



RAF DOCUMENT MANAGEMENT – EXPRESSION OF INTEREST

EXPRESSION OF INTEREST FOR THE PROVISIONING OF A COMPREHENSIVE & DIGITAL DOCUMENT LIFECYCLE MANAGEMENT SOLUTION FOR THE ROAD ACCIDENT FUND

INTEREST BIDDERS ARE REQUESTED TO MAKE SUBMISSIONS TO THE BELOW EMAIL ADDRESS BEFORE THE CLOSING TIME ON OR BEFORE THE CLOSING DATE.

EXPRESSION OF INTEREST REFERENCE NUMBER	RAF/2024/00035
ISSUE DATE	19 July 2024
QUESTIONS AND ANSWERS CLOSING DATE	Extended from 25 July 2024 to 31 July @ 12:00 pm
PUBLICATION OF Q AND A	Extended from 26 July 2024 to 01 August @ 16:00 pm
CLOSING DATE AND TIME	Extended from 01 August 2024 to 08 August 2024 @ 11:00 am
RETURN BY EMAIL TO	Tshiamomo@raf.co.za
ENQUIRIES	Tshiamomo@raf.co.za

No late submission will be accepted

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1. Background

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 the Respondents

2.1 The service provider must be an eligible, registered Service Provider in terms of the applicable laws of the Country.

2.2 The service provider must have a business continuity management program, which must be available for inspection by the RAF during the subsistence of rendering services to the RAF.

2.3 Respondents are required to provide full and accurate responses to the mandatory requirements as stated in this document, and, where required explicitly state "Comply/Not Comply".

2.4 Respondents are informed that failure to fully comply with Mandatory requirements will nullify their responses for further evaluation. Solution proposals must be clearly indexed and cross referenced to a Table of Contents.

2.5 The Evaluation Criteria that are found in an Expression of Interest (EOI) will be used to assess responses.

2.6 Companies or Director that are included on the National Treasury register of Restricted Suppliers and/ or Tender Defaulters will be automatically disqualified.

2.7 As prescribed all Standard Documents and records must be fully completed and duly signed. All Returnable Documents and records must be submitted with the solution proposal at the closing of an EOI.

3. Invitation for Expression of Interest

The RAF is experiencing operational challenges relating to records management as outlined in the problem statement below. The RAF is presenting the problem to the interested service providers to respond with the most suitable solutions.

Suitable and qualified service providers with knowledge and experience that they can demonstrate are hereby invited to propose a solution to the below outlined problem statement and challenges. RAF is not issuing a specification but rather a problem statement for respondents to propose a solution.

Respondents will be shortlisted using the evaluation criteria as outlined in paragraph 6 of this document.

Shortlisted respondents will be invited for a walkthrough where problem(s) will be experienced by the interested party first-hand and in-person. The walkthrough is mandatory for the qualifying respondents.

Respondents are expected to present the following:

- Solution proposal to address the problem statement, the challenges, and benefits for RAF.
- High level business processes for problem statement and each of the challenges.
- Resources requirements to enable the End-to-End business process.
- Business profile

Only respondents who attended a walkthrough will be invited to respond to a Request for Proposal (RFP).

4. Problem Statement Overview

Road Accident Fund (RAF) strategic plan 2020-2025, aims at achieving a more transformed and sustainable RAF. The following are some of the focus areas that the strategy seeks to address in improving efficiency:

- Improving the RAF operating model,
- Settling new claims within 120 days which will assist in addressing the litigation challenges, and
- Settling of older claims before allocation of trial dates will assist in reducing the legal costs.

Currently, the RAF receives documents through various channels, namely: hand deliveries, post, couriers, and email. The type of documents that are mostly handled by the organisation include but not limited to: lodgement documents, claims supporting documents, payments documents, and litigation documents. In terms of claims processing, the current procedure of the RAF is prescribed in the Act and is manual and paper based. Thus, the prescript of the Act has inherently caused the organisation a problem in documents management in relation to claims handling. Thus, Section 24(1) (b) of the Road Accident Fund Act 56 of 1996 (as amended in 2008) describes the procedure of claim lodgement as, “a claim for compensation, shall be sent by a registered post or delivered by hand to the Fund at its principal branch or registered office...”. To unpack this problem further, an end-to end overview of the current process in the fund is presented below.

5. Current Process and its Challenges

5.1 Receipting

Inundated with number of documents submissions through various channels that are still manual and paper-based, again which requires the recipient to go through voluminous physical documents to check for correctness of submissions before acknowledging receipt. This is very time-consuming and leads to delays in further handling of the claims throughout the entire value chain. Section 24(1) (b) of the RAF Act, it further says: “the *Fund or such agent shall at the time of delivery by hand acknowledge receipt thereof and the date of such receipt in writing*”.

