



RFI NUMBER:	RAF/2026/00030
DESCRIPTION:	REQUEST FOR INFORMATION – IMPLEMENTATION OF A LITIGATION/LEGAL CASE MANAGEMENT SOLUTION
PUBLISH DATE:	26/05/2026
CLOSING DATE:	10/06//2026
CLOSING TIME:	11:00 A.M.
RESPONSES MUST BE EMAILED TO:	bacsecretariat@raf.co.za
ATTENTION:	Demand Management

BIDDER NAME: _____

Please select one of the options below (Tick)

OEM (Owner of the technology)	<input type="checkbox"/>
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	

If using subcontractors, indicate the following:	
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.

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

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. BACKGROUND OF THE RFI

The Road Accident Fund (RAF) is undertaking a digital modernisation initiative and intends to replace its existing legal and litigation case management platform with a secure, scalable, cloud-based solution. The envisaged implementation is expected to include solution configuration, migration of historical data from the legacy environment, integration with relevant internal and external systems, and maintenance and support services for a period of five (5) years.

The proposed solution must enable RAF's legal function to manage the full lifecycle of legal and litigation matters in an efficient, controlled, and auditable manner, while supporting operational effectiveness, regulatory compliance, information security, and improved decision-making.

RAF is issuing this Request for Information (RFI) to obtain detailed information from suitably qualified service providers on available solution capabilities, implementation approaches, integration options, delivery capacity, support models, and relevant experience in comparable environments.

The information received will be used to assess market maturity, refine RAF's business and technical requirements, validate the feasibility of implementation, and inform any subsequent procurement strategy or sourcing approach. This RFI is issued for information-gathering purposes only and does not constitute a solicitation, tender, or commitment to contract.

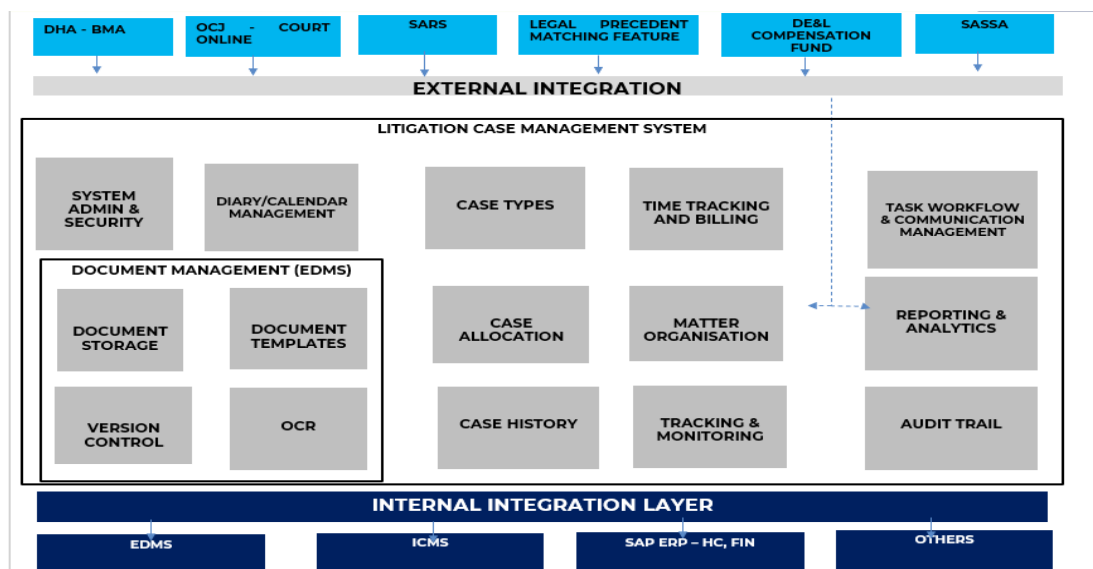
Respondents are invited to present an existing, proven, preferably off-the-shelf and cloud-enabled solution that can be configured, customised where necessary, and scaled to meet RAF's functional, technical, integration, security, reporting, and regulatory requirements within a complex public-sector operating environment.

