



RFI NUMBER:	RAF/2026/00033
DESCRIPTION:	REQUEST FOR INFORMATION: AUTOMATED TESTING, PERFORMANCE TESTING, AND SOFTWARE QUALITY ASSURANCE TOOLS.
PUBLISH DATE:	12 JUNE 2026
CLOSING DATE:	03 JULY 2026
CLOSING TIME:	11:00 A.M.
COMPULSORY BRIEFING SESSION	N/A
RESPONSES MUST BE EMAILED TO:	bacsecretariat@raf.co.za
ATTENTION:	SCM – DEMAND MANAGEMENT

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"/>
Accredited Partner /Reseller	<input type="checkbox"/>

BIDDING STRUCTURE

Indicate the type of bidding structure by marking with an 'X':	
Individual bidder	<input type="checkbox"/>
Joint venture	<input type="checkbox"/>

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	

If using subcontractors, indicate the following:	
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	

ENQUIRIES

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

Bid enquiries:

SCM – Demand Management	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.

3. BACKGROUND OF THE BID

The RAF is modernising its application landscape and software delivery practices to improve service quality, operational reliability, solution performance, release confidence, and user experience. The RAF, therefore, seeks market information from suitably qualified and experienced original equipment manufacturers, partners, resellers, and service providers on available automated testing, performance testing, and software quality assurance tools, including associated implementation, integration, enablement, support, and advisory services.

The envisaged capability must strengthen quality controls across the software delivery lifecycle, support modern DevOps and continuous testing practices, improve test planning and execution, enhance defect prevention and detection, and enable proactive validation of application performance, scalability, resilience, and stability before production deployment.

This RFI is issued solely for market research, planning, and information gathering purposes. It is not a competitive bid, does not constitute a solicitation for offers, and does not oblige the RAF to procure, contract, or appoint any respondent.

The information received may be used to refine RAF requirements, inform sourcing options, support indicative budgeting, and guide any future procurement process. Respondents are requested to provide information on enterprise-ready, secure, scalable, preferably cloud-based, and technology-agnostic solutions capable of supporting SAP-related testing requirements and other RAF enterprise platforms, applications, integrations, and technology stacks.

The information requested must cover the supply, configuration, implementation, integration, enablement, support, maintenance, and continuous improvement of automated testing, performance testing, and related software quality assurance tools for a possible thirty-six (36) month period, or such other period as may be determined through a subsequent procurement process.

4. SCOPE OVERVIEW

The scope of this RFI is to obtain structured market information on respondent capability, solution offerings, delivery approach, support model, licensing options, and relevant experience in providing automated testing, performance testing, test management, defect management, reporting, analytics, and broader software quality assurance tooling.

1. Support the RAF's target operating environments, including cloud, hybrid cloud, and on-premises components where applicable, and demonstrate compatibility with relevant enterprise platforms such as Microsoft Azure, AWS, SAP, Guidewire, Microsoft technologies, APIs, Java, web, desktop, and mobile applications.
2. Provide automated testing, performance testing, test management, defect management, reporting, analytics, and quality assurance capabilities through an integrated or interoperable toolset.
3. Integrate with RAF's software delivery and operational ecosystems, including identity and access management, CI/CD pipelines, DevOps platforms, issue tracking, version control, monitoring, security monitoring, and relevant third-party systems.
4. Provide implementation, configuration, integration, training, knowledge transfer, technical support, maintenance, and advisory services for a possible thirty-six (36) month period.
5. Provide licensing, subscription, consumption, user entitlement, support, and commercial model information, including indicative pricing and key cost drivers for budgeting and planning purposes.

5. OBJECTIVES OF THE RFI

This RFI is issued for market research purposes and is intended to enable RAF to:

1. Identify available market solutions for automated testing, performance testing, test management, defect management, reporting, analytics, and related software quality assurance capabilities.
2. Understand solution architecture, deployment models, hosting options, integration capabilities, licensing approaches, indicative pricing structures, and support models.
3. Assess the extent to which available tools support functional, regression, automated, continuous, non-functional, performance, scalability, and enterprise reporting requirements.
4. Determine respondent capability and capacity to implement, configure, integrate, support, and transfer knowledge within a complex, high-volume, and regulated public sector environment.
5. Inform RAF's future procurement strategy, specification development, commercial model, implementation planning, and internal readiness activities.
6. Reserve RAF's right to invite one or more respondents to participate in demonstrations, clarification sessions, presentations, proof-of-concept discussions, or further market engagement, where required.

6. SUBMISSION REQUIREMENTS FOR INTERESTED PARTIES

1. A company profile, including ownership structure, years in operation, South African presence, OEM or partner status, and relevant delivery capability.
2. Relevant experience in supplying, implementing, integrating, supporting, and maintaining automated testing, performance testing, and software quality assurance tools.
3. At least two comparable reference implementations, preferably within South Africa, the public sector, financial services, insurance, or another regulated enterprise environment.
4. A conceptual overview of the proposed solution or toolset, including core capabilities, deployment model, hosting approach, integration options, key differentiators, and limitations.
5. An indicative implementation approach, including proposed phases, estimated timelines, assumptions, dependencies, risks, RAF resource requirements, and key success factors.
6. Indicative commercial information, including licensing or subscription models, implementation costs, support costs, optional modules, pricing assumptions, and key cost drivers.
7. Presentation or demonstration material, where available, to illustrate the proposed solution, implementation approach, and suitability for RAF requirements.

