



Q AND A PACK

RAF/2026/00051: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, AND IMPLEMENT A CLOUD-BASED IDENTITY AND ACCESS MANAGEMENT SOLUTION INCLUDING MAINTENANCE & SUPPORT TO THE ROAD ACCIDENT FUND (RAF) FOR A PERIOD OF FIVE (5) YEARS

EMPLOYER:	The Road Accident Fund ("RAF")
RFP NUMBER:	RAF/2026/00051
DESCRIPTION:	Appointment of a Service Provider to Supply, and Implement a Cloud-Based Identity and Access Management Solution Including Maintenance & Support to the Road Accident Fund (RAF) for a period of five (5) years
DATE OF BID PUBLICATION:	20 August 2026
BID VALIDITY PERIOD:	90 days from the Bid Closing Date
BID CLOSING DATE:	Extended from 24 September 2026 to 28 September 2026 (See addendum 1).
BID CLOSING TIME:	11h00 am
TENDERS MUST BE HAND DELIVERED OR COURIERED TO:	The Road Accident Fund (RAF) 420 Witch Hazel Avenue Eco Glades 2 Office Park, Block F (at reception) Attention: RAF's Representative mentioned below
RAF'S REPRESENTATIVE	Bathabile: e-mail bathabilem@raf.co.za

No.	RFB Document Reference	Clarification Query	RAF Response
1.		Can a foreign-based entity, with no branch, permanent establishment, or source of income in South Africa, submit a bid directly for this RFB, relying on the foreign supplier questionnaire and associated exemptions referenced in the bid document?	Yes. A foreign-based entity with no branch, permanent establishment, source of income, or tax liability in South Africa may submit a bid directly, relying on the foreign supplier questionnaire/declaration on SBD 1 and the associated SARS tax compliance exemption, provided the RFB permits foreign participation and the bidder satisfies all other mandatory requirements of the tender
2.		If a foreign entity cannot bid directly, can the bid instead be submitted as a joint venture between a foreign entity and a South African-registered entity?	Yes you can submit as a JV provided that the Joint Venture complies with all requirements in the RFB document.
3.		If a JV bid is permitted, must a formal JV agreement between the parties be submitted with the bid, and is there a required format for this?	Yes, a Joint Venture bid is allowed, the parties should submit a signed agreement . there is no standard JV agreement prescribed but , bidders must comply with any JV-specific requirements contained in the bid documents. It is recommended the submitted JV agreement must include the following: • The legal status of the JV • The appointment of a lead partner or authorised representative

			• The roles, responsibilities and work allocation of each member • Shareholding • The authorised signatories • The duration and governance arrangements of the JV.
4.		In a JV bid, must each JV party independently submit their own SBD forms, CSD registration, and Tax Compliance Status (or equivalent), or is this done at the JV level only?	CSD registration and Tax Compliance Status must be provided for each JV member individually, while SBD forms are submitted for the JV with disclosure of all JV parties (i.e SBD 1, 3, 4 and 6 are filled as a joint venture not by each entity in the JV).
5.		5. Can the OEM/accredited reseller requirement in clause 5.1.1 be met by one JV party, while the other JV party contributes local presence and delivery capability only?	Yes, at least 1 member of the JV must have the mandatory OEM accreditation/partnership.
6.		1Regarding SBD 6.1 (Preference Points Claim Form): where a bid is submitted by a joint venture between a foreign entity and a South African entity, is the 51% ownership threshold for specific goals (previously disenfranchised citizens, women, persons with disabilities) applied to the JV	1JV specific goal points are assessed based on the ownership and participation structure of the JV as a whole, not only on the South African partner's ownership profile. A foreign partner does not disqualify a JV from claiming points. The claimed points are

		entity as a whole, or to the South African party's own ownership structure independently of the JV split?	evaluated based on the JV's qualifying ownership and the supporting documents provided (i.e consolidated B-BBEE certificate).
7.		2Regarding clause 5.2.1 (Bidder's Track Record): where a bid is submitted by a joint venture, can the track record requirement be satisfied using the experience and client references of one JV party, even where that party is not the primary or lead bidding entity? Please confirm how JV member experience is attributed for purposes of this evaluation criterion, and what documentation would be required to demonstrate this attribution.	When a bid is submitted as a JV, experience and track record is evaluated based on the JV's combined resources, skills, expertise, and experience. Remember that a JV is entered to leverage collective capabilities of its members for successful contract execution, so in the evaluation, RAF would expect enough evidence showing how the experience of the each JV member will be made available to the JV for contract execution. When submitting your proposal, make sure you provide a signed JV agreement, clearly identifying each member's role and responsibility in delivering the relevant portion of the services and any supporting documentation required by the bid and.
8.		confirm the process for obtaining the full procurement documents and participating in RAF/2026/00051 as an international supplier?	See www.raf.co.za > Supply Chain under running tenders. All the documents are there.
9.	User/licensing quantities	How many users will require full access to the IAM/Identity Governance functionality?	3500

