



RFI NUMBER:	RAF/2025/0005
DESCRIPTION:	Request for Information - Post Implementation Review of the Integrated Claims Management System (Project Bokamoso)
CLOSING DATE:	17 March 2025
CLOSING TIME:	11:00 a.m.
RESPONSES MUST BE EMAILED TO:	BACsecretariat@raf.co.za
ATTENTION:	Ms. Zondi

BIDDER NAME:

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	

If using subcontractors, indicate the following:	
Postal address	
Physical address	

REQUEST FOR INFORMATION (RFI):

POST IMPLEMENTATION REVIEW OF THE INTEGRATED CLAIMS MANAGEMENT SYSTEM (PROJECT BOKAMOSO)

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 AND RFI CONDITIONS

- 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 This RFI is only for information purposes
- 2.5 The costs of preparing the submission shall not be reimbursed.
- 2.6 The bidder to provide a detailed approach
- 2.7 The bidder may provide reference letters from current/previous client/s
- 2.8 The bidders may provide CVs of resources
- 2.9 The bidder must provide total cost estimate of the proposed too.
- 2.10 Bidders may be invited to demonstrate the proposed tool.
- 2.11 Bidders are also required to complete SBD.4 Bidders Disclosure
- 2.12 For enquiries contact Supply Chain Management via e-mail address: lungisilez@raf.co.za

1. Scope of Work

RAF Internal Audit requires an RFI and possible costs to be provided for the scope below:

No	Scope Area	High-level description of scope
1.	<p>Post Implementation Review</p>	<p>The scope of the post implementation review should include, but not limited to the following areas:</p> <p>System Usability and Functionality</p> <ul style="list-style-type: none"> • Assess whether user access controls within the ICMS are effectively designed and implemented to restrict access based on user roles and responsibilities. Additionally, verify whether the system enforces segregation of duties through workflows or user rights groups to prevent conflicts of interest and unauthorised access; • Evaluate the effectiveness of data input controls within the system to ensure that all data entered is accurate, complete, authorised and valid. This includes assessing the system's ability to prevent invalid or incomplete data entry as well as prevention and detection of duplicate claims duplicate claims through automated controls and validation mechanisms; • Assess the adequacy and effectiveness of data validation controls by reviewing field definitions, validation rules for mandatory fields, format checks and character limits to ensure compliance with business rules and data integrity requirements; • Assess the effectiveness of data processing controls within the ICMS, ensuring that data is processed accurately, completely and securely. This includes evaluating system validation mechanisms, error handling procedures, transaction logging and batch controls to verify that the system operates as intended and maintains data integrity; • Verify whether system interfaces within ICMS are correctly configured and functioning as intended, ensuring data is accurately transmitted, processed and aligned with the business case requirements; • Logging and monitoring controls: Verify if the system is configured to capture user actions as per the business

		<p>requirements, the logs provide sufficient details for review and monitoring as per business requirements; and</p> <ul style="list-style-type: none"> • Assess whether system generated reports are accurately configured in accordance with business requirements, ensuring that the output of stored data is complete, accurate and reliable. <p>Data Migration and Governance</p> <ul style="list-style-type: none"> • Establishing Data Ownership and Accountability (Verify if data owners and roles have been identified (i.e. data governance teams)); • Assess whether established data governance policies, procedures and standards are effectively implemented to ensure data integrity and consistency; • Evaluate the adequacy and documentation of the data migration strategy and plan to verify whether data is accurately and securely transferred in alignment with business and regulatory requirements; and • Verify the completeness, accuracy and validity of data migrated from the Claims legacy systems to ICMS, ensuring that all data is transferred correctly, remains unchanged and correctly reflects the original records from the source system (i.e. key fields and values are identical between the two systems, with no errors introduced during the migration). <p>Backup Processes</p> <ul style="list-style-type: none"> • Assess the adequacy of backup and recovery mechanisms, ensuring that backups are performed at appropriate intervals, retained securely and stored (cloud) in a manner that facilitates timely recovery in the event of data loss or system failure. <p>Contract Management</p> <ul style="list-style-type: none"> • Assess whether payments align with the agreed upon pricing schedule and accurately reflect the services rendered. This includes verifying that payments were for services rendered, appropriate approval processes prior to payment as well as payments made are within the approved budget <p>Business Value Realisation</p>
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		<ul style="list-style-type: none"> • Verify that manual controls are automated as per the business case or critical success factors for RAF Inland Regional Offices. • Performance and uptime controls • Alignment between defined business model (On Boarding, Merits Management, Adjudication, Offer Management and Settlement) and final user stories. • User Satisfaction and queries handling.
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2. Requirements, Expected Deliverables, Outputs and Timelines

