



RFI NUMBER:	RAF/2026/00041
DESCRIPTION:	REQUEST FOR INFORMATION: APPOINTMENT OF A SERVICE PROVIDER FOR THE LICENCE RENEWAL OF THE ALREADY IMPLEMENTED MIMICAST CLOUD-HOSTED EMAIL ARCHIVING SOLUTION FOR 4,500 USER AND SHARED MAILBOXES, INCLUDING SUPPORT SERVICES, FOR THE ROAD ACCIDENT FUND (RAF), FOR A PERIOD OF FIVE (5) YEARS.
PUBLISH DATE:	23 JUNE 2026
CLOSING DATE:	01 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"/>
Mimecast accredited Partner /Reseller	<input type="checkbox"/>

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: (To be completed for each joint venture/ consortium member)	
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	
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 to provide 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 also all foreigners within the borders of the country. The RAF head office is in Centurion, and the 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 Directors 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

3.1 The Road Accident Fund (RAF) requires a competent, accredited, experienced, and reputable service provider to deliver a Mimecast Cloud-Hosted Email Archiving Solution License Renewal and Support for a period of five (5) years for 4500 users. The Mimecast cloud-hosted email archiving component must enable RAF to preserve, retain, manage, search and retrieve email messages and attachments for 4,500 users and shared mailboxes for the purposes of:

- Long-term data retention
- Legal discovery and litigation support
- Historical reference and audit purposes

The solution must ensure that RAF's email data is well organised and readily accessible throughout its lifecycle.

3.2 As part of the RAF's Strategic Plan, the ICT function is undergoing a digital transformation to leverage cloud-based platforms that improve resilience, security, and operational efficiency. In

support of this strategy, RAF requires a Mimecast Cloud-Hosted Email Archiving Solution to safeguard email data against data loss, corruption, and system outages, while also addressing the challenges posed by growing mailbox sizes. The solution must provide capabilities for archiving of email data, including mailboxes, folders, calendar items, contacts, tasks, notes, and attachments, ensuring data integrity and availability at all times.

3.3 The Mimecast cloud-hosted email archiving component must enable RAF to preserve, retain, and manage email messages and attachments in a structured, searchable, and secure manner for the purposes of:

- Long-term data retention
- Legal discovery and litigation support
- Historical reference and audit purposes

The solution must ensure that RAF’s email data is well organised and readily accessible throughout its lifecycle.

3.4 Solution components must be hosted within the borders of the Republic of South Africa and must fully comply with the Protection of Personal Information Act, 2013 (POPIA) and any other applicable legislation or regulatory requirements relating to data protection, privacy, and information security.

4. SCOPE OF WORK

To provide Mimecast Cloud-Hosted Email Archiving Solution licence renewal and support services for 4,500 users and shared mailboxes in RAF’s Microsoft 365 environment, the following services are required:

4.1. Key Features and Capabilities

The information below outlines RAF’s requirements for the Mimecast Cloud-Hosted Email Archiving Solution licence renewal and support services only.

Category	Description
Technical and Functional Requirements:	
Email Archiving Solution	
Licence renewal and mailbox coverage	<ul style="list-style-type: none"> • Renew Mimecast Cloud-Hosted Email Archiving licences for 4,500 users and shared mailboxes. • Provide licence entitlement confirmation, renewal documentation, and activation support. • Ensure continued availability of the existing email archive service during

	the renewal period.
Email capture and ingestion	<p>Collecting, transferring, and storing email messages and associated data from RAF's O365 email system (cloud-based) into the email archive hosted in the cloud.</p> <ul style="list-style-type: none"> • Email Data Collection • Data Extraction • Data Transformation • Data Transfer • Indexing • Attachment handling • Metadata preservation • Version control • Continuous Ingestion. • Error handling and logging
Data or email storage and management	<ul style="list-style-type: none"> • Unified administrative management console • E-Discovery • Flexible retention
Indexing and search	<ul style="list-style-type: none"> • Cataloguing and organising email messages and their associated metadata in a way that makes them easily searchable. • Search functionality in cloud-hosted email archiving, which will allow RAF users to query the indexed email data to find specific messages or information they need.
User interface and access control	<ul style="list-style-type: none"> • A user interface that will be user-friendly, intuitive, and provide easy access to the features and functionalities of the email archiving service. • An access control mechanism that will govern who can access the email archives and what level of access they have.