	The tender indicates that the solution must cater for approximately 3,500 current RAF employees.	How many users, if any, will require access to a maximum of three applications only?	We do not understand this question, with specific reference to a maximum of three applications. We are not sure where such a requirement arises from. Any of the 3500 users may require IAM onboarding and governance on any of the onboarded applications. This is not restricted to 3 applications.
		Should contractors and other non-employee identities be included within the 3,500 users, or should they be licensed separately? If separately, please provide the estimated quantity.	Included in the 3500.
10.	SAP HR integration The specification identifies SAP HR as the authoritative source for automated user lifecycle management.	Is the required integration limited to SAP HR, or should the solution integrate with the broader SAP ERP environment as well?	SAP HR, with the ability to integrate with the entire SAP environment.
		Is the current SAP HR environment on-premises, cloud-hosted, or hybrid?	Hybrid, with a planned migration to the cloud.
		If cloud-based, please advise which SAP platform is currently in use, where possible.	o Success Factors
11.	Clarify if:	Whether an international supplier may bid directly without a South African legal entity or local partner;	An international supplier can submit a bid directly without a South African legal entity or partner, provided that it complies with all requirements of the bid document.
		What equivalent documentation is accepted from foreign suppliers for South African tax/B-BBEE requirements;	It is not a requirement to register for a tax compliance status system pin from the South African Revenue Service (SARS) as a foreign supplier. SARS will determine later whether you need to register.

			B-BBEE certification/status documentation. Submit your entity's ownership structure instead including the percentage of ownership and all.
		Whether CSD registration as a Foreign Supplier is sufficient for participation	Foreign suppliers are required to provide the relevant equivalent compliance documentation and comply with applicable CSD registration requirements. Central Supplier Database assists foreign entities with registration
		Whether RAF has any South African data-residency or local support-presence requirements for the proposed cloud IAM solution	There is a requirement for compliance with South African Privacy Regulations (POPIA) and/or GDPR. There is no specific data residency requirement included - however it would be preferred if the proposed solution is hosted in South Africa and if not, in a GDPR location (EU & UK).
		Whether the closing date has officially been extended from 24 September to 28 September 2026 under Addendum 1.	Yes
12.		Please confirm whether an Oman-registered technology company may participate directly, or whether South African supplier registration/local partnering is required? If participation is open, kindly also advise on the budget	Please refer to already-answered (similar) question.

		framework, implementation expectations and any mandatory technical or compliance conditions. Our technical team can review the scope promptly and structure the most practical delivery approach around RAF's priorities.	
13.		For me to get pricing from OEM they require this information, Kindly assist me with the following info 1. Number of Active Directory Domains 2. Number of Help Desk Technicians	1 8
14.		For the RSA G&L deployment in RAF's Azure private cloud, will RAF provide and operate the supported Oracle 19c database or it must be included in RSA's BOQ?	a) The RAF requires a SaaS solution because we do not want to be concerned about backend administration of core parts of the IAM solution. It is envisaged that bidders will provide this wholistic SaaS solution as part of proposals. Where additional compute resources (e.g. components that integrate with the IAM solution and not necessarily the backend database), the RAF will ensure that cloud compute resources are provisioned in RAF's cloud environments (AWS or Azure). b) The RAF does not have a private cloud subscription nor will the RAF manage/support core components of the solution

			that are deployed as IaaS instances. Any such instances (e.g. Oracle Licenses and administration) must be factored into the pricing.
		Section 4.6.1.1 states that the architecture should leverage containerization and Infrastructure as Code. Please confirm whether containerized deployment is mandatory, or whether an RSA-supported VM-based deployment in RAF's Azure private cloud is acceptable?	Containerisation is not mandatory. The RAF is looking for a SaaS solution, and we envision only deploying additional systems in RAF's cloud environments that are not a core part of the solution. Such instances that can be deployed in RAF cloud environments include for example, components that need to be installed closer to other RAF systems (e.g. for system integration).
15.		Please confirm the exact SAP product and version expected to act as the authoritative HR source	SAP ECC6 EHP8. Please note that there is a plan to migrate to SAP S/4 HANA.
		The RFB identifies several systems and platforms within the integration scope, including Legacy Claims, Guidewire, Active Directory, SAP, Microsoft Azure, AWS, Informix, SQL databases and directory services. Please confirm whether this list represents the complete application landscape within scope for the IAM implementation.	Please refer to an already answered (similar) question. This is a list of key systems. A bulk of RAF systems will be integrated through the Active Directory and Entra-ID integrations.
		Could RAF please clarify the scope of the requirement for real-time protection of sensitive datasets and databases against unauthorized data manipulation and definition queries, including the databases in scope?	This just requires that the IAM solution (given the sensitive data it will be processing) must have security controls to protect data from tampering, manipulation or access.

