



RFI NUMBER:	RAF/2026/XXX
DESCRIPTION:	REQUEST FOR INFORMATION – ENTERPRISE SERVICE MANAGEMENT SAAS SOLUTION AND 5 YEARS SUPPORT
PUBLISH DATE:	05/2026
CLOSING DATE:	05/2026
CLOSING TIME:	11:00 A.M.
COMPULSORY BRIEFING SESSION	N/A
RESPONSES MUST BE EMAILED TO:	bacsecretariat@raf.co.za
ATTENTION:	XXX

BIDDER NAME: _____

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

Please select one of the options below (Tick)

OEM (Owner of the technology)	<input type="checkbox"/>
ENTERPRISE SERVICE MANAGEMENT SAAS SOLUTION accredited Partner /Reseller	<input type="checkbox"/>

BIDDING STRUCTURE

Indicate the type of bidding structure by marking with an 'X':	
Individual bidder	
Joint venture	
Consortium	
Using subcontractors	
Other	

If individual bidder, indicate the following:	
Name of bidder	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If joint venture or consortium, indicate the following: <i>(To be completed for each joint venture/ consortium member)</i>	
Name of joint venture/consortium members	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If using subcontractors, indicate the following:	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If joint venture or consortium, indicate the following:	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If using subcontractors, indicate the following: <i>(To be completed for each subcontractor)</i>	
Name of subcontractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	

Physical address	
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ENQUIRIES

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

Bid enquiries:

XXXX	bacsecretariat@raf.co.za
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Enquiries should reference specific paragraph numbers, where appropriate.

All questions/ enquiries must be forwarded in writing prior to the submission date.

1. BACKGROUND OF THE RAF

The Road Accident Fund (RAF) is a schedule 3A public entity established in terms of the Road Accident Fund Act, 1996 (Act No. 56 of 1996), as amended. Its mandate is the provision of compulsory social insurance cover to all users of South African roads, to rehabilitate and compensate persons injured as a result of the negligent driving of motor vehicles in a timely and caring manner, and to actively promote the safe use of our roads.

The customer base of the RAF comprises not only the South African public, but all foreigners within the borders of the country. The RAF head office is in Centurion and RAF intends to establish Customer Experience Centres (CEC) in each province in the country.

2. SPECIAL INSTRUCTION TO BIDDERS

- 2.1 The service provider must be an eligible, registered Service Provider in terms of the applicable laws of the Country and included in the National Treasury Central Supplier Database.
- 2.2 It is expected of bidders to have their Tax matters in order when the proposals are submitted.
- 2.3 Companies or Director that are included on the National Treasury register for Restricted Suppliers and/ or Tender Defaulters will be automatically disqualified from the process.
- 2.4 The bidder to provide a comprehensive proposed solution and how it addresses all the requirements
- 2.5 Also include a proposed Implementation Plan: This should include how the project will be phased and the timing thereof.
- 2.6 The bidder must provide total cost of the proposed solution.

3. BACKGROUND

3.1 RAF's Technology and Digital (T&D) division is driving a digital transformation program that includes migrating workloads from on-premises infrastructure to cloud-based environments to enhance scalability, resilience, and operational efficiency.

3.2 As part of this initiative, RAF intends to transition to a cloud-native, SaaS-based Service Management platform hosted in the OEM's secure cloud, replacing the current environment and enabling improved automation, governance, and enterprise-wide service delivery.

3.3 This RFI seeks to obtain market intelligence on suitable solutions that can support both IT Service Management and broader Enterprise Service Management capabilities,

strengthen auditability, and align with RAF’s digital transformation objectives while reducing infrastructure overhead.

4. SCOPE OF WORK

RAF seeks to appoint a suitable service provider to provide a cloud-hosted Enterprise Service Management (ESM) Software-as-a-Service (SaaS) solution, inclusive of five (5) years of subscription, support, and maintenance services.

