RFI NUMBER:	RAF/2026/00043
DESCRIPTION:	REQUEST FOR INFORMATION(RFI) - CONFIGURATION, IMPLEMENTATION, MAINTENANCE AND SUPPORT OF A WORK PRODUCTIVITY TOOL SOLUTION FOR A PERIOD OF THIRTY-SIX (36) MONTHS.
PUBLISH DATE:	01 July 2026
CLOSING DATE:	22 July 2026
CLOSING TIME:	11:00
COMPULSORY BRIEFING SESSION	Not applicable, interested parties are requested to use the email address below to seek clarification where required
RESPONSES MUST BE EMAILED TO:	bacsecretariat@raf.co.za
ATTENTION:	Demand Management

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	

If joint venture or consortium, indicate the following:	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If using subcontractors, indicate the following: (*To be completed for each subcontractor*)	
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:

Demand Management	bacsecretariat@raf.co.za

Enquiries should reference specific paragraph numbers, where appropriate.

All questions/ enquiries must be forwarded in writing prior to the submission date.

This RFI invites suitably qualified respondents to submit information demonstrating their capability, experience and capacity to configure, implement, maintain and support a Work Productivity Tool Solution for a period of thirty-six (36) months. The proposed solution must measure, collect, track, and analyse employee productivity data through activity metrics, analytics, workflows, dashboards, and performance monitoring, while ensuring appropriate privacy safeguards, compliance controls, and a human-centric interpretation of productivity insights.

EXECUTIVE SUMMARY

RAF requires a market information solution that is secure, scalable, configurable, and privacy-aware. The solution must provide activity tracking, application and URL categorisation, time-in-task mapping, focus-time and collaboration analytics, dashboards, reporting, enterprise integration, data retention controls, and responsible productivity monitoring aligned with privacy, transparency, fairness, and applicable compliance obligations.

1. BACKGROUND OF THE ROAD ACCIDENT FUND

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 RAF has its headquarters in Centurion (Pretoria), with regional offices (Customer Experience Centres) in each province. The RAF has an average total count of about 3000 employees across all its regions (RAF Branches).

2. BACKGROUND TO THE RFI

RAF intends to identify a secure, scalable, configurable and cloud-enabled Work Productivity Tool Solution to support its digital productivity and workforce optimisation objectives. The envisaged solution must enable RAF to measure, collect, track, and analyse employee productivity data using activity metrics, workflow insights, dashboards, analytics, and performance-monitoring capabilities.

The proposed solution must provide RAF with reliable visibility into work patterns, productive and non-productive activity categories, focus time, collaboration load, task execution, and employee workload indicators, while applying privacy-by-design principles, role-based access control, configurable thresholds, transparent governance, and human-centric interpretation of productivity data.

Through this RFI, RAF seeks information from suitably qualified service providers on available productivity measurement solutions, implementation approaches, integration capabilities, privacy controls, support models, reporting functionality and relevant experience in comparable enterprise or public-sector environments.
Information submitted in response to this RFI will be used to assess market maturity, refine RAF's business and technical requirements, validate implementation feasibility and inform any subsequent procurement strategy or sourcing approach.

This RFI is issued for information-gathering purposes only and does not constitute a bid, tender, request for proposal, offer, commitment or contractual undertaking by RAF.
Respondents must present an existing, proven, off-the-shelf, cloud-enabled Work Productivity Tool Solution that can be configured and, where required, customised and scaled to meet RAF's functional, technical, integration, security, privacy, analytics, reporting, and regulatory requirements within a complex public-sector environment.

3. SCOPE OVERVIEW

This RFI seeks to identify and assess respondents with demonstrable capability, technical maturity and

relevant implementation and support experience in delivering a secure, scalable, configurable, privacy-aware and integrated Work Productivity Tool Solution. Respondents must provide information on solutions capable of the following:

1. Measuring active time versus idle time by detecting user input, such as keyboard and mouse activity, and applying configurable idle thresholds.
2. Logging and categorising applications, software usage, and URLs into productive, unproductive, neutral, or RAF-defined categories while applying privacy controls such as URL pattern stripping and data minimisation.
3. Mapping time spent on tasks, tickets, work items, and assignments from ITSM, project management, and workflow platforms such as Jira, Azure DevOps, and related enterprise systems.
4. Providing analytics and dashboards that translate activity logs into meaningful productivity trends, workload indicators, utilisation insights, and management information.
5. Measuring focus time against collaboration activity, including meetings, emails, notifications, and interruptions, to identify whether collaboration demands are fragmenting productive work time.
6. Supporting workflow-based productivity monitoring across teams, departments, roles, projects, and workstreams without relying solely on raw technical telemetry.
7. Balancing technical productivity data with human-centric insights, including context, workload, collaboration pressure, task complexity, and appropriate managerial interpretation.
8. Ensuring data privacy, information security, auditability, role-based access, employee data protection, and compliance with applicable South African legislation and RAF governance requirements.
9. Integrating with Microsoft 365, Microsoft Teams, Outlook, Entra ID, HR systems, ITSM platforms, project management tools, reporting platforms, and other relevant RAF systems.
10. Providing configurable reporting, alerts, thresholds, exception monitoring, and management dashboards to support productivity improvement, workforce planning, and evidence-based decision-making.