16.		we would also like to request a further extension of the submission deadline.	Unfortunately, we will not be extending this RFP due to the pressures and the business impact, also taking into consideration the envisaged turnaround time from procurement to ward.
17.		Is RAF SAP using CUA (central user administration) for user administration across different modules?	Yes, SAP GRC is being used for central authentication across various SAP modules, with the Success Factors as an exception.
		If not, which SAP modules/application are being used with their own user management?	SAP Success Factors is integrated with Entra-ID for SSO.
		The total application integration required is 10 application including SAP HR - please provide us with a full list of applications	This list was provided in a previous response to a question. 10 applications also includes potentially new applications that may need to be IAM-integrated. Previously provided list of applications include: • SAP ECC/HANA • SAP Success Factors • Active Directory • Entra-ID • Informix DB • SQL DB • HP-Unix • GuideWire • Cloud Platforms - AWS & Azure
18.		What are your current IAM solutions (such as IGA, MFA, PAM, SSO, etc.)? What is RAF's vision for each of the IAM solutions (which all IAM solution needs to be replaced/migrated)? Please	Please refer to already-answered (similar) question. The RAF currently uses manual IAM processes,

		provide name, version and deployment details of each of the IAM solutions.	following a discontinuation of a previous IAM solution. PAM, SSO and MFA are out of scope for this RFP but the proposed IAM solution needs to integrate with existing solutions. The RAF is looking to enhance identity and access management processes and associated maturity across the board.
19.		W.r.t. to the license subscription, we understand that RAF have 3,500 employees plus external users. Please let us know the estimated user count with year-on-year increase. Please let us know the volumes for different user categories: a. B2E users (employees, contractors, etc.) b. B2B users (3rd party users, business partners, external users, etc.) c. B2C users (customers) d. Non-human identities	Please refer to already-answered (similar) question.
20.		What is the as-is process for user access request and fulfillment?	Manual IAM provisioning, Review, Governance and Deprovisioning based on paper-based access request forms. Previous IAM system no longer in use.
21.		Apart from the mentioned Enterprise applications on Page 22 under section 4.5.4, are there any other applications that need to work with IAM solutions? Please provide the complete list of applications including name of applications, user base and authentication protocols. How many	Please refer to already-answered (similar) question. All applications to be onboarded will require SOD.

		applications will require Access reviews and SOD governance?	
22.		As per Page 22, section 4.5.4 we understand that IAM solutions needs to be integrated with network devices. Please provide list of inscope network platforms including their use cases for each of their integration	IAM Governance for 3 network firewalls (Cisco)
23.		How is privilege access managed currently? Is there a PAM solution in place? Is the session management done through the PAM solution? If yes, how many target systems are integrated with PAM solution? Please provide the count of administrators and privileged accounts respectively.	PAM is out of scope for this RFP.
24.		What are the pain-point/challenges you would like to highlight in terms of IAM?	Manual IAM Provisioning, Review, Governance and Deprovisioning. This is detailed in the RFP document.
25.		What are the pain-point/challenges you would like to highlight in terms of IAM?	Manual IAM Provisioning, Review, Governance and Deprovisioning. This is detailed in the RFP document.
26.		Should the training and exam fee be included in the subscription fees?	Bidders are free to propose. Training/exam certifications that are offered at no additional to the RAF, as part of the subscription must not be priced as additional costs for the RAF.
27.		Are the Identities internal FTEs, or Bluecollar?	Internal employees and contractors

28.		Have business Roles already been defined (for RBAC implementation)?	Yes
29.		Have ABAC policies already been defined?	No
30.		During the initial assessment, we would also like to consider how you manage privileged accounts, and governance. To take your guidance, should we scope this in?	PAM is out of scope for this RFP.
31.		Does RAF already use entraID (for SSO / MFA)? If yes, what licenses	Yes - Entra-ID (E5)
32.		For the RSA G&L deployment in RAF's Azure private cloud, will RAF provide and operate the supported Oracle 19c database or it must be included in RSA's BOQ?	Please refer to an already-answered (similar question)
33.		Section 4.6.1.1 states that the architecture should leverage containerization and Infrastructure as Code. Please confirm whether containerized deployment is mandatory, or whether an RSA-supported VM-based deployment in RAF's Azure private cloud is acceptable ?	Please refer to an already-answered (similar question)
34.		Please confirm the exact SAP product and version expected to act as the authoritative HR source	Please refer to an already-answered (similar question)

