

**Bid Number****COR8241/2026/RFP****Description:**

Request for Proposal for the Supply, Installation, Commissioning, Support and Maintenance of IT Telecommunication Services for 84 months to Airports Company South Africa

**MANDATORY REQUIREMENTS****All Letter/s must be on official company letterhead and signed by the authorised representative****Table 1 – COMMISSIONING EXPERIENCE**

<b>INFRASTRUCTURE</b>	<b>Comply</b>	<b>Do Not Comply</b>
<p><b>Client Reference Letter Requirements</b></p> <p>Bidders must submit a <b>minimum of two (2) signed client reference letters from at least two (2) different clients</b>, on official client company letterhead, to demonstrate their experience in the commissioning of each of the following services:</p> <ul style="list-style-type: none"> <li>• <b>WAN Services</b></li> <li>• <b>Enterprise Internet Services</b></li> <li>• <b>Voice Carrier Services</b></li> </ul> <p><b>Reference Letter Requirements</b></p> <ul style="list-style-type: none"> <li>• Each reference letter must include <b>contactable and verifiable client details</b> for the relevant service category.</li> <li>• The two reference letters <b>must be from different clients</b>.</li> <li>• A <b>single reference letter may be used to cover multiple service categories</b>, provided that the applicable services are clearly specified.</li> </ul> <p><b>Client and Site Requirements</b></p> <ul style="list-style-type: none"> <li>• Each referenced client must operate a <b>minimum of three (3) sites/locations</b>.</li> <li>• The reference letter must clearly confirm that the bidder has <b>commissioned services across at least three (3) sites for that client</b>.</li> <li>• The <b>site details (e.g., site names and/or locations)</b> must be explicitly listed in the reference letter.</li> </ul>		

Tel +27 11 723 1400 Fax +27 11 453 9354  
 Western Precinct, Aviation Park, O.R. Tambo International Airport, 1 Jones Road, Kempton Park, Gauteng,  
 South Africa, 1632  
 P O Box 75480, Gardenview, Gauteng, South Africa, 2047  
[www.airports.co.za](http://www.airports.co.za)

Airports Company South Africa SOC Ltd Reg No 1993/004149/30 VAT no 4930138393 Board of Directors: Mr Irvin Phenyane (Chairperson), Dr Kgabo Badimo, Ms Dudu Hlatshwayo, Mr Andile Khumalo, Ms Lwazikazi Nopece, Mr Theunis Chamberlain, Mr Roy Mnisi, Mr Surendra Sooklal, Ms Xoliswa Daku, Ms Keitumetse Mahlangu, Ms Mpumi Mpofo (Chief Executive Officer), Mr Luzuko Mbotya (Chief Financial Officer), Ms Fefekazi Sefara (Company Secretary)

Table 2 – SUPPORT EXPERIENCE

INFRASTRUCTURE	Comply	Do Not Comply
<p>Bidders must submit <b>signed client reference letters on official client company letterhead</b> to demonstrate proven experience in delivering each of the following services within South Africa:</p> <ul style="list-style-type: none"> <li>• <b>WAN Services</b></li> <li>• <b>Enterprise Internet Services</b></li> <li>• <b>Voice Carrier Services</b></li> </ul> <p><b>Experience Criteria</b></p> <ul style="list-style-type: none"> <li>• The bidder must demonstrate a <b>minimum of five (5) cumulative years of experience</b> for <b>each service category</b> listed above.</li> <li>• The required experience may be supported by <b>one or multiple reference letters</b>, provided that, collectively, they cover the full five-year period.</li> </ul> <p><b>Client and Site Requirements</b></p> <ul style="list-style-type: none"> <li>• All referenced clients must operate a <b>minimum of three (3) sites/locations</b> where the services were delivered.</li> <li>• The reference letter must clearly indicate that the services were provided across <b>multi-site environments</b>.</li> </ul> <p><b>Reference Letter Requirements</b></p> <ul style="list-style-type: none"> <li>• A <b>single reference letter may cover multiple service categories</b>, provided the services are clearly specified.</li> <li>• Reference letters submitted under <b>Table 1</b> may be reused, <b>provided they apply to these requirements</b>.</li> <li>• The bidder must submit <b>at least two (2) signed client reference letters per service category</b>.</li> </ul> <p><b>Each reference letter must:</b></p> <ul style="list-style-type: none"> <li>• Be printed on <b>official client company letterhead</b></li> <li>• Be <b>signed by an authorised representative</b> of the client</li> <li>• Include <b>verifiable and contactable client details</b> (name, designation, contact number, and email)</li> <li>• Clearly specify: <ul style="list-style-type: none"> <li>○ The <b>services provided</b></li> <li>○ The <b>duration of the engagement</b></li> <li>○ Confirmation that the services were delivered across <b>at least three (3) client sites</b></li> </ul> </li> </ul>		