4. OBJECTIVES OF THE RFI

1. This RFI is a market-engagement and information-gathering process intended to assist RAF in assessing market capability, refining requirements, validating implementation assumptions, and informing any subsequent procurement strategy. It does not constitute a request for proposals, an invitation to tender, an offer, a commitment, or a formal procurement process.
2. Determine the availability, maturity and suitability of Work Productivity Tool solutions that can improve visibility of productivity, work patterns, workload distribution and operational effectiveness.
3. Assess solution architecture, technology stack, implementation methodology and integration capability with RAF's Microsoft 365 environment, HR systems, ITSM platforms, Project management tools, RAF's core production systems and Reporting platforms.
4. Evaluate the extent to which proposed solutions support configurable productivity measurement,

activity tracking, task mapping, analytics, dashboards, alerts and human-centric productivity insights.

5. Assess the respondent's capacity, capability and readiness to deliver and support the solution in a complex, high-volume and highly regulated public-sector environment, including the ability to implement the solution in phases.
6. Obtain sufficient information on solution functionality, architecture, privacy and compliance controls, implementation methodology, indicative pricing, delivery capability, support model, limitations and reference implementations.
7. RAF reserves the right to invite one or more respondents to participate in demonstrations, presentations, clarification sessions or further market-engagement activities to validate solution capability, implementation approach, privacy controls and strategic alignment.

5. SUBMISSION REQUIREMENTS FOR INTERESTED PARTIES

1. A company profile setting out the respondent's organisational overview, financial standing, relevant Work Productivity Tool implementation experience and at least one contactable client reference for a comparable assignment.
2. A conceptual overview of the proposed existing solution, including core functionality, deployment model, architecture, configurability, integration capability and alignment to RAF's stated requirements.
3. Supporting material, including presentation or demonstration material, sufficient to illustrate the maturity, usability and key capabilities of the proposed solution.
4. An indicative implementation methodology, high-level delivery timelines, key phases, resource assumptions and preliminary costing information to support RAF's assessment of implementation feasibility.
5. A disclosure of known limitations, constraints, assumptions, dependencies, exclusions, prerequisites or risks associated with the proposed solution, including functional, integration, data collection, reporting, hosting, deployment, security, privacy, compliance and support considerations that may affect RAF's planning, operational use or future procurement decision-making.

6. REQUIRED INFORMATION

1. The information requested in this section will assist RAF to assess market offerings, solution capability, delivery models, implementation risks, support arrangements and alignment with RAF's preliminary business, technical, privacy and compliance requirements.
2. Respondents must provide structured responses addressing current capability, scalability, extensibility, privacy controls, analytics maturity, limitations and innovation potential relevant to RAF's productivity measurement requirements.

7. WORK PRODUCTIVITY TOOL IMPLEMENTATION KNOWLEDGE, CAPACITY AND EXPERIENCE

This section enables RAF to assess each respondent's market capability, sector knowledge, implementation experience, service offering, privacy posture, analytics maturity and delivery capacity in relation to the proposed Work Productivity Tool Solution.

7.1 GENERAL INFORMATION

7.1.1 VENDOR OVERVIEW

1. Provide a company profile, including organisational size, relevant experience, financial stability information, and experience implementing comparable productivity, workforce analytics, or monitoring solutions.
2. Describe the proposed implementation, configuration, maintenance, and support services for the 36-month period.
3. Have you implemented the proposed solution for a medium to large-sized public entity in South Africa within the last six(6) years?
4. Was this implementation based on the cloud, and if so, which cloud vendor was used?

7.1.2 TECHNICAL CAPABILITIES

1. Describe your experience with cloud infrastructure, including AWS, Azure or Google Cloud, for enterprise productivity monitoring, analytics and workforce insight solutions.
2. Describe the data security and compliance controls applicable to the proposed solution.
3. State the uptime commitment offered for the proposed solution and describe the disaster recovery arrangements.
4. Describe the backup and restoration approach for the proposed solution.
5. Describe the scalability of the proposed solution, including user, data, reporting and integration scalability.
6. Confirm whether the proposed solution supports single sign-on and role-based access control.
7. Confirm whether the proposed solution integrates with cloud-based and on-premises systems through APIs or other supported integration mechanisms.