35.		The RFB identifies several systems and platforms within the integration scope, including Legacy Claims, Guidewire, Active Directory, SAP, Microsoft Azure, AWS, Informix, SQL databases and directory services. Please confirm whether this list represents the complete application landscape within scope for the IAM implementation.	Please refer to an already-answered (similar question)
36.		Could RAF please clarify the scope of the requirement for real-time protection of sensitive datasets and databases against unauthorized data manipulation and definition queries, including the databases in scope ?"	Please refer to an already-answered (similar question)
37.	Current Environment	What IAM solution is currently deployed? If no IAM, explain how you manage identities currently	Manually, following a lapse of an associated contract.
		Why is RAF replacing the current solution?	Contract lapsed
		How many active users are currently managed?	3200
		How many contractor identities exist?	Please refer to already answered (similar question)
		Is there an existing Privileged Access Management (PAM) solution in place today?	Please refer to already answered (similar question) - PAM is out of scope.
		How many privileged accounts exist?	Please refer to already answered (similar question)

			question) - PAM is out of scope.
		How many applications are currently integrated?	4
		Please provide the documentation/architecture of the current Identity and Access Management landscape (As is)	This will be shared with the winning bidder.
38.	SAP Integration	Which SAP HR solution is deployed? - ECC HCM - SuccessFactors - S/4 HCM - Other	Please refer to already answered (similar question)
		Is SAP HR already the authoritative source today?	Yes, as stated in the RFP.
		What employee attributes are expected from SAP?	Please refer to already answered (similar question)
		Will contractor identities be sourced from SAP HR, or from a separate system?	SAP HR but records will be managed and maintained from the IAM solution.
39.	Applications Integrations	Please provide the application inventory with: - Application Name - User Count - Authentication Method - Provisioning Method - Criticality	Authentication methods across RAF systems is a combination of central authentication (Active Directory/Entra-ID), local OS and Database authentication (SQL and Informix). All the applications mentioned in the RFP require provisioning, Governance, Access Reviews and Segregation of Duties). All applications to be onboarded are considered business-critical.
		Which Applications require: - SSO - Provisioning	All applications to be onboarded, including stand-alone integrations and integrations based on

		- Governance - Access Reviews	Active Directory and Entra-ID.
		Which Applications are: - Cloud Based - Run On-premises	The RAF has a hybrid acloud deployment including multi-cloud and on-premises.
		How many applications are expected in scope for Phase 1?	8
		Are custom-built (home grown) RAF applications in scope?	Yes but such integrations are primarily through Active Directory
		What programming language are the home grown applications developed in?	.Net/Visual Basic
		How many legacy applciations need to be integrated? What are they?	3 at most - Legacy claims and claims-related applications (in-house developed)
		What programming language are the legacy applications developed in?	.Net/Visual Basic
		Do Legacy Claims and Guidewire require full SSO and provisioning integration in Phase 1, or SSO only initially?	SSO is already in place for GuideWire. SSO is not a requirement for this RFP.
		What is the expected integration approach for the Informix and SQL databases referenced in the RFB — governing administrative access to them, or direct account provisioning within them?	Direct provisioning, deprovisioning, access governance and reviews.
40.	Governance	Is Identity Governance required as part of Phase 1 implementation?	Yes
		How many access certification campaigns are anticipated annually?	Access reviews are conducted quarterly for each system

		Are managers expected to perform access reviews?	Yes
		Is risk-based access certification required?	Bidders are free to propose
		Is Segregation of Duties limited to SAP, or required across all applications?	Yes
41.	Technical Identities	What is RAF's definition of "technical identities"?	Please refer to already answered (similar question)
		Approximately how many service accounts exist?	Please refer to already answered (similar question)
		Are service accounts expected to be governed through the same approval process as user accounts?	Yes
42.	Migration	What legacy IAM data needs to be migrated?	Historic IAM access provisioning requests
		Are existing roles to be migrated or redesigned?	Yes, however the current IAM solution has been discontinued.
		Is historical audit data migration mandatory?	This must be catered for, however the current IAM solution has been discontinued.
43.	Support Services	Does the 1-hour Sev1 resolution target apply to: - Restoration of Service - Permanent Fix	Restoration of services
		Are OEM dependencies excluded from SLA measurement?	Yes
		Will RAF accept workaround restoration for Sev1 compliance?	Yes

