Q and A Pack

RAF/2025/00019: Cloud Competency Centre (CCC) and implementation of the software assets management tool.

EMPLOYER:	The Road Accident Fund ("RAF")
RFP NUMBER:	RAF/2025/00019
DESCRIPTION:	The Road ACcident Fund (RAF) requires a Service provider to provide Cloud Competency Centre (CCC) and implementation of the software assets management tool for The Road Accident Fund (RAF) for a period of 15 months.
DATE OF PUBLICATION:	07 July 2025
BID VALIDITY PERIOD:	90 days from the Bid Closing Date
BID CLOSING DATE:	01 August 2025
BID CLOSING TIME:	11h00
TENDERS MUST BE HAND DELIVERED OR COURIERED TO:	The Road Accident Fund (RAF) 420 Witch Hazel Avenue Eco Glades 2 Office Park, Block F (at reception) Attention: RAF's Representative mentioned below
RAF'S REPRESENTATIVE	Tshiamo Motitswe: e-mail Tshiamomo@raf.co.za

1. How many end-user devices and how many servers are in the environment?

   Answer: 3500

2. Is there a system managing cloud FinOps?

Answer: There is no tool we currently leverage from the Cloud Hyperscalers' Native tools.

3. Current cloud spend per month/year?

Answer: R7 500 000 per month

4. What tool is used for ITSM?

Answer: Ivanti

5. Where does your CMDB reside?

Answer: We do not have proper CMBD in future that will be in Ivanti. Currently using CrowdStrike for discover of the assets.

6. What procurement tools do you use?

Answer: None

7. Is Hardware asset management included, or would you accept hardware visibility only?

Answer: No, we need SAM to track software entitlement, installation, and consumption

8. From a licensing perspective, for the Software Asset Management tool, must it be based on a one-year, three-year or five-year license term/commit?

   Answer: We prefer as 5-year subscription with maintenance & support.

9. What technology are you using for Virtual servers?

Answer: We are not specific. We currently utilising what is provided by the hyperscale's AWS and Azure

10. How many people need to be trained?

Answer: 20

11. What specific tools are currently used for ITAM (HAM/SAM), ITSM, CMDB, IT Security, IAM, HR, procurement, contracting, databases, and reporting (e.g., ServiceNow, Power BI)?

12. **Answer**:

ITAM (HAM/SAM): None

ITSM: Ivanti

CMDB: None

IT Security: Antimalware & Vulnerability Management tools, Intune

IAM: Omada,

HR: SAP ECC 6 & SuccessFactors

Procurement: SAP ECC 6

Contracting: SAP ECC 6

Databases: MS SQL, Oracle & IBM Informix

Reporting; MS BI & SAP BW& BO & Power BI

13. Beyond SCCM and Intune, what other discovery and inventory tools are in use?

Answer: We're using Antimalware & Vulnerability Management tools

14. Can you provide details on the current FinOps tools or processes for managing cloud costs?

Answer: Native AWS Tools
Cost Optimisation Initiatives: Right-sizing overprovisioned EC2 Instances, Deletion of Idle/ unused services, Instance Auto Scheduler, Resource tagging and applying a cost savings plan. Commit plans

15. What are the key integration points and data flows between existing systems (e.g., CMDB, procurement tools, cloud platforms)?

Answer: Points to Point, API and SAP PO/Pi

16. Which cloud platforms (AWS, Azure, Oracle Cloud, IBM Cloud) are most critical, and what is the current usage breakdown (e.g., IaaS, PaaS, SaaS)? AWS, Azure

Answer: AWS (PaaS), MS Azure (PaaS & SaaS) Oracle (SaaS) SuccessFactors (SaaS)

17. What is the breakdown of Customer's server infrastructure (e.g., number of physical/virtual servers, operating systems like Windows, Linux)?

Answer: 270 X Windows, Unix 13 & Linux 75.