7. REQUIRED INFORMATION

1. This section sets out the minimum information required to enable RAF to assess available market

solutions and their relevance to RAF's software quality assurance objectives.

2. Responses must be factual, structured, and sufficiently detailed to demonstrate solution capability, technical fit, implementation approach, support model, security posture, compliance alignment, commercial model, and relevant experience.
3. Where a capability is unavailable, partially available, dependent on an optional module, subject to third-party integration, or planned for a future release, respondents must state this clearly and provide relevant conditions, assumptions, and timeframes.

8. AUTOMATION TESTING TOOL

1. Provide the name, version, OEM, licensing model, and deployment options for the proposed automation testing tool or toolset.
2. Describe support for test planning, test case design, execution, cycles, assignments, scheduling, monitoring, approvals, and status management.
3. Describe support for manual, automated, regression, smoke, integration, API, web, desktop, mobile, and cross-browser testing, including whether these capabilities are provided on a single platform.
4. Confirm support for centralised test case management, including templates, reusable components, detailed steps, expected results, attachments, folders, tags, versioning, audit trails, and change control.
5. Describe traceability across requirements, user stories, test cases, defects, releases, and coverage reporting.
6. Describe defect management capabilities, including logging, tracking, assignment, severity and priority ratings, attachments, notifications, collaboration, workflow configuration, and integration with issue-tracking tools.
7. Confirm support for automation framework integration, script import and export, automated test generation where available, parallel execution, scheduling, triggering, monitoring, execution history, and reusable automation assets.
8. Specify supported scripting languages, low-code or no-code automation capabilities, parameterised testing, data-driven testing, and supported external data sources such as Excel, CSV, databases, APIs, and repositories.
9. Confirm support for RAF-relevant technologies and applications, including SAP, Guidewire, Java,

.NET, APIs, web, desktop, mobile, major browsers, Microsoft Azure, and AWS.

10. Describe integration with Azure DevOps, Jira, Bitbucket, Git repositories, CI/CD pipelines, Microsoft Entra ID, SIEM solutions, test data tools, and other relevant enterprise systems.
11. Describe reporting and analytics capabilities, including dashboards, execution logs, screenshots or videos, trends, coverage, defect insights, productivity metrics, export formats, and executive reporting.
12. Highlight any AI-assisted, self-healing, model-based, risk-based, or intelligent testing capabilities, including limitations, prerequisites, and licensing implications.
13. Provide any additional automation testing capabilities, constraints, dependencies, or roadmap items that RAF should consider.

9. PERFORMANCE TESTING TOOL

1. Provide the name, version, OEM, licensing model, and deployment options for the proposed performance testing tool or toolset.
2. Describe support for non-functional testing, including load, stress, endurance, spike, volume, scalability, reliability, capacity, and resilience testing.
10. Describe how the tool simulates **realistic** user journeys, transaction volumes, workloads, ramp-up patterns, concurrency levels, think times, geographic distribution, and peak-load scenarios.
3. Specify supported protocols, technologies, and platforms, including HTTPS, APIs, REST, SOAP, WebSockets, SAP, Guidewire, Citrix, Java, .NET, Oracle, databases, microservices, containers, and cloud-native services.
4. Confirm support for cloud-based, distributed, and hybrid load generation, including compatibility with Microsoft Azure, AWS, and other relevant platforms, and specify any on-premises infrastructure dependencies.
5. Describe script creation, recording, correlation, parameterisation, reusable components, data-driven testing, scheduling, execution orchestration, and automated performance regression testing.
6. Describe integration with CI/CD pipelines, Azure DevOps, Git repositories, Bitbucket, Jira, monitoring platforms, application performance monitoring tools, log analytics, and relevant SAP or Guidewire tooling.

7. Describe monitoring, alerting, diagnostics, and analysis capabilities for slow transactions, bottlenecks, resource constraints, network latency, server-side inefficiencies, database issues, and infrastructure constraints.
8. Describe performance reporting and analytics, including response times, throughput, error rates, resource utilisation, SLA thresholds, trends, baselines, test-run comparisons, root-cause insights, and executive dashboards.
9. Explain how the tool supports performance engineering practices, including early validation, continuous performance testing, performance gates, environment readiness checks, and capacity planning.
10. Describe security, data privacy, access control, audit logging, test data protection, and compliance controls relevant to performance testing activities.
11. Provide any additional performance testing capabilities, constraints, dependencies, or roadmap items that RAF should consider.

11. SECURITY, COMPLIANCE, AND RESILIENCE

1. Describe security controls, including encryption at rest and in transit, role-based access control, MFA/SSO support, audit logging, secure configuration, secure credential management, data masking, and segregation of duties.
2. Explain alignment with applicable legal, regulatory, privacy, and information security requirements, including POPIA and relevant enterprise security standards.
3. Provide details of backup, restore, disaster recovery, business continuity, uptime commitments, and indicative RTO/RPO, where applicable.

