

QUESTIONS AND ANSWER PACK. RAF 2025/00035 CLOUD-BASED SOFTWARE QUALITY ASSURANCE TOOLS

EMPLOYER	The Road Accident Fund
RFP NUMBER	RAF/2025/00035
DESCRIPTION	THE ROAD ACCIDENT FUND (RAF) SEEKS TO APPOINT AN EXPERIENCED AND SUITABLE SERVICE PROVIDER FOR THE PROVISIONING, CONFIGURATION, AND IMPLEMENTATION OF CLOUD-BASED SOFTWARE QUALITY ASSURANCE TOOLS, ALONG WITH SUPPORT AND MAINTENANCE FOR A PERIOD OF THREE (3) YEARS.
DATE OF PUBLICATION	10 November 2025
BID VALIDITY PERIOD	90 DAYS FROM THE BID CLOSING DATE
BID CLOSING DATE	10 December 2025
BID CLOSING TIME	11:00

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 into the Tender Box) Attention: RAF's Representative mentioned below
RAF'S REPRESENTATIVE	Shadi Matlou Shadim@raf.co.za

Please provide detailed responses to ensure accurate solution design and pricing.

1. User Population & Licensing

- Total number of users who will require access to the solution across RAF.

A: 4 Automation Testing licenses and 2 Performance Testing licenses. Six licenses in total.

- Expected number of concurrent users using the system at any given time.

A: 6

- Breakdown of users by role, including:

- Testers (manual) (3)
- Functional Automation testers (2)
- Performance testers (2)
- Developers (11)
- DevOps engineers - 2
- Project managers / Scrum Masters - TBC
- Business analysts +/- 3
- Operations/support teams (2)

A: 23

- Indicate whether any teams require read-only / reporting-only access.

A: Yes

2. Functional Testing Requirements

- Total number of existing test cases currently maintained.

A: N/A As part of the automation initiative, the test repository will be created and maintained going forward.

- Expected number of automated test cases to be created over the next three years.

A: The number of automated test cases will be determined after the test case development and prioritisation exercise. Initial estimates will be aligned with the critical business processes identified during the assessment phase.

- Expected automation execution volume (daily, weekly, monthly).

A: Execution volumes will depend on the automation framework selected and the number of test cases developed.

- Platforms requiring testing:

- Web applications - **Y**
- Mobile (iOS / Android) - **Y**
- APIs - **Y**
- SAP - **Y**
- Guidewire- **Y**
- Desktop applications - **Y**
- Other (please list) - **Power platform (Apps, Portal, BI)**
-

A: All the platforms listed above. First it will be web applications, including Guidewire, and then proceed with SAP applications.

- Requirement for cloud-hosted browser and mobile device labs (Yes/No).

A: Yes

3. Performance Testing Requirements

- Applications Requiring Performance Testing

- List the systems that require load, stress, endurance, and scalability testing.

A: All systems in development based on the platforms above. (SAP ERP, and more). 10 Applications on average.

- Technologies/Systems Requiring Performance Testing-

A: Web applications (including Guidewire), C#.NET, and SAP applications that require high user traffic or critical business processes.

3.1 Please indicate application names below as part of the categories specified:

Standard Web & API Technologies

List of Apps

A: The applications list will be disclosed once the successful service provider is onboarded. Technologies at a high level are as follows: (Oracle/Java, SAP, Guidewire, Power platform Apps& Portals, Power BI, C#.net and more)

3.1.1 Enterprise Application Protocols

- SAP
- Citrix
- Other

A: The listed protocols are sufficient.

3.1.2 Mainframe & Middleware

- Mainframe 3270 / 5250
- AS 400 base apps
- MQ Series
- Custom binary protocols

A: None.

3.1.3 Database Protocols

- JDBC
- ODBC

A: Both

3.1.4 Mobile Protocols

- Mobile Web
- Native Mobile Apps (iOS/Android)

A: Both

(Please tick all applicable protocols.)

3.2 Performance Workload

- Maximum expected virtual user (VU) load required. i.e. 100, 250, 500 or more

A: 1800

- Frequency of performance test execution (e.g., weekly, monthly, quarterly).

A: Execution volumes will depend on the performance testing framework selected and the number of test cases developed.

A: At this stage, no execution frequency has been defined.

4. DevOps & Release Management

- Number of applications/systems requiring CI/CD pipeline integration.

A: We are currently in the process of rolling out DevOps; TBC

- Number of active pipelines currently in Azure DevOps, Jenkins, or Bitbucket.

A: TBC

- Requirement for automated release gating based on test results (Yes/No).