		What SIEM platform does RAF currently use for log forwarding?	Please refer to already answered (similar question)
		What ITSM platform does RAF currently use?	Please refer to already answered (similar question)
44.	Data Security and Compliance	Does the field/column-level obfuscation and tokenisation requirement apply to the IAM platform's own identity data, or to RAF's downstream source-system databases?	Protection of own IAM database
		Which Data Security Platform does RAF currently operate that the solution is expected to integrate with?	Microsoft Purview
45.	Identity Scope	Does the field/column-level obfuscation and tokenisation requirement apply to the IAM platform's own identity data, or to RAF's downstream source-system databases?	Protection of own IAM database
46.	Commercial	Is the 3,500-user count fixed or estimated?	Please refer to already answered (similar question)
		What annual growth rate should be assumed?	Please refer to already answered (similar question)
		"Are additional application integrations after go-live expected to consume the	
		70-hour/month IAM engineer allocation? "	Yes, as and when such integrations arise
		31. Are enhancement requests included within the support hours?	Yes
47.		RAF scope mentions IAM governance requirement Like- (De-)Provisioning, Reconciliation, Access review and periodic campaigns which are provided by Identity governance tools- like	IGA is part of this RFP scope. SSO, PAM and MFA are out-of-scope as these controls

		Saviynt, SailPoint ISC, Entra IGA etc. And Access management requirements like- SSO/ MFA/ Step-up/ Conditional Access which are capabilities of Web access management platform like- Ping AM, Okta, Entra ID. So please confirm, if RAF is looking to provide product and services in both the domains- IGA (Identity governance and administration) and WAM (Web access management)?	already exist. Integration with these platforms is required.
48.	Sec 4.5.4 (Integration w/ Org Systems)	Please provide a categorized application inventory by integration pattern: (a) directory/group-based (AD/Entra/LDAP); (b) database-based (JDBC/SQL/Informix); (c) API/SaaS-based (REST/SCIM/web-service); (d) disconnected/flat-file — and whether these require as-is migration or connected (automated) onboarding in the new IAM landscape.	Directory/Group-Based - Entra-ID And Active Directory Database-Based - SQL, Informix SCIM/API - All Entra-ID integrated solutions (Cloud-Hosted solutions (including GuideWire, AWS. Azure are integrated via SCIM)
49.	Sec 4.5.3 / 4.5.5 (RBAC / IGA)	Are enterprise roles already defined and documented, or is role discovery / role engineering (role mining) expected to be performed as part of this engagement?	Roles are defined, however the Needs Analysis Phase is also part of the pre-implementation stages where roles will be mapped/categorised and documented as part of the engagement.
50.	Sec 4.5.5 (Periodic Access Reviews)	Please confirm the access review/recertification frequency (monthly/quarterly/annual), the target populations in scope, and whether manager, application-owner, entitlement-owner and role-owner certification campaigns are all mandatory.	Quarterly access reviews. Managers are required to conduct access reviews on a quarterly basis. The RAF is open to suggestions based on industry best practices.
51.	Sec 4 (Scope) / Hypercare (3 months)	Could RAF confirm the anticipated target end date (and any mandatory go-live milestone) for the engagement, to enable accurate phasing and resource planning?	As the RAF does not currently have an active IAM solution, there is urgency to implement a replacement solution as soon as possible. There are no specific timelines (given procurement turnaround

			times) but we are looking to have started the implementation in the 2026/-27 Q4 (Jan to Mar 2027).
52.	Sec 4.2 (Subscription/Entitlement)	Please clarify RAF's position on the IGA/AM platform selection: is a specific product already shortlisted, or under active evaluation, or is the bidder expected to recommend a suitable COTS product as part of this response?	This is an open bid for Any IAM solution that meets the requirements of the RFP.
53.	Sec 4.6.1.1 (Cloud-agnostic SaaS)	Section 4.6.1.1 stipulates a cloud-agnostic SaaS capable of migrating between providers. As most commercial IGA SaaS platforms are single-cloud, multi-tenant by architecture, please clarify how RAF interprets 'cloud-agnostic' — specifically, whether a single-cloud SaaS underpinned by portability/exit principles (data export, no vendor lock-in) is considered compliant.	Please refer to already-answered (similar question). This component refers to any workloads that might need to be deployed in addition to SaaS tenants (e.g. for integration purposes), if applicable.
54.		Kindly clarify the cloud platform(s) hosting RAF's identity sources, and confirm whether the IGA SaaS tenant should be deployed on OEM-provided or customer-provided cloud infrastructure.	The SaaS tenant should be deployed in the OEM environment and in locations under POPIA (preferred) or GDPR.
55.	Sec 4.6 (Non-Functional / Privacy)	Given POPIA and Privacy-by-Design requirements, please confirm whether the SaaS tenant and identity data must be hosted in-country (South Africa), or whether an approved region is acceptable.	Please refer to already-answered (similar question)
56.		Please confirm the identity populations and user types in scope, the total count per type, which users require access, and how many simultaneous sessions are expected.	Permanent employees: 3300 - numbers will vary between permanent employees and