5. ENTERPRISE SERVICE MANAGEMENT (ESM) SAAS SOLUTION REQUIREMENTS

The information below represents RAF requirements for the Enterprise Service Management SaaS solution.

Category	Description
Technical and Functional Requirements:	
<p>5.1 Solution Architecture and Hosting</p>	<p>The RAF requires a cloud-native, Software-as-a-Service (SaaS) Enterprise Service Management (ESM) solution, hosted within the Original Equipment Manufacturer’s (OEM) secure cloud environment.</p> <p>The solution must be designed for high availability, scalability, resilience, and security, aligned with enterprise-grade standards.</p> <p>The Service Provider shall provide verifiable assurance and supporting evidence that all RAF data associated with the proposed Enterprise Service Management SaaS solution will be hosted and retained within the borders of the Republic of South Africa.</p>
<p>5.2 Implementation and Optimization</p>	<p>The Service Provider shall:</p> <p>Configure, implement, and optimize all required modules to meet the operational and strategic requirements of the Road Accident Fund (RAF) Business Units.</p> <p>Ensure alignment with RAF’s organizational structure, governance frameworks, and service delivery model.</p>
<p>5.3 ITIL Alignment</p>	<p>The solution must be fully aligned with ITIL v3 and/or ITIL v4 best practices, enabling end-to-end lifecycle management of IT services, including governance, control, and continual service improvement.</p>

<p>5.4 Core IT Service Management Capabilities</p>	<p>The Enterprise Service Management (ESM) SaaS solution must include, at a minimum, the following core IT Service Management (ITSM) capabilities :</p> <ul style="list-style-type: none"> 5.4.1 Incident Management – Logging, classification, prioritisation, escalation, and resolution 5.4.2 Event Management – Monitoring, alerting, and correlation of infrastructure and application events 5.4.3 Request Management – Standard service request fulfilment and automation 5.4.4 Problem Management – Root cause analysis, known error database, and trend analysis 5.4.5 Change Enablement – Governance of standard, normal, and emergency changes with CAB/eCAB support 5.4.6 Release Management and Service Level Management – Controlled deployments and SLA/OLA monitoring 5.4.7 Knowledge Management – Centralised knowledge base with lifecycle governance 5.4.8 Service Catalogue Management – Business-facing catalogue with defined services and workflows 5.4.9 IT Asset Management (ITAM) – Full asset lifecycle management, including discovery, tracking, and spend optimization 5.4.10 Configuration Management (CMDB) – A fully functional and integrated CMDB supporting configuration item (CI) relationships, impact analysis, and audit traceability.
<p>5.5 Enterprise Service Management (ESM) Capabilities</p>	<p>The platform must extend beyond IT to support enterprise-wide service delivery, including:</p> <ul style="list-style-type: none"> 5.5.1 Human Resources (HR Service Management) – Employee lifecycle workflows, case management, onboarding/offboarding 5.5.2 Facilities and Asset Management – Workplace services, maintenance, work orders, and non-IT asset tracking 5.5.3 Vendor Management – Supplier onboarding, contract management, performance monitoring, and governance 5.5.4 Project and Portfolio Management (PPM) – Demand management, project execution, resource management, and strategic alignment
<p>5.6 Workflow Automation and Governance</p>	<p>The solution must:</p> <ul style="list-style-type: none"> 5.6.1 Provide configurable workflows across all service domains 5.6.2 Enable end-to-end automation of processes 5.6.3 Enforce governance controls, including approvals, segregation of