7.2 WORK PRODUCTIVITY TOOL SOLUTION

7.2.1 ACTIVITY TRACKING

1. Does the solution detect active time versus idle time based on user input, such as keyboard activity, mouse movement, and system interaction?
2. Can the RAF configure idle thresholds, for example, switching a user state to idle after a defined period of no input, such as 15 minutes?
3. Does the solution distinguish between active work, idle time, locked-screen time, offline time, and system downtime?
4. Can activity tracking rules be configured by role, department, business unit, work arrangement, or approved exception category?

7.2.2 APPLICATION AND URL LOGGING AND CATEGORISATION

1. Does the solution automatically map software, application executable names, and websites into configurable productivity categories?
2. Can the RAF define categories such as productive, unproductive, neutral, business-critical, restricted, or department-specific?
3. Can the solution categorise productivity tools such as CRM, ITSM platforms, Microsoft Office 365, collaboration tools, project management tools, and business applications?
4. Does the solution apply privacy-preserving controls such as stripping sub-paths or sensitive URL patterns while retaining sufficient categorisation value?

7.2.3 TIME IN TASK MAPPING

1. Can the solution map employee time to assigned tasks, tickets, work items, projects, service requests, or workflow activities?
2. Does the solution integrate with ITSM and project management tools such as Jira, Azure DevOps, Microsoft O365, or equivalent platforms?
3. Can the solution compare time spent on assigned work against planned effort, due dates, task priority, completion status, and workflow stage?
4. Does the solution allow managers to view productivity at the aggregated team, role, project, or business-unit level without unnecessary exposure of sensitive individual-level data?

7.2.4 ANALYTICS AND DASHBOARD

1. Does the solution provide real-time and historical dashboards that translate activity data into productivity trends, utilisation indicators, and workload insights?
2. Can dashboards show productivity by team, role, business unit, location, project, application category, workstream, or configurable grouping?
3. Can users customise dashboards, filters, date ranges, thresholds, and report views without requiring technical assistance?
4. Does the solution support exports, scheduled reports, and integration with enterprise reporting tools such as Power BI?

7.2.5 FOCUS TIME AND COLLABORATION METRICS

1. Does the solution measure focus time as contiguous blocks of uninterrupted work activity?
2. Can the solution compare focus time against collaboration activities such as meetings, emails, chat messages, calls, and notifications?
3. Does the solution help identify whether excessive meetings, notifications, or context switching may be fragmenting work and reducing productivity?
4. Can the solution provide recommendations or insights to improve focus time, meeting discipline, workload planning, and team productivity?

7.2.6 PRIVACY, COMPLIANCE AND EMPLOYEE TRANSPARENCY

1. Demonstrate how the solution supports lawful, fair, transparent, purpose-specific, minimal, and proportionate processing of employee productivity data.
2. Explain how the solution supports privacy-by-design, privacy-by-default, employee notification, consent or policy acknowledgement where applicable, and clear communication on what data is collected, why it is collected, how it is used, and who may access it.
3. Confirm whether monitoring can be limited to approved working hours, approved devices, approved business applications, and defined organisational use cases.
4. Describe safeguards that prevent excessive or intrusive monitoring, including controls that avoid capturing personal content, passwords, private communications, screenshots, typed content, or sensitive URL paths unless expressly approved, governed, and justified for an authorised business purpose.
5. Explain how the solution enables compliance with POPIA, RICA, the Constitution of the Republic of South Africa, applicable employment and labour principles, information security standards, and RAF governance requirements.

7.2.7 DATA MINIMISATION, RETENTION AND ANONYMISATION

1. Does the solution collect only productivity-related metadata required for approved business purposes and support configurable data minimisation controls?
2. Can RAF configure retention schedules for activity metadata, idle-time records, application and URL categories, task-mapping data, dashboards, audit logs, exception records, exported reports, and aggregated analytics?
3. Can retention periods be configured by data type, business purpose, user role, department, system source, sensitivity level, reporting requirement, and RAF-approved governance rules?
4. Does the solution prevent personal information from being retained longer than necessary, unless retention is required for an authorised governance, audit, contractual, operational, legal or compliance purpose?
5. Can the solution automatically archive, delete, de-identify, anonymise, pseudonymise, mask, suppress, or restrict processing of productivity records when retention periods expire, or detailed identification is not required?
6. Does the solution provide audit logs and compliance reports for retention schedule changes, archive actions, deletion actions, de-identification actions, manual overrides, retention holds, and access to retained records?