4.2. Professional Support Services

4.2.1 The successful bidder shall provide ongoing professional support services to ensure the continued operation, administration and support of the already implemented Mimecast Cloud-Hosted Email Archiving Solution throughout the contract period.

The service provider must deliver support services that enable RAF to maintain stable archive operations, licence compliance, user and shared mailbox coverage, archive search assistance, reporting assistance and escalation support.

4.2.2 The bidder is expected to provide support services throughout the contract. These services may include, but are not limited to:

- Mimecast Email Archiving licence renewal support and entitlement validation.
- User and shared mailbox licence allocation assistance.
- Archive search, retrieval, retention and reporting support.
- Administrative support and troubleshooting for the existing Mimecast Email Archiving Solution.
- Escalation to Mimecast OEM support where required.
- Periodic service review and support reporting.

The bidder must respond and resolve calls logged within the following timeframes:

Category	Response	Resolution
Priority 1 - Urgent	15 minutes	1 hour
Priority 2 – High	30 minutes	2 hours
Priority 3 – Medium	45 minutes	6 hours
Priority 4 – Low	60 minutes	+10 hours

Priority 1 – Urgent means malfunction and/or degraded services of the solution which limits access to the systems; or the solutions are unusable; or disables or prevents access to the solution itself, or renders any strategic element of the solution unusable, with data loss or corruption, license issues; or the above refers to 100% of users affected and/or any administrator

Priority 2 – High means the malfunction and/or degraded services of the service, which affects 50% or fewer users and/or any administrator as per priority 1 above; or the error has a serious impact on any activity. The system is still usable but will not execute commands promptly.

Priority 3 – Medium: calls that affect the solution and do not fall into priority 1 or 2 above but need to be resolved within 3 hours.

Priority 4 – Low means the solution service requests that can take longer than five (5) hours (e.g., projects, developments, procurement)

4.3. Training

The bidder shall provide onboarding and refresher training services, where required, to support effective use and administration of the Mimecast Cloud-Hosted Email Archiving Solution.

4.3.1 End-User Training

The bidder must provide a structured training programme for RAF end users and designated business users.

Training must include:

- Live instructor-led training sessions (virtual and/or in-person)
- Practical demonstrations covering:
 - Archive search and retrieval
 - Use of archive access tools and reporting functions
- Electronic user manuals
- Quick reference guides
- Recorded training sessions for future onboarding

Training must be structured to accommodate:

- Users with varying levels of technical proficiency
- Remote participation where required

4.3.2 Administrator and Technical Training

The bidder must provide technical training for ten (10) RAF ICT administrators responsible for the administration and support of the Mimecast Email Archiving Solution.

Technical training must cover:

- User and administrator role configuration for archive access.
- Retention, archiving and legal hold management.
- Archive search, retrieval and reporting.
- Licence entitlement checks and shared mailbox administration.
- Basic troubleshooting and escalation handling.

The bidder must provide:

- Detailed administrator and technical manuals
- Configuration and architecture documentation
- Escalation and support procedures

4.4 Licence and Archive Data Support

During the contract period, the bidder must:

- Provide documentation confirming active Mimecast Email Archiving licences for 4,500 users and shared mailboxes.
- Support archive data access, search, retrieval, reporting and retention administration.
- Assist the RAF with archive export requests where required and supported by the existing Mimecast Email Archiving service.
- Clearly specify any additional costs associated with archive export or specialised support activities.

Any additional costs associated with data export or exit support must be clearly specified in the pricing schedule.

5. MANDATORY REQUIREMENT

All Bidders who do not meet Mandatory Requirements will be disqualified in this phase.

Bidder must indicate by ticking (√) the correct box indicating that they Comply OR do Not Comply.