A: No, at this stage

5. Integration Requirements

5.1 Systems requiring integration with ALM Platform (tick all applicable):

- Azure DevOps

A: Yes

- JIRA

A: Yes

- Bitbucket

A: Yes

- Microsoft Entra-ID (SSO)

A: YES

- Microsoft Sentinel (SIEM)

A: YES

- SAP

A: Yes

- Guidewire

A: Yes

- Miro

A: Yes

- Other (please specify)

A: TBC

5.2 Requirement for bi-directional or one-directional synchronisation between artefacts (JIRA/ADO)

A: Bidirectional for now

6. Security, Data & Compliance

- Must all test data remain within RAF's Azure/AWS cloud environment at all times?

A: YES

7. Support & SLA Expectations

Required support model:

7.1 Is the 20 hours per month support allocation adequate?

A: Yes, for now. Should the requirements change, they will be revised accordingly.

7.2 Is on-site support required or only remote support?

A: Both Onsite and remote support will be required, depending on the type of support.

8. Training & Knowledge Transfer

8.1 Number of users requiring training beyond the initial 10 testers.

A: 0 for now. Should this change, it will be negotiated.

8.2 Preferred training format:

- Onsite
- Virtual
- Hybrid
- Self-paced
- **A: Hybrid**

8.3 Requirement for custom RAF-specific training materials and SOPs (Yes/No).

A: Yes

9. Current Maturity & Pain Points

9.1 Key challenges with current manual or semi-manual testing processes.

A: There are currently no detailed test cases available for automation. We are currently documenting test cases for automation testing.

9.2 Existing automation or performance testing tools in use (if any).

A: None.

10. Project Timelines & Dependencies

10.1 Preferred deployment approach:

- Pilot then phased rollout.

A: Yes

- Big bang / full deployment

A: No

10.2 Internal timelines, budget cycle constraints, or AGSA-related deadlines.

A: 3-6 months after service provider onboarding

11. Scalability Expectations

11.1 Expected user growth over the next three years.

A: 5 or more

11.2 Planned expansion of automation or performance testing into:

- Claims processing.

A: Yes

- Customer Experience Centres

A: Yes

- Mobile apps

A: Yes

- Backend services

A: Yes

12. Is there a combination of tools we can use for this bid?

A: Yes

13. What does the primary operational environment look like?

A: Most workloads run on AWS, with some on Azure; we use Oracle, Informix, Dataverse, S4HANA and SQL & Azure SQL Server databases, and Azure DevOps for test management, test cases and logging defects.

14 PROJECT SCOPE UNDERSTANDING.

14.1 What is the primary business driver behind this automation initiative? (e.g., Faster time-to-market, improved quality, cost reduction, resource reallocation from manual to strategic work?)

A: Faster time-to-market & improved quality.

14.2 What is our current level of automation maturity? Are we starting from scratch, or are we replacing an existing toolset? What were the key lessons learned from our previous automation efforts?

A: Starting from Scratch

14.3 What is the total scope of applications and teams expected to use this tool? Is this for a single project, a business unit, or enterprise-wide?

A: Enterprise wide

Questions relating the tools shared.

15. Compatibility & Application Support

(Tech Stack: Java, .NET, Guidewire, SAP | Web, Desktop, Mobile)

- "You state support for our stack (Java, .NET, Guidewire, SAP). For the more complex and legacy environments like **Guidewire and SAP**, can you provide detailed documentation or a live demo of automated tests in action?"

A: N/A currently manual

- "For **mobile application support**, does this require a separate license or plugin? Does it support testing on real devices, emulators/simulators, or both? How do we manage device farms?"

A: Either

- "What are the limitations for **desktop application** testing (e.g., Win32, WPF, Java Swing)? Does it require invasive object spying or rely on image recognition?"

A: We are in the process of converting desktop applications to web; they are not in scope for automation testing.

16. Test Management & Supported Test Types

(Test Case Management, Functional, API, GUI, Integration)

- "How does the **test case management** module integrate with our existing ALM tools (e.g., Jira, Azure DevOps)? Is it a bidirectional sync, or will we face duplication of effort?"

A: Azure DevOps is the central repository for all manual testing activities, where we write test cases and log defects. Jira is currently used for one project.

- "For **API testing**, what protocols and standards are supported beyond REST and SOAP? (e.g., GraphQL, MQ). How is the handling of authentication mechanisms like OAuth 2.0 managed within the scripts?"

A: REST, SOAP, GraphQL

17 Cross-Browser, Cloud & Virtualization

(Browsers, AWS, Azure)

- "For **cross-browser testing**, how do you handle the orchestration of different browser versions? Is this managed through a cloud-based grid, and is the cost for that grid execution included in the license?"

