proof must include:</p> <ul style="list-style-type: none"> • Formal confirmation of the bidder’s reseller or partner status issued by the authorised distributor or exclusive partner; and • Documentary evidence confirming the relationship between the OEM and the exclusive partner/distributor, in the form of a valid OEM partnership certificate or an official letter issued by the OEM. <p>When the bidder is the OEM, a letter confirming the bidder's status as the OEM for the proposed solution must be provided.</p> <p>The RAF reserves the right to verify the authenticity of such certification with the OEM and/or seek clarity on the certificate or letter.</p> <p>Failure to provide a valid OEM-Mimecast accreditation will result in disqualification.</p>		

5.2 Mandatory - Company Track Record	Comply	Not Comply
<p>Company Track Record</p> <p>The bidder must provide a minimum of two (2) reference letters relating to the implementation/management of the Mimecast Cloud-Hosted Email Archiving, Continuity, Synchronisation, and Recovery Solution within the last seven (7) years. Only reference letters that depict work in the past 7 years will be considered. References may include international implementations of a similar scale.</p> <p>Each reference letter must:</p> <ul style="list-style-type: none"> • Be on the Client’s official letterhead. • Indicate the nature of the solution and/or services provided. • Indicate the date or year in which the services were rendered (N.B the date on which the letter was signed will not be accepted as the date when the services were rendered). Where the implementation date/year falls in the seventh year from this RFB’s closing date, reference letters must include the implementation date in the month/year or day/month/year format to allow for an accurate evaluation of the period since the services were rendered. • Include contact details for verification. <p>Note: Only reference letters relating to the Mimecast Cloud-Hosted Email Archiving, Continuity, Synchronisation, and Recovery Solution will be considered.</p> <p>The RAF reserves the right to verify submitted reference letters.</p> <p>Failure to meet this requirement will result in disqualification.</p>		

5.3 Mandatory - Deployment Model (SaaS)	Comply	Not Comply
<p>The proposed Mimecast Cloud-Hosted Email Archiving, Continuity, Synchronisation, and Recovery Solution must be delivered using a pure Software-as-a-Service (SaaS) deployment model.</p> <ul style="list-style-type: none"> The solution must not require any on-premises infrastructure, including, but not limited to, servers, appliances, gateways, or hardware components within the RAF environment. All solution components, including archiving, continuity, backup, synchronisation, recovery, administration, and reporting, must be fully cloud-hosted and accessed securely via the internet. <p>NB: The RAF reserves the right to verify the SaaS deployment capability directly with Mimecast.</p> <p>Failure to demonstrate SaaS deployment capability will result in disqualification.</p>		

Note: Failure to comply with all mandatory requirements shall result in disqualification.

6. PRICING SCHEDULE

Deliverables	Price Year 1 (Supply, Installation, configuration & Train)	Price Year 2 (Support incl. CPI)	Price Year 3 (Support incl. CPI)	Price Year 4 (Support incl. CPI)	Price Year 5 (Support incl. CPI)
Implementation of Mimecast Cloud Hosted Email Continuity, Synchronization, and Recovery Solution	R	N/A	N/A	N/A	N/A
4500 x Licensing of Cloud Email Archiving, Continuity, SYNC, and Recovery Solution	R	R	R	R	R
Support	R	R	R	R	R
Training of 10 RAF Resources in the first and third year of each course	R	N/A	R	N/A	N/A
Total VAT inclusive	R	R	R	R	R
TOTAL BID PRICE					