7.2.8 CONFIGURATION, VERSIONING AND CHANGE CONTROL

1. Does the solution maintain version history for productivity categories, idle thresholds, dashboard configurations, reporting rules, integration settings, and policy changes?
2. Can configuration changes be subject to approval workflow, segregation of duties, change logs, and rollback capability?

7.2.9 PRODUCTIVITY REPORTING TEMPLATES

1. Does the solution provide configurable report templates for productivity trends, utilisation, focus time, collaboration load, task alignment, application usage, and exception monitoring?
2. Can authorised users create, save, schedule, and distribute report templates aligned to RAF's reporting governance and approval requirements?

7.2.10 SECURITY, AUDITABILITY AND BUSINESS CONTINUITY

1. Describe how personal information and productivity metadata are classified, encrypted at rest and in transit, segregated by tenant or customer, protected from unauthorised access, and monitored for security incidents.
2. Provide details of security certifications, audit reports, independent assessments, and cloud compliance standards supported by the solution or hosting provider, including ISO 27001, SOC 2, or equivalent certifications where applicable.
3. Explain how role-based access control, multi-factor authentication, privileged access management, segregation of duties, least-privilege access, administrator monitoring, and configurable employee, manager, HR, ICT, compliance, executive, and administrator views are implemented.
4. Describe how the solution supports audit trails, compliance reporting, access logs, configuration logs, export logs, and evidence required for internal audit, information security assurance, and regulatory review.
5. Describe disaster recovery and business continuity arrangements, including RTO, RPO, backup frequency, backup encryption, restoration testing, failover processes, and resilience of reporting and monitoring services.
6. Explain how the solution supports ethical use of productivity analytics, including controls to prevent discriminatory, punitive, or context-blind interpretation of productivity data.

7.2.11 ARTIFICIAL INTELLIGENCE (AI) TOOLS:

1. Describe any AI, machine learning, anomaly detection, predictive analytics, or advanced analytics capabilities integrated into the Work Productivity Tool Solution.
2. Explain how AI or advanced analytics supports productivity measurement, workload analysis, focus-time optimisation, workforce planning, trend detection, anomaly identification, alerts, and actionable recommendations.
3. Describe how the solution ensures the security, privacy, and appropriate governance of AI-generated insights and recommendations.

7.2.12 DATA ONBOARDING AND INTEGRATION READINESS

1. Describe your data onboarding methodology for importing employee, organisational structure, role, department, device, application, task, and workflow data required to configure the productivity solution.
2. What tools and techniques do you use for data extraction, transformation, validation, integration, cleansing, and reconciliation?

3. Provide examples of successful data onboarding or integration exercises for productivity, HR, ITSM, project management, business applications, or workforce analytics solutions?

7.2.13 IMPLEMENTATION APPROACH AND SUPPORT

1. Describe the proposed implementation methodology, scope of work, configuration approach, high-level timelines, phases, deliverables, dependencies, and resource requirements.
2. Explain the training, knowledge transfer, maintenance, support, service level agreements, response times, and escalation process to be provided during the 36-month period.

8. COST AND LICENSING

Respondents must provide an indicative pricing model using the table below and disclose all applicable cost components, assumptions, exclusions, dependencies and additional charges relating to licensing, implementation, configuration, integration, data onboarding, training, maintenance, support and any other services relevant to the proposed solution.

Deliverables	**Price Year 1** Including VAT	**Price Year 2** Including VAT & Annual escalations	**Price Year 3** Including VAT & Annual escalations	**Total Price** Including VAT
Licenses/Subscription	**R**	**R**	**R**	**R**
Project Management	[redacted]			**R**
Planning and Solution Design				**R**
Configure, Build, Test and Deploy				**R**
Data onboarding and integration				**R**
Training				**R**
Maintenance and Support (36 months)	**R**	**R**	**R**	**R**
Total	**R**	**R**	**R**	**R**

9. ADDITIONAL INFORMATION

1. Respondents may provide additional information, recommendations, value-added proposals, or limitations not addressed elsewhere in this RFI where such information may assist RAF to assess solution suitability, refine requirements, validate implementation assumptions or inform any subsequent procurement or solution design approach.

10. RESPONSE FORMAT

1. Responses must be clear, concise, complete and sufficiently detailed to enable RAF to assess the respondent's solution capability, implementation approach and overall suitability.
2. Responses must follow the structure, sequence and numbering of the Required Information section to support efficient review and comparison of submissions.