			contractors due to turnover. - Contract employees: 300 - numbers will vary between permanent employees and contractors due to turnover. - Temporary / Casual Staff: Estimated 1500 casual workers by 31/03/2027 - IT Service Accounts (Privileged access users): +- 30 - Non-human/agent AI Accounts: Less than 10 - Shared Accounts: +- 50. These are mostly managed through PAM.
		Please provide details on the integration required with RAF's existing systems such as Active Directory, enterprise applications, cloud platforms or other target systems, including the name of each solution in use.	- SAP ECC/HANA - SAP Success Factors - Active Directory - Entra-ID - Informix DB - SQL DB - HP-Unix - GuideWire - Cloud Platforms - AWS & Azure - Microsoft Sentinel - Refer to the RFP document for any specific systems not mentioned in this response
		Please confirm MFA solutions in use, whether the requirement is integration with existing platforms or whether RAF requires an MFA solution to be supplied.	Entra-ID. There is no requirement in this RFP for an MFA solution, other than integrating with Entra-ID.

		Please confirm SSO solutions in use, whether the requirement is integration with existing platforms or whether RAF requires an SSO solution to be supplied.	Entra-ID already in place - Integration of the proposed IAM solution with Entra-ID is required. No need for an additional SSO solution.
		Please clarify password management requirements: lifecycle orchestration or dedicated SSPR? Which users are in scope? Are helpdesk-assisted resets and audit trails required? Are conditional access policies already defined?	There is no requirement for password management/rotation. This is done from our existing systems for user accounts. We also have a PAM solution in place. Bidders are more than welcomed to include self-service password reset functionality for users.
		Does RAF require training for administrators and staff?. If yes, please provide us with the total number of administrators and end-users that require training.	Administrators. The number of mentioned in the RFP.
		Does RAF utilise SAP SuccessFactors or SAP ERP HCM (Legacy) as their SAP HR system?	Both SAP Success Factors and SAP ERP HCM are used.
		Does RAF require native integration with SharePoint or SharePoint Online to automate user access provisioning, govern unstructured data permissions, and manage site security compliance?, if yes - please confirm if you are utilising SharePoint or SharePoint Online.	This is not a requirement of this RFP. Provisioning will take place through Entra-ID group/role assignments but bidders are more than welcomed to include additional features in their proposals.
57.	The RFB requires integration with SAP/SAP HR, AD/Cloud Directory, Azure, AWS, LDAP, Legacy Claims, Guidewire, databases and other third-party	Please provide the complete inventory of applications/systems that must be integrated, including technologies and versions?	This question has been answered through similar questions. A complete application inventory list will only be shared with the winning bidder. Applications listed here are mostly stand-alone

	systems, but refers broadly to 'all applications' without a bounded list. A confirmed inventory is essential to accurately scope integration effort, architecture and five-year pricing.		applications and any other integrated applications will be based on Active Directory and Entra-ID group assignments, as such systems are already in Active Directory and/or Entra-ID.
	The RFB requires replacement of an existing IAM platform, including migration of historical identity, access and audit data, but does not describe the incumbent solution's architecture or data holdings. This detail is needed to plan the migration approach, coexistence/cutover strategy and data-mapping effort.	Please provide details of the existing IAM solution being replaced?	The RAF currently does not have an IAM solution in place, due to a contract lapse. Virtual images are in place for a previously-deployed IAM solution (OMADA Identity), where historic data can be accessed/migrated. There is no immediate cut-over requirement as the solution is no longer in use and access provisioning/deprovisioning happens manually.
	3rd Party identities are referenced in the RFB without specifying whether full 3rd Party capability (self-registration, consumer authentication, consent management) is required, or only identity-record management. 3rd Party and conventional workforce IGA carry materially different architecture, effort and cost profiles.	Please clarify whether 3rd party identities represent a full 3rd party requirement or simply identity record management.	3rd party in this case refers to contractors. The scope of this RFP does not include consumer IAM/authentication or additional items listed in the reference/rationale. The RAF simply requires that the solution must provision, manage and de-provision RAF contractor accounts (which will have RAF-assigned user identities from RAF's Active Directory/Entra-ID domains)
	The RFB requires management of 'technical identities' but does not define whether this includes service accounts, application identities,	Please define the scope of 'technical identities' and confirm whether service accounts, application identities, API identities, workload identities	Technical identities refer to service accounts in this context.