3. SCOPE OVERVIEW

1. This RFI is issued to identify and assess suitably qualified solution providers with demonstrable capability, technical maturity, and relevant implementation experience in delivering a secure, scalable, and integrated Legal/Litigation Case Management Solution for RAF. Respondents are required to provide information on solutions capable of:
 - a) Providing calendar, court-date, and deadline management capabilities for RAF's legal teams, including proactive alerts and scheduling controls.
 - b) Enabling the creation, assignment, orchestration, and automation of tasks, workflows, and approvals across the litigation lifecycle.
 - c) Strengthening legal documents and records management through structured storage, classification, version control, and efficient retrieval of case information.
 - d) Facilitating secure and effective collaboration among internal and external stakeholders involved in litigation, fraud investigation, mediation, and related legal processes.
 - e) Capturing, monitoring, and reporting on time sheets, disbursements, and case-related costs to support financial control and accountability.
 - f) Centralising all case-related data, documents, and correspondence within a single authoritative repository to improve accessibility, traceability, and control.
 - g) Integrating with relevant internal and external systems to eliminate duplicate processing and payments, improve interoperability, and enable end-to-end automation of litigation case management processes.
 - h) Ensuring data security, privacy, and regulatory compliance through appropriate governance, access controls, auditability, and protective security measures.
 - i) Supporting the generation of timely, accurate, and comprehensive management information, dashboards, and analytics to monitor litigation performance, risks, and outcomes.
 - j) Providing a reliable alerting and notification mechanism for critical deadlines, court dates, milestones, and exception events requiring management attention.
 - k) Incorporating machine learning and AI capabilities, where appropriate, to support fraud detection, anomaly identification, pattern analysis, and the prevention and reporting of suspicious or duplicate claims activity.
 - l) Supporting the generation of fair and evidence-based settlement proposals through the application of legal precedents, policy rules, rationale with citations, and external determination capabilities to strengthen decision support.
 - m) Migrating historical case-related data from multiple source systems into a consolidated repository, with due regard for data quality, reconciliation, security, and continuity of operations.

4. CONCEPTUAL SOLUTION ARCHITECTURE

1. This conceptual architecture is provided for indicative and market-engagement purposes only to assist respondents in understanding RAF's current requirements regarding the proposed Litigation/Legal Case Management Solution. It is not to be construed as the final solution design, a definitive statement of requirements, a complete scope of work, or a contractual commitment by RAF.



5. OBJECTIVES OF THE RFI

1. This RFI is issued solely as a market-engagement and information-gathering exercise and does not constitute a request for proposal, invitation to tender, offer, commitment, or any other formal procurement process.
2. The purpose of this RFI is to enable RAF to:
 - a) Identify and assess the availability, maturity, and suitability of legal/litigation case management solutions that can support RAF's strategic objective to modernise and digitise its litigation management function across the organisation.
 - b) Assess solution architectures, implementation methodologies, and underlying technology stacks, including their ability to integrate effectively with RAF's existing internal systems and relevant third-party platforms.
 - c) Evaluate the extent to which proposed solutions can support scalable automation of high-volume administrative and litigation-related processes within RAF's operating environment.

- d) Assess the capacity, capability, and implementation readiness of potential solution providers to deliver and support such a solution within a complex, high-volume, and highly regulated public-sector environment, including the ability to execute a phased implementation.
- e) Respondents must provide sufficiently detailed information on their technology architecture, solution functionality, implementation methodology, pricing, delivery capability, support model, and relevant reference implementations, preferably in public-sector, legal-administration, or similarly regulated environments, to enable RAF to assess capability, fit-for-purpose, and implementation readiness.
- f) RAF reserves the right to invite one or more respondents to participate in solution demonstrations, clarification sessions, presentations, or further market-engagement activities where such engagement is considered necessary to validate solution capability, implementation approach, or strategic alignment.
- g) The information submitted in response to this RFI will be used by RAF to inform its solution strategy, refine business and technical requirements, validate implementation assumptions, and support the development of any subsequent procurement approach for a legal/litigation case management solution.

6. SUBMISSION REQUIREMENTS FOR INTERESTED PARTIES

- 1. A company profile, including organisational overview, financial standing, relevant legal/litigation case management implementation experience, and a minimum of two contactable client references for comparable assignments.
- 2. A conceptual overview of the proposed existing solution, including core functionality, deployment model, architecture, configurability, integration capability, and alignment to RAF's stated requirements.
- 3. Presentation, demonstration, or other supporting materials sufficient to illustrate the maturity, usability, and key capabilities of the proposed solution.
- 4. An indicative implementation methodology, high-level delivery timelines, key project phases, resource assumptions, and preliminary costing information to support RAF's assessment of implementation feasibility.

7. REQUIRED INFORMATION

- 1. The information requested in this section is intended to enable RAF to undertake a structured assessment of available market offerings, solution capabilities, and service delivery models,

and to determine the extent to which such offerings align with RAF's preliminary business and technical requirements.