	<p>duties, and policy compliance</p> <p>5.6.4 Maintain full audit trails for all transactions and activities</p>
5.7 Artificial Intelligence and Automation	<p>The platform shall incorporate advanced Artificial Intelligence (AI) and automation capabilities, including:</p> <p>5.7.1 Intelligent ticket classification and routing</p> <p>5.7.2 Virtual agents and chatbots for self-service</p> <p>5.7.3 Predictive analytics and trend analysis</p> <p>5.7.4 Automated remediation and self-healing capabilities</p> <p>5.7.5 Proactive issue detection and prevention</p> <p>5.7.6 All AI capabilities must be configured, trained, and customized by the Service Provider to align with RAF operational requirements.</p>
5.8 Omni-Channel Service Experience	<p>The solution must provide a modern, omni-channel user experience, enabling access to services via:</p> <p>5.8.1 Self-service portals</p> <p>5.8.2 Email</p> <p>5.8.3 Telephony integration</p> <p>5.8.4 Chat and virtual assistants</p> <p>5.8.5 Mobile applications</p>
5.9 User Experience and Self-Service	<p>The platform shall:</p> <p>5.9.1 Provide intuitive self-service capabilities</p> <p>5.9.2 Deliver personalized dashboards for different user roles</p> <p>5.9.3 Ensure a consistent, responsive user experience across devices</p>
5.10 Integration and Interoperability	<p>The solution must support robust integration capabilities, including:</p> <p>5.10.1 Identity and Access Management systems (e.g., Active Directory, OMADA)</p> <p>5.10.2 Monitoring and event management tools</p> <p>5.10.3 DevOps toolchains (e.g., Jira, CI/CD pipelines)</p> <p>5.10.4 ERP and financial systems</p> <p>5.10.5 Cloud platforms (e.g., AWS, Azure)</p> <p>5.10.6 Integration must be enabled via APIs, web services, and pre-built connectors.</p>
5.11 Availability, Resilience, and Security	<p>The platform must ensure:</p> <p>5.11.1 High availability and fault tolerance</p> <p>5.11.2 Disaster recovery and business continuity</p>

	<p>5.11.3 Seamless upgrades with minimal service disruption</p> <p>5.11.4 Data security and privacy</p> <p>5.11.5 Multi-tenancy support</p> <p>5.11.6 All controls must align with industry and regulatory standards.</p>
5.12 Performance Management and Workforce Optimisation	<p>The solution shall enable:</p> <p>5.12.1 KPI and SLA monitoring (e.g., SLA compliance, MTTR, FCR)</p> <p>5.12.2 Agent performance management and workload balance.</p> <p>5.12.3 Real-time operational visibility</p> <p>5.12.4 Continuous service improvement through actionable insights</p>
5.13 Security, Compliance, and Auditability	<p>The solution must ensure:</p> <p>5.13.1 Role-based access control (RBAC)</p> <p>5.13.2 End-to-end audit trails</p> <p>5.13.3 Data encryption (at rest and in transit)</p> <p>5.13.4 Compliance with POPIA, GDPR, and other applicable regulations</p> <p>5.13.5 Full traceability of changes, configurations, and service transactions</p>
5.14 Scalability and Mobility	<p>The platform must:</p> <p>5.14.1 Support high transaction volumes and large user bases</p> <p>5.14.2 Be fully scalable to accommodate future growth</p> <p>5.14.3 Provide mobile-enabled functionality for remote and distributed users</p>
5.15 Reporting Capability	<p>The proposed solution must provide:</p> <p>15.5.1 Provide robust, real-time, and configurable reporting to support operations, executive oversight, compliance, and continuous improvement</p> <p>15.5.2 Include out-of-the-box ITIL v4-aligned reports and dashboards covering the core IT Service Management and Enterprise capabilities.</p> <p>15.5.3 Enable self-service and ad hoc reporting with low-code/no-code capabilities, including drill-down and cross-module analysis</p> <p>15.5.4 Deliver role-based, real-time dashboards with configurable KPIs and executive views on SLA performance, incidents, changes, and availability</p> <p>15.5.5 Support data integration and export via APIs and tools (e.g., BI platforms), ensuring consistency across systems</p> <p>15.5.6 Enable service performance and availability reporting, including automated monitoring integration, trend analysis, and alerting</p> <p>15.5.7 Include AI-driven analytics, anomaly detection, and automated</p>