18. Is Mainframe included in scope? If so, what?

Answer: No, there is no mainframe

19. How many end-user devices are in use, and what are their operating systems (e.g., Windows, Mac)?

Answer: 3500 end users with multiple devices such (Thin clients, Desktops, Laptops, Tablets and Mobile phones)

20. Are virtual desktops, containers, or mainframes part of Customer's environment? If so, what are the specifics?

Answer: Shared Virtual Desktop service is deployed. Citrix is used for application streaming

21. What is the approximate public cloud spend or value across the multi-cloud environment? (this would be based on the cloud billing data received from the cloud providers.) annual spend

Answer: We are contracted to a monthly spend of about R 5 500 000 per month

22. How are mobile devices managed, and what mobile device management (MDM) solutions are in place?

Answer: 3500 end-user devices in Intune

23. How Many AD Domains are in use, and are they in trusted relationship

Answer: 1

24. Is OS patching and support in scope or only the VM host infrastructure?

Answer: Patching is out of scope however the cost of the PaaS & SaaS has to be managed

25. How many Windows VM's in the environment?

Answer: 270

26. How many Linux VM's in the environment?

Answer: 75

27. Is application support required, if so what applications need support?

Answer: Application & Infrastructure support is out of scope

28. Is Database support required or only the DB infrastructure support? If database support is required, which databases (Oracle, SQL etc?)

Answer: Application & Infrastructure support is out of scope

29. What security components are in scope and how many? (WAF, NSG, NACL, Security groups, firewalls etc.)

Answer: PaaS & SaaS cost management including best practice.

30. As part of the cloud migration strategy, are there on-premises workloads that must still migrate to cloud, if so, what are these workloads comprise of?

Answer: Yes (SAP ECC 6, Citrix and Print Servers)

31. In the context of multi-cloud, what inter-cloud connectivity is in place or is this planned as part of the roadmap?

Answer: Connect Direct to be implemented

32. How many cloud tenants/subscriptions are there?

Answer: 3 tenants (AWS x2 & 1 Azure)

33. Is the cloud environments managed through Infrastructure as code or GUI? If via code, is it Terraform?

Answer: GUI and the ideal is to use 1 tool for both (AWS & Azure)

34. What is the total number of full-time employees, contractors, and employees with computing devices at Customer?

Answer: 3500

35. Can you provide an estimated count of devices requiring SAM tool coverage (e.g., laptops, desktops, servers)?

Answer: 3500

36. Can we tender on only SAM component? and the Finops tooling?

Answer: It is for both SAM Implementation & FINOPS best practices

37. What SaaS solutions are being used by end users? M365, Salesforce, Adobe etc

Answer: M365, Adobe, SuccessFactors, Updraft, Omada, Grammarly

38. What is driving the urgency? E.g. Audits

Answer: Escalating Costs & Regulatory Compliance Requirement (PFMA)

39. Why the 15-month period?

Answer: We need assistance with the implementation, the Service Provider must hand over to the support team

40. What are the current systems in place for the following and is it central of federated?

- Human Resources – People – SAP ECC 6 & SuccessFactors - Central

- CMDB – None

- Incident, Change & Problem Management – Ivanti - Central

- Service Request Management – Ivanti - Central

- HAM (Hardware Asset Management) – None

- IAM - Identity and Access Management – Active Directory, & Entra ID & Omada Central

- CASB - Zscaler SSE

- & Entra ID is the Identity with MFA.

Answer:

41. Do you have a FinOps team, size?

Answer: 20

42. Do you have a SAM team, size?

Answer: 2

43. Is practical training as part the project phase required?

Answer: The service provider must recommend or provide training as part of the outcome of the FINOPS assessment.

44. With reference to the below, 4.12.1, +OneX is currently providing infrastructure as a service for telephony on its private cloud. Will this be seen as a conflict of interest?

4.12.1. Conflict of Interest

Any bidder appointed by the RAF for Cloud Migration Services will not be considered for appointment for the Cloud Competency Centre bid as this is considered a conflict of interest.

Bidders are not required to submit any information or documentation for this requirement. The bid evaluation committee will apply this requirement during the bid evaluation process by checking if the bidder has a valid contract with the RAF in respect of Cloud Migration Services. If the bidder has a valid contract in cloud migration and support, the bidder will be disqualified.

Answer: TCS has completed the migration of the workloads from On-premises to the Cloud and is currently providing support; as such, they are excluded.

45. Is the theoretical training requirement to develop a certification roadmap per role or to provide the training itself?

Answer: The Service Provider is expected to do an assessment and recommend training that the FINOPS team member should attend

46. Would Road Accident Fund Consider an extension for the RFP submission date?

Answer: Dependent on the justification provided.