



Q AND A PACK

RAF/2026/00050: PROCUREMENT OF PASSWORD MANAGEMENT SOLUTION INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF FIVE (5) YEARS.

EMPLOYER:	The Road Accident Fund ("RAF")
RFP NUMBER:	RAF/2026/00050
DESCRIPTION:	Procurement of Password Management Solution Including Support and Maintenance for a Period of Five (5) Years.
DATE OF BID PUBLICATION:	18 August 2026
BID VALIDITY PERIOD:	90 days from the Bid Closing Date
BID CLOSING DATE:	22 September 2026
BID CLOSING TIME:	11h00 am
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	Bathabile: e-mail bathabilem@raf.co.za

No.	Clarification Query	RAF Response
1.	Please advise when the recording of the briefing session, as well as the questions and answers discussed during the session, will be made available to us for the attached tender?	We do not publish briefing recordings. As per the RFB document, the QnA will be published on 8 September 2026.
2.	How many users are you looking at for quoting purposes?	3600 users. This is also included in the pricing section.
3.	Are any additional pricing considerations taken into account during the evaluation of bids, other than those provided for in the bid documents?	No. Pricing is evaluated strictly in accordance with the pricing schedule and evaluation criteria contained in the bid documents. Additional pricing details are only considered where they are required by the bid and may be considered without materially changing the bid or compromising fairness, transparency, competitiveness, and cost-effectiveness.
4.	Does RAF require a specific vendor solution (e.g., Microsoft) or a solution within the Gartner Quadrant?	No. RAF is not seeking any specific vendor or OEM solution. The RFP does not require solutions to be within the Gartner Quadrant. Any solution may be proposed, provided it meets the specified requirements and business needs set out in the bid documentation.
5.	Must the reference projects and personnel experience relate to the same OEM being proposed?	No. Experience in implementing, deploying, or supporting password management solutions is acceptable regardless of the OEM used in previous projects. The key consideration is the individual's demonstrated experience with password management solutions. Therefore, a resource may have gained relevant experience on a different OEM's solution from the one being proposed, provided the required experience can be evidenced through the reference projects.
6.	Does RAF currently have a Privileged Account Management (PAM) solution and which SIEM platform is in use?	Yes. RAF already has a PAM solution in place. RAF also uses Microsoft Sentinel as its security monitoring platform. The key integration requirement identified in the RFP is integration with Microsoft Entra ID.