	<p>report generation</p> <p>15.5.8 Bidders to submit evidence of reporting capability, including sample reports, architecture, and case studies</p>
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6. SUPPORT AND MAINTENANCE

The Service Provider shall provide ongoing support and maintenance services for a minimum period of sixty (60) months, including:

- 6.19.1 Technical support
- 6.19.2 System updates and upgrades
- 6.19.3 Performance optimization
- 6.19.4 Incident and problem resolution

Interested bidders must propose a sample of a maintenance and support contract. The proposed contract must support software updates, patches, and performance of 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 and be able to respond to technical issues and to provide reliable information on the methodology of implementation and the 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

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, subscription issues; or the above refers to 100% of users affected and/or any

administrator
Priority 2 – High means the malfunction and/or degraded services of the service which affects 50% or 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.
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.
Priority 4 – Low means the solution service requests that can take longer than five (5) hours (e.g., projects, developments, procurement)

7. TRAINING AND CHANGE MANAGEMENT

The Service Provider shall:

- 7.1 Conduct comprehensive user training programs
- 7.2 Provide structured change management support
- 7.3 Deliver all project artifacts, including architecture diagrams and design documentation

8. KNOWLEDGE TRANSFER

The Service Provider shall provide comprehensive knowledge transfer, covering:

- 8.1 System administration
- 8.2 Operational support
- 8.3 Configuration and customization

9. SUBSCRIPTION AND ACTIVATION

- 9.1 The Service Provider shall ensure the implementation, activation, and optimal utilisation of all modules and capabilities subscribed to by the RAF
- 9.2 The Service Provider shall propose a comprehensive, transparent, and scalable Subscription Model for the Enterprise Service Management (ESM) solution.
- 9.3 The Subscription Model must support the Road Accident Fund's (RAF) strategic objectives of enterprise-wide service management, cost optimisation, and digital transformation, while ensuring alignment with recognised best practices such as ITIL.
- 9.4 The proposed Subscription Model should take into account the following capabilities or teams, as well as other capabilities not listed below but might be required for full operation of the solution:

- 9.4.1 Service Desk Agents x 10
- 9.4.2 2nd and 3rd line support x 70
- 9.4.3 Problem Management Team X 10
- 9.4.4 Change Management Team X 10
- 9.4.5 Configuration and Asset Management Team X 10
- 9.4.6 Release Management Team X 10
- 9.4.7 Human Resources (HR Service Management) Team X 10
- 9.4.8 Facilities and Asset Management Team X 22
- 9.4.9 Vendor Management Team x 10
- 9.4.10 Project and Portfolio Management (PPM) Team X 10
- 9.4.11 Administrator X 2
- 9.4.12 Users x 3000

10. PRICING SCHEDULE

SERVICE	DESCRIPTION	PERIOD	QUANTIT Y	UNIT PRICE	TOTAL PRICE
Project Management Services	Enterprise Service Management SaaS Solution - Implementation, configuration, customization of all capabilities and additional capabilities.	Project duration	1		
Training and Knowledge Transfer	<p>Conduct comprehensive knowledge transfer covering system administration, operational support, configuration, and customization.</p> <p>Deliver comprehensive end-user training programs.</p> <p>Train the trainer.</p> <p>Provide structured change management support.</p> <p>Deliver all required project artifacts, including architecture diagrams and design documentation.</p>	Project duration	50 RAF officials		

Proposed Subscription Model and Pricing Structure	Propose a subscription model, refer to section 9.	Annual Subscription	Refer to section 9.	Refer to section 9.	
		Year 1 =			
		Year 2 =			
		Year 3 =			
		Year 4 =			
Maintenance & Support (hrs. expensed on utilization, unutilized carried over)		Annual support & maintenance	Year 1 =		
			1000 hrs.		
			Year 2 =		
			700 hrs		
			Year 3 =		
	700 hrs				
	Year 4 =				
	500 hrs				
	Year 5 =				
	500 hrs				
SUB-TOTAL					

	VAT	
	TOTAL	