Challenges	Impact
Lack of proper control on management of the high volumes of documents received.	Clog the system and create backlog.
Duplicate submissions (across various channels and RAF regions)	Clog the systems and create backlog. Rework and duplicate effort.
Non-compliance submissions that are dealt with daily.	Unnecessary costs incurred because of Return to Sender (RTS). Documents that must be returned to due to non-compliance to submission requirements leading to financial implications.
Lack of centralized management of receipt of documents.	Causes delays in claims processing, settlement, and payments.

Challenges	Impact
	Incomplete file. It may lead to unnecessary litigation and associated costs.

5.2 Recording of Documents (Data Entry)

Once claim's paperwork has been received and acknowledged, it is manually recorded into various non-integrated systems and applications like manual spreadsheets, notebooks, work tracking solution, etc. This leads to lack of data integrity and on the other hand to data breach as similar data is duplicated around multiples systems.

Challenges	Impact
Manual data entry that is prone to the risks of human errors.	Incomplete information and misrepresentation of data that may lead to incorrect processing.
Siloed and inconsistent approach to recording of documents	No business continuity. Inaccurate reporting.
Lack of document management system.	Inaccurate reporting.

5.3 Documents and Claims Processing

Manual handling and processing of paper in its nature is tedious, time-consuming, prone to human errors and leads to delays that puts the organization at the risk of being litigated. Section 6 (a) of the RAF Act makes a provision that, “no claim shall be enforceable by legal proceedings commenced by a summons served on the Fund or an agent, before the expiry of a period of 120 days from the date on which the claim was sent or delivered by hand to the Fund or the agent”. This translates to that if the claim is not settled within 120 days, RAF shall be litigated.

Challenges	Impact
Physical movements of files and documents across business units.	Delays in approvals or obtaining of signatures from various officials. Leads to bottlenecks, especially when approvers are unavailable or located in different offices. Risk of loss, damage, unauthorized access, and theft.
No flagging or indexing of physical files.	Increase in processing time i.e. time that is taken on perusing physical files when assessing the claims.
External factors i.e. commissioning of documents received electronically that needs to be first printed and taken for signatures before scanned back into the system for further processing.	Increase in operational costs. Delays in the processing of the claims. Duplicate record that is stored in multiple systems and or storage.

5.4 Reporting

Lack of real-time reporting. Limited real-time visibility of the work underway, which makes it difficult to track and trace documents.

Challenges	Impact
Manual processing and paper-based system makes it difficult to report.	It may result in inaccurate reporting. It may result in delays in reporting.
Maintaining and retrieving of paper records for audits and compliance reporting is cumbersome and time-consuming.	Increases the risk of non-compliance to existing organisational policies and other various regulatory requirements including Protection of Information Act, Privacy Impact Assessment, etc.

5.5 Filing and Storage

Generally, paper degrades overtime. RAF is always faced with challenges of loose pages on the claim files, incomplete documentation on the file, mixed-up of file contents. While still faced with the risk of fire, water damage, unauthorized access, and theft amongst other things.

Challenges	Impact
Semi-optimal file management system.	Leading to inaccurate recording of the file movement i.e. Audit trail. Increase in fraud.
Lack of accurate file inventory and reconciliation.	Leads to inability to account for what is in-store or on record.
No backup of physical files and documents.	It impacts business continuity.
Lack of efficient mechanism of storing of files.	Leads to time delays in the searching, retrieval, dispatching, and delivery of the files.
Lack of standardized system to track and manage the lifecycle of documents and/ or files i.e., from creation to disposal or destruction.	This may lead to non-adherence to regulatory requirements in terms of handling of official documents which may result in fines or legal repercussions.

6. Evaluation Criteria and Methodology

The Evaluation Process entails the following phases:

Phase 1: Initial Screening Process

- Respondents who comply with the screening process will be evaluated on mandatory requirements.

Phase 2: Evaluation based on Mandatory Requirements

- This is evaluation of the responses as per the evaluation criteria specified in this document, i.e., Mandatory requirements.
- Respondents who meet the mandatory requirements will be further evaluated for functional/technical criteria.

Phase 3: Evaluation based on Functional / Technical Criteria / Experience of the Service Provider

- Evaluation of responses as per the evaluation criteria specified in this document, i.e., Functional / Technical Criteria.
- Respondents who score the minimum stipulated threshold of **70** points out of **100** points for Functional/Technical criteria will further be invited for a walkthrough.

6.1 Mandatory Requirements

All respondents who do not meet Mandatory Requirements will be disqualified and will not be considered for further evaluation on Functional/Technical Criteria

Respondents must indicate compliance with this requirement by ticking the relevant box “**Comply**” or “**Not comply**”, **all copies and supporting evidence will only be requested during the RFP process.**

Note: Failure to comply with all the mandatory requirements shall lead to disqualification.