2. The information submitted will assist RAF in refining and validating its business and technical requirements, identifying functional and implementation gaps, and informing any subsequent procurement strategy, sourcing approach, or solution design decisions.
3. The questions set out below are designed to elicit detailed information on both current solution capabilities and future extensibility, scalability, and innovation potential relevant to RAF's legal and litigation case management requirements.

8. LEGAL CASE MANAGEMENT KNOWLEDGE, CAPACITY AND EXPERIENCE

The questions in this section are intended to enable RAF to assess the market capability, sector knowledge, implementation experience, service offering, and delivery capacity of potential respondents, and to determine their suitability to support the implementation and ongoing support of the proposed Legal/Litigation Case Management Solution.

Requirement	Yes/No	Is this information detailed in your proposal? Yes/No
Vendor Overview		
Please provide your company profile, including your size, experience, and financial stability information.		
Describe your implementation methodology and the support services you offer.		
Have you implemented the proposed solution for a medium to large public entity in South Africa within the last five years?		
Was this implementation based in the cloud, and if so, which cloud vendor was used?		
Technical Capabilities		
What is your experience with cloud infrastructure, such as AWS, Azure, or Google Cloud, in implementing the Legal Case Management solution?		
Can you describe your data security and compliance measures?		
What uptime guarantee do you offer for your system, and what is your disaster recovery plan?		
How do you handle data backup and restoration?		
Please provide details about your system's scalability.		
Does your solution support single sign-on capabilities with role-based access control (RBAC)?		
Does your solution integrate with both cloud-based and on-prem systems using API?		
LEGAL CASE MANAGEMENT SOLUTION		
Calendar Management		
Does the solution have a calendar management module for organising the legal team's schedules?		
Can users mark public holidays, leave days, and significant dates for South Africa?		
Does it have a conflict management feature that alerts users to double bookings of Attorneys for overlapping court cases?		
Does the calendar module integrate with the ERP systems to log approved leave days automatically?		
Case Type Selection		
Does the solution support multiple case types, such as litigation, fraud investigations, court orders, summons, and referrals?		

Can the system segregate records by case type and assign them to appropriate users? For example, only attorneys working on claims litigation should have access to those case types, and corporate litigation cases should be visible to corporate litigation attorneys, as should fraud investigation cases, and so on.		
Can the solution support different and default statuses for legal cases, such as “unassigned” or “captured,” “in progress and so on?		
Case Allocation		
Can the system allocate cases using round-robin, predefined rules (e.g., case type, jurisdiction), or manual methods?		
Can Admins manually assign or reassign cases, overriding automatic rules?		
Does the solution check the calendar and Active Directory for attorney availability to avoid assigning cases to unavailable attorneys?		
Does the system allow reallocating batch cases between attorneys while maintaining an audit trail and preserving notes?		
Matter Organisation		
Does the solution organise cases by categories like Province, Court Jurisdiction, Relevant Statutes, Plaintiff Details, and Date?		
Can users define case attributes to match their workflows, like client info, case type, and jurisdiction?		
Does the system allow attaching all documents for comprehensive case management?		
Tracking and Monitoring		
Does the solution track and monitor each case's progress and milestones?		
Can the legal team monitor developments and identify obstacles in real time?		
Are customisable dashboards available for quick access to key metrics?		
Can users capture notes at each case stage for easy information access?		
Is there an audit trail to track data changes for transparency?		
Conflict Checking		
Does the solution systematically detect conflicts of interest by cross-referencing new plaintiff cases with existing records, such as identifying claimants with multiple firm representations or duplicate cases in different jurisdictions?		

Does the system streamline the ethical vetting process for attorneys, enabling them to decline case allocations due to personal conflicts and automatically routing these declines to management, bypassing the round-robin system?		
Case History / Audit Trail		
Does the case history module keep detailed records of all activities, changes, and communications for each case, including meeting notes, correspondence with claimants, court filings, and legal research updates?		
Document Storage		
Does the solution provide a centralised repository for securely storing all case-related documents, including pleadings, evidence, correspondence, and court filings?		
Can users upload individual, multiple, or bulk documents for flexible document management?		
Does the solution support various document formats, such as Word, PDF, Excel, PNG, JPEG, and video formats like MP4?		
Are users able to generate customised reports to enhance insights and track cases effectively?		
Document Organisation and Categorisation		
Does the solution allow users to organise documents with tags or folders for easy retrieval?		
Can users create a customised classification system for the RAF's legal unit or specific cases to enhance file management?		
Version Control		
Does the solution feature version control for tracking document changes over time?		
Does it keep detailed records of modifications, including the author, timestamps, and change descriptions?		
Can users easily revert to previous versions if needed?		
Document Generation and Templates		
Does the proposed solution encompass the following key features to enhance the efficiency and effectiveness of legal document management: -		
A variety of customisable templates for legal documents, such as contracts and motions?		
Automatic data population from case files to minimise manual entry errors?		