	API identities, workload identities or other non-human identities. This scope directly affects both platform capability requirements and the identity count used for licensing and sizing.	and other non-human identities are included.	
	As non-human identity requirements are explicitly in scope, confirming whether AI agents, bots and autonomous/agentive identities fall within this definition will determine whether the solution must support agent identity lifecycle, authentication, least-privilege access, credential management and auditability.	Please confirm whether AI agents, bots or autonomous/agentive identities are considered non-human identities within this RFB.	These are out of scope.
	The RFB requires SIEM integration and references data-protection capabilities such as tokenisation, obfuscation and real-time protection that may extend beyond native IAM functionality. Naming the specific platforms in use will clarify whether these controls must be delivered natively or via integration with existing tools.	Please identify the existing SIEM and Data Security Platforms with which integration is required.	Microsoft Sentinel
	The RFB states approximately 3,500 current employees but separately references contractors, partners and customers, without confirming whether these (or non-human identities) form part of	Please confirm the current and projected number of employee, contractor, partner and customer identities over the five-year term.	Please refer to an already-answered (similar question).

	the billable population. This figure directly drives solution sizing and the required five-year fixed pricing.		
	The RFB requires a SaaS/cloud-based, cloud-agnostic solution and references POPIA and data-protection compliance, but does not state a specific hosting region or confirm whether IAM data must remain within South Africa. This affects architecture, cloud-provider selection and the compliance approach.	Please confirm SaaS hosting region and data-residency requirements, including whether data must remain within South Africa.	Please refer to an already-answered (similar question).
		One of the primary objective's states, "Be an authoritative source for contractors" - What is the total number of non-employee identities in scope, including contractors, partners, vendors and other non-employees? - Are the non-employee record currently captured in SAP HR source or another authoritative source?	Please refer to already-answered (similar) question. - Employee records are in SAP - Non-employee records (contractors) will be captured and maintained in the proposed IAM Solution.
		On the User roles and Permissions section, "The solution must support granular access control, such as ABAC and RBAC, for human and non-human user access"	Please refer to already-answered (similar) question.

		• Are service accounts, shared accounts, technical accounts and machine identities included in scope? • Does this include what AI agents exist across your environment and what sensitive data these agents can access? • Does this include what compromised credentials, secrets, and tokens exist across your environment?	Please refer to already-answered (similar) question.
	pg 19 point 1	What version of SAP HR is in use?	Please refer to already-answered (similar) question.
	pg 19 point 3	How many contractor identities need to be managed in total?	Please refer to already-answered (similar) question.
	pg 19 point 3	How many partner identities need to be managed in total?	Please refer to already-answered (similar) question.
	pg 19 point 3	How many customer identities need to be managed in total?	Please refer to already-answered (similar) question.
		What ITSM/Service Desk solution is in use?	Ivanti.
	pg 19 point 6	Please give some examples of the type of attributes that will be used for attribute-based access control (ABAC)?	User Attributes - User ID, Organisation structure/reporting lines, Department, Business Unit, Location/Region, Group Memberships, etc.
	pg 19 point 4	How many of the RAF's systems need to be connected to the IAM system as part of this project?	Please refer to already-answered (similar) question.

	pg 19 point 4	What specific applications and/or what type of applications will be connected to the IAM solution?	Please refer to already-answered (similar) question.
	pg 26 point 4.6.5.2	Please provide details of the RAF's "Privacy By Design Principles"?	Please refer to already-answered (similar) question - these will be shared with the successful bidder.
	pg 26 point 4.6.8	What types of non-human identities does the RAF want to manage in the solution? Appropriately how many non-human identities will need to be managed?	Please refer to already-answered (similar) question.
	pg 28 point 4.7	Please provide details on what historical system(s) data should be migrated from? How many systems? What data?	Please refer to already-answered (similar) question.
		For requirement that the solution "shall be cloud-agnostic and designed to support migration between cloud providers" can you confirm that the primary requirement is that any Virtual Appliance needed to connect a cloud-based source of target system should be cloud agnostic, i.e. source and target systems should be able to run in any cloud environment?	Yes. Please refer to already-answered (similar) question.
		Could you send us RAF's current architecture and an overview of the system's current state relevant to the scope of this project? This will help us plan the project as a whole.	We are not in a position to share this due security restrictions.
		How many systems do we expect to govern?	+/- 10 (All Entra-ID linked applications are treated as 1 application integration,

			same with Active Directory).
		What are the expectations for training and knowledge transfer for the 10 employees? What should they be able to perform after the training?	This is specified in section 4.9. We are looking for OEM-Accredited training and certification for the 10 personnel. The 10 resources must be able to manage, maintain and administer the IAM solution. This is then accredited technical/Subject Matter Expert training certification for the proposed IAM solution (not user-level training).
		What MS365 and/or Entra ID licenses do they currently hold, and will these be covered by existing budget?	E5. Budgeting for such licenses is out of scope for this RFP.
	Solution composition and integrated compliance	Must every mandatory IAM capability be native to a single OEM platform, or may the proposed SaaS solution meet requirements through integration with RAF's existing Microsoft Entra ID, Active Directory, SAP and other security platforms?	Please refer to 5.1.1. This clearly sets out the OEM requirements, including where multiple OEM solutions are proposed. The proposed solution must integrate with existing RAF systems as mentioned (including but not limited to SAP, Entra-ID, Active Directory), as listed in 4.5.4.
	Identity populations and licensing quantities	Please confirm the current and anticipated five-year quantities for employees, contractors, partners, customer identities, administrators, privileged users, service accounts and other technical identities that must be licensed and managed.	3500 users with expected growth over the years (+/- 20% each year), as stated in the RFP.