A: Our cross-browser testing strategy supports multiple browser types and versions, including Chrome and Edge.

- "What is the specific process for integrating with **AWS and Azure**? Are there pre-built plugins or templates for spinning up test environments and tearing them down to control costs?"

A: Yes, TBC

18. Test Creation & Scripting

(Automated Test Generation, Data-Driven, Script-Based)

- "The **record-and-playback** feature for test generation: How maintainable are these scripts when the application's UI changes? What is the typical percentage of scripts that need manual intervention after a minor UI update?"

A: Test engineers will be dedicated to maintaining and updating the scripts to ensure continued stability.

"For **data-driven testing**, can you show us how data is parameterised from an Excel/CSV and how it handles database-driven test data?"

A: Our automation framework enables data-driven testing using standard parameterisation methods. Test data can be retrieved from Excel or CSV files by linking input parameters to the test scripts.

- "Regarding **scripting languages**, is there a recommended or most-supported language? If our team is proficient in C#, but we also have JavaScript needs, is the feature set and support equal for both?"

.NET languages and JavaScript are supported.

19.Integration with CI/CD & DevOps

(Azure DevOps, Bitbucket)

- "Beyond just having a plugin, what does '**seamless integration**' mean? Can you walk us through a real-world pipeline example where a code commit in Bitbucket triggers an automated test suite in your tool and then fails the build based on the results?"

A: Seamless integration refers to the ability of the testing tool to connect with the CI/CD pipeline without requiring complex configurations or manual steps. In a typical workflow, a developer commits code to Bitbucket, triggering a CI pipeline on the build server (e.g., Jenkins, Azure DevOps, or Bamboo). The pipeline then automatically calls our automated test suite, executes the tests, and collects the results. If the tests fail, the pipeline is configured to automatically fail the build, preventing the code from progressing to the next stage. This ensures continuous feedback and maintains code quality throughout the development lifecycle.

- "How does the tool handle test execution in a headless, command-line mode, which is critical for CI/CD pipelines?"

A: Any automation tool we implement will be required to support CLI-based, headless test execution to ensure efficient integration with CI/CD platforms, such as Azure DevOps, Jenkins, and Bitbucket Pipelines.

20. Reporting & Analytics

(Customizable Dashboards, Real-time Insights, Historical Trends)

- "Can you demonstrate a sample project **dashboard** that shows real-time insights? How can we customise these dashboards for different stakeholders (e.g., a technical lead vs. a product owner)?"

A: We require a tool that offers customisable dashboards that deliver real-time insights, historical trends, and stakeholder-specific views. Vendors must demonstrate a sample project dashboard during their presentation and show how dashboards can be tailored for different stakeholder groups, such as technical leads and product owners.

- "How long is **historical data** retained by default? What are the options for exporting or archiving this data for long-term trend analysis?"

A: Vendors are expected to specify the default retention period for historical data and demonstrate the supported mechanisms for **data export, archival, and long-term trend analysis**.

- "How does the tool help in '**Identifying Defects**'? Does it automatically create a ticket in Jira/Azure DevOps with the relevant logs and screenshots attached?"

A: We require that the tool assist in identifying defects efficiently. Vendors are expected to demonstrate how their tool integrates with Jira, Azure DevOps, or other defect management systems.

Performance & Load Testing Specifics

(These are critical and require deep technical probing.)

21 Realistic Load, Protocols & Scalability

(User Loads, HTTPS, SAP, Citrix, 1000s of VUs)

- "How do you ensure load is **realistic** and not just 'hits per second'? Can we model complex user journeys with think times and pacing?"

A: We require that the tool simulate realistic user behaviour, not just simple hits per second. Vendors are expected to demonstrate whether their solution can model complex user journeys, including think times, pacing, and conditional navigation, across different protocols such as HTTPS, SAP, and Citrix. This capability will be evaluated during the vendor demonstration to ensure the tool can accurately reflect real-world load and scalability requirements.

- "Support for protocols like **Citrix** is often challenging. What is your tool's specific approach? Does it use protocol-level scripting or OCR/VDI-based methods, and what are the performance overheads of each?"

A: Vendors are expected to demonstrate their tool's specific approach for supporting Citrix.

- "When you say the tool can simulate **millions of virtual users (VUs)**, is that on a single machine or is it a distributed model? What is the typical resource-to-VU ratio (e.g., how many VUs can one Azure D-series VM generate)?"

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A: Both scenarios. TBD

21. How many staff members form part of your testing team? - **(6)**

22. If the proposed solution is licensed per user, how many licenses would RAF require? **+10**

23. What annual growth percentage, if any, should be considered for future licensing requirements? - **20% on average**