2.1 Overall Requirements, Expected Deliverables, Outputs and Timelines

- a) The service provider will produce engagement deliverables in the prescribed content as stipulated by the Chief Internal Audit Officer or his representative.
- b) The service provider will be expected to begin immediately after formal engagement by the RAF Internal Audit, which is expected to be around the 19th of March 2025. The final report/deliverables to be forwarded to RAF no later than the 25th of April 2025.
- c) The service provider will also be fully responsible and accountable for full management and quality control of the staff that are planned on the assignment to meet the requirements of the RFQ.
- d) The deliverables should at a minimum meet the requirements outlined herein, with the service provider including in the deliverable any additional best practice requirements at their discretion but within time and cost quoted.
- e) The review should be conducted in line with the RAF Internal Audit Methodology and templates unless the nature of the review does not require such, and the deviation is agreed with RAF Internal Audit management. The RAF Internal Audit Methodology templates will be provided to the service provider upon beginning the engagement.
- f) While RAF is mindful of the fact that this is a specialised review, the service provider should still follow a Risk based Internal Audit approach in line with RAF Internal Audit Methodology.
- g) All information, documents, records, working papers and reports (both manual and electronic) obtained and produced by the service provider in completing the assignments, will be the property of the RAF and must be handed over to the Chief Internal Audit Officer or his representative on completion of the assignment.

2.2 Expected Deliverables and Outputs

The deliverables, as applicable, include but are not limited to:

- Drawing up or updating of the Audit Planning Memorandum (APM);
- Scheduling of opening planning meeting/s and minutes thereof.
- Progress meetings with the respective auditee and minutes thereof.
- System descriptions.
- Risk and Control Matrices (RACM).
- Audit Programs
- Working papers and supporting evidence.
- Close out meetings and minutes thereof.
- Draft and Final report; and
- Document all working papers and relevant audit related templates and documents using RAF Internal Audit Methodology templates.

3. Competency and Expertise Requirements of Resources

a) The resources allocated to the assignment should be at a **Senior Manager, Manager** or **Senior IT Auditor** level with required knowledge, qualifications and experience.

i. **Senior Manager or Manager**

- Minimum of 7 years' experience in IT auditing, Project Post Implementation Review, Application Controls Review, Interface Review, System Design and/ or Development, as well as Data Migration.
- Bachelor's or Diploma in Auditing or Accounting, Computer Science, Computer Engineering or IT equivalent.
- CISA is essential;
- Experience in providing assurance on integrations between SAP and other systems will be an added advantage; and
- Proficiency in coding language i.e., C++, Python, Java, JavaScript etc.

ii. **Senior IT Auditor**

- Minimum of 5 years' experience in IT auditing, Project Post Implementation Review, Application Controls Review, Interface Review, System Design and/ or Development; including Data Migration.
- Bachelor's or Diploma in Auditing or Accounting, Computer Science, Computer Engineering or IT equivalent;
- CISA is essential; and
- Experience in providing assurance on integrations between SAP and other systems will be an added advantage; and

- Proficiency in coding language i.e., C++, Python, Java, JavaScript etc.

- iii. As part of the review, the allocated resources should also be able to provide on the job training to RAF employees who are assigned to the engagement.

- b) The review must be conducted in strict accordance with the International Standards for the Professional Practice of Internal Audit and with due diligence and professional care.
- c) The service provider must have sufficient capacity in order to complete the assignment within the prescribed time and under short notice.
- d) Over and above the requirements stated in this request for quote, the review will be conducted in line with the stipulations in the master services agreement with the RAF.

4. Evaluation Criteria

Bidders must obtain a minimum of 70 points to be considered further in terms of price.

Technical / Functional Criteria	Points						
<p>4.1 Proposal (Approach/Methodology)</p> <p>The RAF requires the services of a suitably qualified service provider to perform the post implementation review of the ICMS. The review will confirm that the implementation of the system took into consideration the detailed user and technical requirements, as per the Service Level Agreement/ Statement of Work.</p> <p>The bidder must provide a proposal in accordance with the scope of work as stated in section 1 above.</p> <p>Scoring:</p> <p>0 = Poor: No detailed approach outlined by the bidder.</p> <p>30 = Good: The bidder has outlined a detailed approach covering all the scope items.</p>	<p>30</p>						
<p>4.1.2 Provide Reference Letters - (30 points)</p> <p>The service provider must provide a minimum of two (2) reference letters showing experience aligned to the required scope in section 1 above.</p> <p>The letter must be on the client’s letterhead and contain the following:</p> <ul style="list-style-type: none"> • The name of the company where similar work was provided • Contact Person; • Contact Numbers; • Project Start and end date; • Scope of the Post Implementation review that was performed; <p>Please note: The RAF will not accept a list of references and/or references listed on a table other than signed reference letters on a company letterhead. The RAF reserves the right to validate all reference letters</p> <p><u>Scoring Matrix</u></p> <table border="1" data-bbox="236 1749 979 2009"> <thead> <tr> <th data-bbox="236 1749 858 1805">Criteria</th> <th data-bbox="858 1749 979 1805">Points</th> </tr> </thead> <tbody> <tr> <td data-bbox="236 1805 858 1910">1 or No reference letter in line with the requirements provided</td> <td data-bbox="858 1805 979 1910" style="text-align: center;">0</td> </tr> <tr> <td data-bbox="236 1910 858 2009">2 reference letters in line with the requirements provided</td> <td data-bbox="858 1910 979 2009" style="text-align: center;">20</td> </tr> </tbody> </table>	Criteria	Points	1 or No reference letter in line with the requirements provided	0	2 reference letters in line with the requirements provided	20	<p>30</p>
Criteria	Points						
1 or No reference letter in line with the requirements provided	0						
2 reference letters in line with the requirements provided	20						