	Authoritative sources and lifecycle management	Please confirm the SAP HR products and versions in use, including whether RAF uses SAP ECC HCM, SuccessFactors or both. Must the proposed solution act as the authoritative source for contractors and directly orchestrate joiner, mover and leaver processes?	SAP ECC HCM and SuccessFactors. The proposed IAM solution will be an authoritative source for contractor user account creation (and potentially service accounts). SAP will be an authoritative source for user identity lifecycle management, with integration to the proposed IAM solution, and the IAM solution then responsible for downstream provisioning of user accounts on other integrated systems.
	Initial application and integration scope	Please identify the applications that must be integrated and provisioned during the initial implementation, and confirm which APIs, directories, databases or other interfaces are available for Legacy Claims, Guidewire, SAP, Informix and related RAF systems.	All the above-mentioned systems must be integrated, through a combination of API or Non-API access (where API integration is not in place. Primary integration points will be through non-API methods. Entra-ID integration and SIEM integrations may be PAI-based. Exact integration methods and approaches will be an output of the Needs Analysis/Business Requirements Gathering exercise with the successful bidder.
	Access governance and segregation of duties	Must access requests, risk-based access reviews, recertification and segregation-of-duties controls be performed natively across all connected business applications with automated remediation, or may these capabilities be delivered through integrated workflows and reporting?	Automated remediation preferred.
	Technical identities and privileged access	Please clarify what RAF includes under technical identities and whether the	Scope includes user and contractor (human) accounts and non-human

		required scope includes service accounts, application credentials, API keys, certificates, workload identities, credential rotation, just-in-time privileged access and privileged-session recording.	(service accounts) accounts only.
	Tenant model, data residency and privacy	Does a dedicated RAF SaaS tenant mean logical tenant isolation or physically dedicated infrastructure? Must production data, audit logs, backups or disaster-recovery copies reside in South Africa, and will RAF provide the Privacy by Design Guidelines referenced in section 4.6.5.2?	Logically Isolated tenant. RAF will be the end user for this SaaS subscription. Data protection must be in line with the POPIA and/or GDPR. Privacy guidelines will be provided to the successful bidder.
	Cloud portability	Does the requirement to support migration between cloud providers apply to RAF-controlled gateways and integrations, or must the OEM-operated SaaS control plane itself be movable between cloud providers?	This would relate to RAF-controlled gateways/systems that the RAF must deploy in our environment to support the IAM SaaS deployment, as well as data portability.
	Bidder references and project-team evidence	May relevant implementation references and personnel experience from the OEM, a consortium member or a named subcontractor be used, or must these belong directly to the lead bidder? Please also confirm where bidders can obtain the mandatory Annexure A CV template and what evidence will be accepted as proposed-solution certification.	References used must be related to work done by the bidder or one of the bidders (in the case of a consortium or joint venture). The CV template has been published with the RFP as annexure A on the RAF Website and Etender portal. Bidders must provide valid (not expired) certification that shows that proposed personnel have the appropriate product certifications for the solution being proposed. This includes copies of such certificates.

	Solution demonstration	Will RAF issue a prescribed demonstration script or use cases, and must bidders establish live connections to RAF systems? Where a live integration is not practical, will a standard integration, configured demonstration environment and OEM documentation be accepted as evidence?	No. Bidders will be required to have their own IAM demo environment with their own demo scripts/use cases. OEM documentation or presentations will not be allowed or evaluated as part of the demonstration. Only live demonstrations from a system will be accepted. There will not be any integration permissible with RAF systems during the demonstrations.
	Professional-service hours and closing date	Are the monthly allocations of 70 IAM Engineer hours and 10 Service Delivery Manager hours mandatory fixed commitments, maximum on-demand allocations or minimum available capacity? Please also confirm the official tender closing date and whether any extension will be issued through a formal addendum.	Support/professional services hours are mandatory, fixed commitments and resources must be dedicated to provide required services to the RAF. As this will be fixed, these would be the required total utilization for the 2 resources per month. Professional services shall not exceed the stated monthly professional services hours. The closing date has been extended to 28/09/2026. This addendum has been published. There will not be any further extension. On this RFP.