Compatible with MS Word for easy creation, editing, and management of templates?		
Optical Character Recognition (OCR)		
Does the proposed system use OCR technology to streamline document reviews and help users quickly find key information?		
Calendaring - Deadline and Key Date Tracking		
Does the solution provide a system for managing and tracking key deadlines, court dates, appointments, and events for legal cases?		
Does it incorporate South African court rules and regulations to automatically calculate critical deadlines based on jurisdiction?		
Can users set reminders and notifications to proactively manage key dates and minimise the risk of missed deadlines?		
Does the system provide timely reminders for upcoming events via omni channels such as email, SMS, WhatsApp, and in-system notifications, including key case details like case number, court name, assigned attorney, and a brief description?		
Does it feature a calendar that integrates with reporting tools like Power BI, offering a comprehensive view of case timelines and scheduling?		
Does the module offer a drop-down feature to track deadlines, including statutory limits and appeal filing dates?		
Can users set reminders and notifications for critical dates well in advance?		
Does the system automatically calculate court response deadlines based on the receipt date of legal documents?		
Task and Workflow Management		
Can users create tasks with details like descriptions, deadlines, priorities, and assign them to team members for accountability?		
Is there a feature that links tasks to specific legal cases for better organisation and context?		
Does the solution include a progress tracking feature for each task, with visual indicators like completion percentages and colour coding for overdue tasks?		
Do automated notifications inform users about task status changes, including task completions and reminders for upcoming deadlines?		

Do the workflows automate task assignments to team members based on predefined triggers, such as automatically sending notifications or scheduling meetings after a legal document is filed?		
Does the solution send automated alerts to relevant team members when tasks are triggered, ensuring important steps are not overlooked?		
Communication and Collaboration		
Does the solution support secure messaging for team members, ensuring privacy and confidentiality?		
Does it allow team members to create, edit, and access shared case notes for real-time updates and collaboration?		
Does the solution provide dedicated discussion forums for teams to discuss specific cases, ensuring information is accessible to all members?		
Can users securely access case information, documents, and communication tools to enhance transparency and communication?		
Does the solution integrate with email systems (e.g., Outlook, Gmail) to link correspondence to cases and contacts for better organisation?		
Does it allow team members to securely share case files, messages, and notes for easy access to vital documents?		
Time Tracking and Billing		
Does the solution integrate with existing accounting systems like SAP/ERP to streamline financial processes for the RAF?		
Does it have automatic time tracking to accurately record time spent on tasks, ensuring no billable hours are missed?		
Can users manually enter time with detailed descriptions of the work performed?		
Does the system include timers for precise tracking of billable hours and easier billing?		
Does the system offer tools for recording and categorising project-related expenses, including an interface for various expense types like travel and materials?		
Can users attach scanned receipts and supporting documents for each expense?		
Are customisable invoice templates available that align with the RAF's billing rates and structures?		
Can invoices be tailored to reflect different services and rates?		
Does the solution allow for generating draft and final invoices for review before sending?		

Reporting and Analytics		
What reports and analytics are available, including trends, performance, and progress tracking?		
Does the reporting module enable users to generate detailed reports on case statuses, upcoming deadlines, billable hours, financial metrics, and team productivity?		
Can users customise reports by setting parameters and applying filters to meet their needs without technical assistance?		
Can reports be exported in multiple formats, such as PDF for sharing and CSV for spreadsheet analysis?		
Does the system offer visual dashboards or integrate with tools like Power BI for a comprehensive overview of case metrics and performance?		
Do the dashboards present key data clearly, helping teams assess progress and identify areas for improvement?		
Are there any additional integrations and file import capabilities?		
Internal Integration Requirements		
Can the proposed solution integrate with RAF's internal systems to enhance the legal team's efficiency?		
Does it integrate with the SAP accounting system to streamline financial processes and ensure operational consistency?		
Does the integration support both financial and HR modules for payment processing, user access management, and litigation case management?		
Can the solution be customised to integrate with RAF's claims management system for effective handling of litigated claims?		
External Third-Party Integration Requirements		
Can the solution be customised for integration with the OCJ Court Online Solution for electronic delivery of court documents?		
Can it integrate with SARS for claimant verification, the Department of Home Affairs (DHA) and Border Management Authority (BMA), as well as SASSA and the Compensation Fund to prevent duplicate payments?		
Is integration possible with platforms like LexisNexis to enhance legal research capabilities?		
Security and Compliance		
Describe your data encryption methods at rest and in transit.		
What security certifications does your cloud provider hold (e.g., ISO 27001, SOC 2)?		