5.1 Mandatory – OEM (Mimecast) Certification/Accreditation	Comply	Not Comply
<p>The bidder must be the OEM or be accredited by Mimecast as a provider, partner, reseller or distributor of the Mimecast Cloud-Hosted Email Archiving Solution.</p> <p>Note: The bidder must provide valid (not expired) documentary proof issued by the OEM confirming the bidder’s accreditation or partnership status. <i>The bidder’s accreditation should remain valid throughout the contract.</i></p> <p>Where the OEM does not maintain a direct partner or reseller relationship with bidders, and instead transacts through exclusive partners or authorised distributors, the bidder must provide written proof of its authorisation to resell the proposed OEM solution.</p> <p>Such proof must include:</p> <ul style="list-style-type: none"> • Formal confirmation of the bidder’s reseller or partner status issued by the authorised distributor or exclusive partner; and • Documentary evidence confirming the relationship between the OEM and the exclusive partner/distributor, in the form of a valid OEM partnership certificate or an official letter issued by the OEM. <p>When the bidder is the OEM, a letter confirming the bidder's status as the OEM for the proposed solution must be provided.</p> <p>The RAF reserves the right to verify the authenticity of such certification with the OEM and/or seek clarity on the certificate or letter.</p> <p>Failure to provide a valid OEM-Mimecast accreditation will result in disqualification.</p>		

5.2 Mandatory - Company Track Record	Comply	Not Comply
<p>Company Track Record</p> <p>The bidder must provide a minimum of two (2) reference letters relating to the provision, renewal, management or support of the Mimecast Cloud-Hosted Email Archiving Solution within the last seven (7) years. Only reference letters that depict work in the past 7 years will be considered. References may include implementations or support engagements of a similar scale.</p> <p>Each reference letter must:</p> <ul style="list-style-type: none"> • Be on the Client's official letterhead. • Indicate the nature of the solution and/or services provided. • Indicate the date or year in which the services were rendered (N.B the date on which the letter was signed will not be accepted as the date when the services were rendered). Where the implementation date/year falls in the seventh year from this RFB's closing date, reference letters must include the implementation date in the month/year or day/month/year format to allow for an accurate evaluation of the period since the services were rendered. • Include contact details for verification. <p>Note: Only reference letters relating to Mimecast Cloud-Hosted Email Archiving licensing, renewal, management or support will be considered.</p> <p>The RAF reserves the right to verify submitted reference letters.</p> <p>Failure to meet this requirement will result in disqualification.</p>		

5.3 Mandatory - Deployment Model (SaaS)	Comply	Not Comply
<p>The proposed service must relate to the renewal and support of the existing Mimecast Cloud-Hosted Email Archiving Solution delivered using a Software-as-a-Service (SaaS) deployment model.</p> <ul style="list-style-type: none"> • The licence renewal must not require any new on-premises infrastructure, including servers, appliances, gateways or hardware components within the RAF environment. • Archiving administration, reporting and support services must be provided through the existing cloud-hosted Mimecast service. <p>Notes:</p> <ul style="list-style-type: none"> • The bidder must indicate their ability to renew and support the SaaS-based Mimecast Email Archiving service in their proposal. • The RAF reserves the right to verify the SaaS deployment capability directly with Mimecast. • Failure to demonstrate the ability to renew and support the SaaS-based Mimecast Email Archiving service will result in disqualification. 		

Note: Failure to comply with all mandatory requirements shall result in disqualification.

6. PRICING SCHEDULE

Deliverables	Price Year 1 (Supply, Installation, configuration & Training)	Price Year 2 (Support incl. CPI)	Price Year 3 (Support incl. CPI)	Price Year 4 (Support incl. CPI)	Price Year 5 (Support incl. CPI)
4,500 user and shared mailbox licences for Mimecast Cloud-Hosted Email Archiving	R	R	R	R	R
Support services for Mimecast Email Archiving	R	R	R	R	R
Training for ten (10) RAF resources on Mimecast Email Archiving administration and usage, where required	R	N/A	R	N/A	N/A
Total VAT inclusive	R	R	R	R	R
TOTAL BID PRICE					