Compliance with regulatory bodies	Comply	Do Not Comply
<p>The service provider must be fully accredited/certificated with NARS (National Archives and Records Services of South Africa)</p> <p>Note:</p> <ul style="list-style-type: none"> • The service provider must confirm by indicating if they comply or do not comply with the above requirement. • The service provider will be required to provide a copy of a valid certificate issued by NARS to substantiate the above in the RFP process. <p>N.B Tick Comply or Not Comply</p>		
<p>Provisioning of handheld Scanner equipment</p> <p>The service provider must have handheld electronic equipment (scanners) with software.</p> <p>Note:</p> <ul style="list-style-type: none"> • The service provider must confirm by indicating if they comply or do not comply with the above requirement. <p>N.B Tick Comply or Not Comply</p>		
<p>Assessment of the problem statement</p> <p>The service provider must have thoroughly assessed all the problematic areas, i.e. Receipting, Recording of Documents, Documents and Claims processing, Reporting and Filing and Storage, in line with a proposed solution.</p>		

<p>Note:</p> <ul style="list-style-type: none"> • The service provider must confirm by indicating if they comply or do not comply with the above requirement. <p>N.B Tick Comply or Not Comply</p>		
<p>Provisioning of the offsite storage services</p> <p>The service provider must provide a secure storage facility for boxes, files and backup-tapes. The service provider must have a capacity to transport files to and from the storage facility as and when required.</p> <p>Note:</p> <ul style="list-style-type: none"> • The service provider must confirm by indicating if they comply or do not comply with the above requirement. <p>N.B Tick Comply or Not Comply</p>		
<p>Provisioning of EDRMS</p> <p>The service provider must be an Original Equipment Manufacturer (OEM) or accredited by OEM as a Reseller/ Partner/ Implementer of the Electronic Document and Records Management System (EDRMS).</p> <p>N.B Where the main bidder is not accredited by the OEM, the main bidder must provide proof of partnership (e.g. join venture, subcontracting etc.) with the company that is accredited by the OEM as a reseller/partner/implementer for the proposed EDRMS.</p> <p>Note:</p> <ul style="list-style-type: none"> • The service provider must confirm by indicating if they comply or do not comply with the above requirement. • Supporting evidence will be required in the RFP process. <p>N.B Tick Comply or Not Comply</p>		
<p>Provisioning of the document scanners at all RAF Operational areas</p> <p>The service provider must be able to provide document scanning as a service (Supply of Scanners, Scanner Maintenance and</p>		

Support, Scanner Configurations and Supply Human Resources if required) to all RAF's operational sites. Note: <ul style="list-style-type: none"> • The service provider must confirm by indicating if they comply or do not comply with the above requirement. N.B Tick Comply or Not Comply		
Relocation of records The service provider must have the capacity to relocate the records from the current offsite service provider and all RAF offices to their own storage facilities within six months after signing the contract. Note: <ul style="list-style-type: none"> • The service provider must confirm by indicating if they comply or do not comply with the above requirement. N.B Tick Comply or Not Comply		

6.2 Functional/Technical Criteria

With regards to functionality/ technicality, the following criteria shall be applicable, and the points of each criterion are indicated in the table below:

Experience of the service provider in the provisioning of the offsite storage
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The service provider should have a minimum of two (02) years of experience in the successful provisioning of the off-site storage of the paper records.

Respondents are required to tick a box corresponding to the relevant experience in a table below:

Experience: Scoring Matrix		
Number of years of experience	Score	Tick
< 2 years	0	
≥ 2 and < 5 years	20	
5 years or more	25	

Experience of the service provider in provisioning the Electronic Document and Records Management System (EDRMS)

The Service Provider should have minimum of one (01) year of experience in the successful provisioning of the EDRMS.

Respondents are required to tick a box corresponding to the relevant experience in a table below:

Experience: Scoring Matrix		
Number of years of experience	Score	Tick
< 1 year	0	
≥ 1 and < 3 years	20	
3 years or more	25	

Experience of the service provider in provisioning the Document Digitization (Digitizing High Volume of Historical Records)

The Service Provider should have a minimum of one (01) year of experience in the document digitization space.

Respondents are required to tick a box corresponding to the relevant experience in a table below:

Experience: Scoring Matrix		
Number of years of experience	Score	Tick
< 1 year	0	

≥ 1 and < 3 years	20	
3 years or more	25	
Experience of the service provider in provisioning of Scanning as a Service		
<p>The Service Provider should have a minimum of one (01) year of experience in the provisioning of scanning as a service.</p> <p>Respondents are required to tick a box corresponding to the relevant experience in a table below:</p>		
Experience: Scoring Matrix		
Number of years of experience	Score	Tick
< 1 year	0	
≥ 1 year and < 3 Years	20	
3 years or more	25	

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