12. IMPLEMENTATION, ENABLEMENT, AND SUPPORT

1. Describe the proposed implementation methodology, delivery phases, estimated timelines, assumptions, dependencies, risks, and RAF resource requirements.
2. Explain the training, knowledge transfer, user enablement, documentation, and post-implementation support services to be provided, including service desk arrangements and escalation paths.
3. Provide support and maintenance information, including update cycles, patching approach,

response times, support hours, escalation procedures, and service level commitments.

- Where data migration or onboarding of existing test assets is required, describe the approach to migration, validation, reconciliation, and cutover support.

13. COST AND LICENSING

- Provide an indicative pricing model for the proposed solution, including whether pricing is based on subscription, perpetual license, usage, users, virtual users, test executions, environments, modules, or enterprise entitlement.
- Separate indicative costs for licensing or subscription, implementation, configuration, integration, training, knowledge transfer, support, maintenance, optional modules, cloud consumption, and professional services.
- State the typical contract term, renewal approach, support entitlement, upgrade rights, price adjustment mechanisms, exchange-rate assumptions where applicable, and any minimum commitment requirements.
- Identify cost drivers, exclusions, dependencies, third-party costs, optional services, and assumptions that may materially affect the total cost of ownership over a thirty-six (36) month period.
- Respondents must provide a detailed, itemised, and non-binding costing breakdown for budgeting and planning purposes. The costing breakdown must distinguish once-off costs, recurring costs, optional costs, usage-based costs, third-party costs, and any assumptions or exclusions that may affect the total cost of ownership over a possible thirty-six (36) month period.
- Respondents must clearly indicate whether prices are inclusive or exclusive of VAT, whether prices are quoted in South African Rand, the validity period of the indicative pricing, and whether pricing is dependent on foreign exchange rates, OEM list prices, consumption volumes, minimum commitments, or future usage assumptions.

Deliverables	Price Y1 VAT included	Price Y2 VAT included	Price Y3 VAT included	Total Price VAT included
Automation testing tool licensing or subscription	R	R	R	R
Performance testing tool licensing or subscription	R	R	R	R
Test management, defect management, reporting and analytics modules	R	R	R	R
Implementation, configuration and environment setup	R			R

Integration with DevOps, CI/CD, identity, monitoring, SAP, Guidewire and other enterprise systems	R			R
Migration and onboarding of existing test assets, scripts, repositories and reports	R			R
Training, documentation, enablement and knowledge transfer	R			R
Support, maintenance, SLA management, upgrades and OEM support	R	R	R	R
Cloud hosting, SaaS, load generation, storage, monitoring and consumption charges	R	R	R	R
Optional modules, AI-assisted testing, service virtualisation and test data management	R	R	R	R
Security, compliance, audit support, data protection and resilience costs	R	R	R	R
Exit, transition, decommissioning, data export and handover costs	R			R
Additional costs (specify)				
Total	R	R	R	R

14. OTHER CONSIDERATIONS

1. Specify limitations, assumptions, prerequisites, constraints, dependencies, or exclusions associated with the proposed solution, implementation approach, licensing model, or support arrangements.
2. Identify RAF decisions, infrastructure, access, environments, data, integrations, resources, or third-party dependencies required for successful implementation and operation.
3. Provide recommendations, lessons learned, leading practices, or market insights that may assist RAF in refining its requirements and future procurement approach.
4. Confirm willingness to participate in a demonstration, clarification session, presentation, proof-of-concept discussion, or further engagement should RAF require it.

15. RESPONSE FORMAT

1. Responses must be clear, concise, complete, and structured in accordance with the numbering and headings contained in this RFI.
2. Respondents must answer each requirement directly and indicate whether the capability is available as standard, available through configuration, available through customisation or integration, available through an optional module, planned for future release, or not available.
3. Where relevant, respondents may include diagrams, tables, screenshots, product brochures, architecture summaries, reference material, and demonstration material available in standard

product information packs.

4. All indicative pricing must be clearly labelled as non-binding and must state the assumptions, exclusions, dependencies, and conditions on which it is based.
5. RAF reserves the right not to proceed with any procurement process, to amend its requirements, or to issue a separate competitive bid at its sole discretion.

16. PRICING SCHEDULE

Deliverables	Price Year 1 (Supply, Installation, configuration & Train)	Price Year 2 (Support incl. CPI)	Price Year 3 (Support incl. CPI)	Price Year 4 (Support incl. CPI)	Price Year 5 (Support incl. CPI)
Implementation of Mimecast Cloud Hosted Email Continuity, Synchronization, and Recovery Solution	R	N/A	N/A	N/A	N/A
4500 x Licensing of Cloud Email Archiving, Continuity, SYNC, and Recovery Solution	R	R	R	R	R
Support	R	R	R	R	R
Training of 10 RAF Resources in the first and third year of each course	R	N/A	R	N/A	N/A
Total VAT inclusive	R	R	R	R	R

TOTAL BID PRICE	
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