Detail your access control and user authentication mechanisms (e.g., multi-factor authentication, biometric access).		
Describe your data loss prevention methods.		
How does your system support compliance with relevant regulations (e.g., GDPR, industry-specific regulations)?		
Can your system generate audit trails that document changes made to employees and also generate compliance reports?		
How do you handle updates to regulations?		
Describe your disaster recovery and business continuity plans.		
What are your recovery time objectives (RTO) and recovery point objectives (RPO)?		
How does the system manage user roles and permissions?		
How effectively does the system provide audit trails for all specified transactions, including configuration changes?		
Artificial Intelligence (AI) Tools:		
Describe the AI capabilities integrated into your Legal/Litigation Case Management system.		
Which specific business processes are enhanced by AI?		
What types of predictive analytics are available?		
How does AI automate routine tasks and improve efficiency?		
Does the AI provide intelligent recommendations or alerts?		
How does AI analyse data to provide actionable insights?		
Can AI identify trends, patterns, and anomalies in the data?		
How does the system ensure the security and privacy of AI-generated data?		
Legal Precedent Matching with Settlement Determination and Offer Letter Feature/Functionality.		
Although the RAF already has a system that supports this feature, an independent verification mechanism is required to enhance transparency, validation, resilience, vendor independence, migration flexibility, and bias control by using a separate engine to verify outcomes and methods.		
Does the proposed solution have or integrate with an AI feature for legal precedence?		
Can this feature produce a fair and defensible settlement proposal for a current matter, including matching legally comparable precedents, explaining the rationale with citations, calling an external determination engine		

per product, applying policy rules, and generating an offer letter ready for sign-off and approval, while supporting professional judgement?		
Migration of historical data		
Describe your data migration methodology and approach.		
What tools and techniques do you use for data extraction, transformation, and loading (ETL)?		
Can you provide examples of successful data migrations you have completed?		
What testing procedures do you use to validate the accuracy of migrated data?		
How do you manage data mapping between existing systems and the new Legal/Litigation Case Management System?		
What capabilities do you have for data transformation?		
How do you handle data cleansing and deduplication?		
Are you equipped to handle complex data transformation rules?		
What methods do you use to verify the accuracy and completeness of migrated data?		
What reconciliation processes do you implement?		
How do you address data exceptions and errors?		
Do you offer any data migration templates?		
How do you manage the migration of historical data?		
Are there limitations on the volume of historical data that can be migrated?		
Implementation Approach and Support		
Describe your implementation methodology, including the scope of work and proposed timelines.		
Explain the training and support you will provide during and after implementation.		
Detail your support and maintenance services, specifying response times and service level agreements (SLAs).		
How frequently is the system updated, and what is the process for deploying these updates?		

8. COST AND LICENSING

Respondents are required to provide a structured overview of their indicative pricing model using the table below, together with full disclosure of all applicable cost components, pricing assumptions, exclusions, dependencies, and any additional charges associated with licensing, implementation, configuration, integration, data migration, training, maintenance, support, and any other services relevant to the proposed solution.

Deliverables	Price Year 1 (Vat. Included)	Price Year 2 (Vat. Included)	Price Year 3 (Vat. Included)	Price Year 4 (Vat. Included)	Price Year 5 (Vat. Included)	Total Price (Vat. Included)
Licenses/Subscription	R	R	R	R	R	R
Project Management						R
Planning and Solution Design						R
Configure, Build, Test and Deploy						R
Data migration						R
Training						R
Maintenance and Support (5 years)	R	R	R	R	R	R
Total	R	R	R	R	R	R

ADDITIONAL INFORMATION

1. Respondents must disclose any known limitations, constraints, assumptions, dependencies, prerequisites, or material risks associated with the proposed solution, implementation approach, hosting model, integration requirements, support arrangements, or long-term sustainability that may affect RAF's evaluation or future procurement considerations.
2. Respondents are invited to provide any additional information, recommendations, or value-added proposals that may assist RAF in assessing solution suitability, refining requirements, validating implementation assumptions, or shaping any subsequent procurement or solution design approach.

9. RESPONSE FORMAT

1. Responses to this RFI must be clear, concise, complete, and sufficiently detailed to enable RAF to assess the respondent's solution capability, implementation approach, and overall suitability.
2. Written responses must strictly follow the structure, sequence, and numbering set out in the Required Information section of this RFI to facilitate efficient review, evaluation, and