



RFI NUMBER:	RAF/2026/00024
DESCRIPTION:	HOSTED TELVIVA TELEPHONY, QUEUOMETRICS REPORTING AND CALL CABINET RECORDING SERVICES TO SUPPORT CONTINUED CONTACT CENTRE OPERATIONS FOR A PERIOD OF 12 MONTHS
PUBLISH DATE:	12 May 2026
CLOSING DATE:	19 May 2026
CLOSING TIME:	11.00 AM
RESPONSES MUST BE EMAILED TO:	bacsecretariat@raf.co.za
ATTENTION:	Demand Management

BIDDER NAME: _____

NB: ONLY THE ORIGINAL EQUIPMENT MANUFACTURER (OEM) OR ACCREDITED PARTNERS/RESELLERS 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"/>
Accredited Partner /Reseller of the OEM	<input type="checkbox"/>

Kindly provide written confirmation supporting the above

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: (To be completed for each joint venture/ consortium member)	
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: (To be completed for each subcontractor)	
Name of subcontractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

ENQUIRIES

Enquiries regarding this Request for Information should be submitted via e-mail to:

Bid enquiries:

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

1.1 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.

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.
- 2.4 The RAF reserves the right to use the bidder's proposal in any other procurement method where required and may result in an award

3. BACKGROUND

- 3.1 The Road Accident Fund (RAF) currently operates a large-scale Contact Centre environment supported through a hosted telephony and omnichannel ecosystem administered through an outsourced operating model.
- 3.2 As part of the approved transition strategy, RAF intends to internalise Contact Centre operations while maintaining continuity of critical customer-facing services through direct engagement with Original Equipment Manufacturers (OEMs) and/or accredited partners.
- 3.3 RAF therefore invites responses from the OEM and/or accredited partners regarding the continued provision, hosting, licensing, maintenance, support and integration of the Telviva telephony environment and supporting technologies integrated into the Telviva ecosystem.
- 3.4 As part of this engagement, RAF seeks to ensure the continued hosting, licensing, maintenance, support, and integration of the existing Telviva telephony platform, including its integrated QueueMetrics reporting environment and Call Cabinet call recording, playback, and retention services, to support uninterrupted Contact Centre operations during the transition from an outsourced to an internal operating model.

4. CURRENT ENVIRONEMENT

- Cloud-based Telviva telephony platform
- Inbound and outbound contact centre capability
- IVR, routing and queue management functionality
- QueueMetrics operational reporting, dashboards and wallboards
- Call Cabinet recording, playback and retention capability
- Integration with Digital Customer Engagement (DCE) CRM and NICE WFM
- Voice connectivity and managed network services
- Operational monitoring and administration capability
- Dual connectivity and failover capability

The above components collectively constitute the current production Contact Centre environment, and all listed systems are required to remain operational and fully supported during and after the transition.

5. SCOPE OF WORK

The scope described below constitutes mandatory and inseparable components of the RAF Contact Centre telephony and reporting environment. Proposals must address all elements in full, including Telviva telephony, QueueMetrics reporting, and Call Cabinet recording services. Partial proposals or solutions that exclude or substitute any of these components will be regarded as non-responsive.

- Provision of hosted Telviva telephony and PBX capability
- Provision of QueueMetrics reporting, dashboards and wallboard capability
- Provision of Call Cabinet recording, playback and retention capability
- Licensing, maintenance and support arrangements
- Managed connectivity and voice network requirements
- Support for inbound and outbound contact centre services
- Support for IVR, routing, queues and operational reporting
- Support for call recording retention, playback and archiving
- Integration capability with DCE CRM, NICE WFM and CallBi Speech Analytics
- Infrastructure hosting requirements and dependencies
- Business continuity, failover and disaster recovery capability
- Migration and onboarding approach

- Implementation timelines and lead times
- Commercial and subscription models
- Support model, SLAs and escalation arrangements
- Security, compliance and access management controls

5.1 KEY REQUIREMENTS

- The proposed solution must integrate and communicate with the existing RAF Contact Centre ecosystem and supporting technologies.
- The proposed solution must support continuity of customer-facing voice services during the transition period.
- The proposed solution must support QueueMetrics reporting, dashboards and operational wallboards integrated into the Telviva environment.
- The proposed solution must support Call Cabinet recording retention, playback and archiving capability.
- The proposed solution must support historical recording access and continuity requirements.
- The bidder must indicate whether the current RAF numbers and routing configurations can be retained or ported.
- The bidder must provide indicative onboarding and implementation timelines.
- The bidder must indicate any dependencies, constraints or third-party requirements.
- The bidder must indicate support for reporting, dashboards and operational monitoring capabilities.
- The bidder must indicate retention, storage and compliance capabilities relating to call recordings.
- The bidder must indicate any dependencies or limitations relating to QueueMetrics and Call Cabinet functionality within the Telviva environment.
- The bidder must provide information regarding support availability, escalation processes and SLA commitments.

5.2 SUPPORT AND MAINTENANCE

- Interested bidders must propose a sample of a maintenance and support contract. The proposed contract must support software updates, patches, and regular system maintenance. Further technical assistance should be easily reachable via phone, email, or client web portal and provide prompt service.
- The bidder is expected to provide technical assistance, respond to technical issues, and provide reliable information on the implementation methodology and solution features.

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

Category	Response	Resolution
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

<p>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</p>
<p>Priority 2 – High means the malfunction and/or degraded services of the service which affects 50% or less 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.</p>
<p>Priority 3 – Medium means calls that are affecting the solution which do not fall into priority 1 or 2 above but need to be resolved within 3 hours.</p>
<p>Priority 4 – Low means the solution service requests that can take longer than five (5) hours (e.g., projects, developments, procurement)</p>

6. PRICING SCHEDULE

SERVICE DESCRIPTION	PERIOD	NUMBER OF USERS	MONTHLY	TOTAL 12 MONTHS
Telviva Telephony Licences	Annual (12 months)	130		
Telviva Telephony Maintenance & Support	Annual (12 months)	130		
QueueMetrics Reporting, Dashboards & Wallboards	Annual (12 months)	130		
Call Cabinet Recording, Playback & Retention Services	Annual (12 months)	130		
Voice Connectivity & SIP Services	Annual (12 months)	130		
Hosting & Infrastructure Services	Annual (12 months)	130		
			SUB-TOTAL	
			VAT	
			TOTAL	

Interested Bidders are required to submit the following:

No.	Required	Submitted (Yes/No)
1.	Confirmation if bidder is an OEM or accredited partner/reseller	
2.	Documentary proof of OEM accreditation / authorisation where applicable	
3.	Bidder's proposal in respect of RAF requirements	
4.	Bidder's Pricing using pricing schedule	
5.	Bidder's proposed team to support RAF requirements	
6.	Implementation / transition approach	
7.	Integration approach with the Telviva Telephony Solution and related Contact Centre ecosystem	
8.	Security, data protection, access control and compliance approach	
9.	Bidders Client references (Completed table)	
10.	Any additional information	

NB: The RAF reserves the right to use the bidder's proposal in any other procurement method where required and may result in an award

Bidders Client References

You are requested to provide the following information in instances where you have previously rendered the specified services, interested parties may attach written client reference letter/s to support the information submitted below.

No	Project Description	Services rendered	Contract start date	Contract End date	Client Name	Client Contact Person	Client Contact Address	Client Email	Client Telephone number
1.									
2.									
3.									