Technical / Functional Criteria		Points																			
3 or more reference letters in line with the requirements provided	30																				
<p>4.2 Experience</p> <p>4.2.1 Senior Manager or Manager (20 points)</p> <p>The Senior Manager or Manager must have at least seven (7) years' experience in IT auditing, Project Post Implementation Review, Application Controls Review, Interface Review, System Design and/ or Development and hold CISA certifications.</p> <p>The resource/s should hold a Bachelor's or Diploma in Auditing or Accounting or Computer Science or Computer Engineering or IT equivalent.</p> <p>Provide a copy of C.V. for the resource, detailing the relevant experience in years. NB: Please use the RAF CV Template provided.</p> <p>Senior Manager or Manager's years of experience (maximum score is twenty (20) points).</p> <table border="1"> <thead> <tr> <th>Years' Experience</th> <th>Points awarded</th> </tr> </thead> <tbody> <tr> <td><7 Years</td> <td>0</td> </tr> <tr> <td>7 Years plus requisite qualification</td> <td>10</td> </tr> <tr> <td>>7 ≤ 10 Years plus requisite qualification</td> <td>15</td> </tr> <tr> <td>> 10 years plus requisite qualification</td> <td>20</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Senior Manager or Manager</th> <th>Years of experience</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Years' Experience	Points awarded	<7 Years	0	7 Years plus requisite qualification	10	>7 ≤ 10 Years plus requisite qualification	15	> 10 years plus requisite qualification	20	Senior Manager or Manager	Years of experience	Score							20
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<p>4.2.2. Experience of the Senior IT Auditor/s (20 points)</p> <p>The Senior IT Auditor/s that will be allocated to the review must have at least five (5) years' experience in IT auditing, Project Post</p>		20																			

Technical / Functional Criteria	Points																								
<p>Implementation Review, Application Controls Review, Interface Review, System Design and/ or Development and hold CISA certifications.</p> <p>The resource/s should hold a Bachelor's or Diploma in Auditing or Accounting or Computer Science or Computer Engineering or IT equivalent.</p> <p>Provide a copy of C.V. for the resource, detailing the relevant experience in years. NB: Please use the RAF CV Template provided.</p> <table border="1" data-bbox="272 629 1118 1088"> <thead> <tr> <th data-bbox="272 629 703 730">Years' Experience</th> <th data-bbox="703 629 1118 730">Points awarded</th> </tr> </thead> <tbody> <tr> <td data-bbox="272 730 703 781"><5 years</td> <td data-bbox="703 730 1118 781">0</td> </tr> <tr> <td data-bbox="272 781 703 882">5 Years plus requisite qualification</td> <td data-bbox="703 781 1118 882">10</td> </tr> <tr> <td data-bbox="272 882 703 985">>5 ≤7 Years plus requisite qualification</td> <td data-bbox="703 882 1118 985">15</td> </tr> <tr> <td data-bbox="272 985 703 1088">>7 years plus requisite qualification</td> <td data-bbox="703 985 1118 1088">20</td> </tr> </tbody> </table> <p>The total resources proposed for performing the Post Implementation Review will be calculated and the individual resources scores will be averaged into a score out of a total of 20 points. Complete the following table:</p> <table border="1" data-bbox="272 1341 1118 1756"> <thead> <tr> <th data-bbox="272 1341 703 1442">Name of resource/s</th> <th data-bbox="703 1341 1118 1442">Years of experience</th> </tr> </thead> <tbody> <tr> <td data-bbox="272 1442 703 1494"></td> <td data-bbox="703 1442 1118 1494"></td> </tr> <tr> <td data-bbox="272 1494 703 1545"></td> <td data-bbox="703 1494 1118 1545"></td> </tr> <tr> <td data-bbox="272 1545 703 1597"></td> <td data-bbox="703 1545 1118 1597"></td> </tr> <tr> <td data-bbox="272 1597 703 1648"></td> <td data-bbox="703 1597 1118 1648"></td> </tr> <tr> <td data-bbox="272 1648 703 1700"></td> <td data-bbox="703 1648 1118 1700"></td> </tr> <tr> <td data-bbox="272 1700 703 1751"></td> <td data-bbox="703 1700 1118 1751"></td> </tr> </tbody> </table>	Years' Experience	Points awarded	<5 years	0	5 Years plus requisite qualification	10	>5 ≤7 Years plus requisite qualification	15	>7 years plus requisite qualification	20	Name of resource/s	Years of experience													
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6. BIDDER’S DISCLOSURE

6.1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

7. Bidder’s declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

8. DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