Tel +27 11 723 1400 Fax +27 11 453 9354  
Western Precinct, Aviation Park, O.R. Tambo International Airport, 1 Jones Road, Kempton Park, Gauteng,  
South Africa, 1632  
P O Box 75480, Gardenview, Gauteng, South Africa, 2047  
[www.airports.co.za](http://www.airports.co.za)

**Table 3 - INFRASTRUCTURE**

INFRASTRUCTURE	Comply	Do Not Comply
The Bidder must confirm that all infrastructure needed for the solution will be provided by the Bidder at its own cost, and fully compatible with ACSAs existing infrastructure as mentioned in Annexure A. The <b>Bidder must provide a signed letter, undertaking that they will meet this requirement.</b>		

**Table 4 - CAPACITY**

CAPACITY	Comply	Do Not Comply																																							
<p><b>The Bidder must demonstrate that they have the capability to:</b></p> <ul style="list-style-type: none"> <li>Provide WAN services, Internet bandwidth, and SIP channels at all required locations</li> <li>Deliver redundant, geographically diverse connectivity, using separate Points of Presence (POPs), where required to meet uptime and reachability requirements</li> </ul>																																									
<table border="1"> <thead> <tr> <th>#</th> <th>Requirement</th> <th>Evidence Required</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Bidder confirms ability to provide WAN services, Internet bandwidth, and SIP channels at all airport locations (as per Table 1, Annexure A)</td> <td>Written confirmation</td> </tr> <tr> <td>2</td> <td>Bidder confirms ability to provide redundant, geographically diverse connectivity using separate POPs</td> <td>Written confirmation</td> </tr> <tr> <td>3</td> <td>Geographical network map submitted</td> <td>Map showing core network infrastructure and POP locations</td> </tr> <tr> <td>4</td> <td>Network map clearly shows POPs used to service all airport locations</td> <td>POPs linked to airport locations in Table 1</td> </tr> <tr> <td>5</td> <td>Where bidder uses third-party POPs, partner POP details are provided</td> <td>List of partner POP locations</td> </tr> <tr> <td>6</td> <td>Signed intent agreement provided for all third-party POPs</td> <td>Signed agreement(s) with partner provider(s), if any</td> </tr> <tr> <td>7</td> <td>Bidder has redundant POP presence in Gauteng</td> <td>Network map shows minimum two POPs or clear redundancy in Gauteng</td> </tr> <tr> <td>8</td> <td>Bidder has redundant POP presence in KwaZulu-Natal</td> <td>Network map shows minimum two POPs or clear redundancy in KwaZulu-Natal</td> </tr> <tr> <td>9</td> <td>Bidder has redundant POP presence in Eastern Cape</td> <td>Network map shows minimum two POPs or clear redundancy in Eastern Cape</td> </tr> <tr> <td>10</td> <td>Bidder has redundant POP presence in Western Cape</td> <td>Network map shows minimum two POPs or clear redundancy in Western Cape</td> </tr> <tr> <td>11</td> <td>Bidder has redundant POP presence in Northern Cape</td> <td>Network map shows minimum two POPs or clear redundancy in Northern Cape</td> </tr> <tr> <td>12</td> <td>Bidder has redundant POP presence in Free State</td> <td>Network map shows minimum two POPs or clear redundancy in Free State</td> </tr> </tbody> </table>	#	Requirement	Evidence Required	1	Bidder confirms ability to provide WAN services, Internet bandwidth, and SIP channels at all airport locations (as per Table 1, Annexure A)	Written confirmation	2	Bidder confirms ability to provide redundant, geographically diverse connectivity using separate POPs	Written confirmation	3	Geographical network map submitted	Map showing core network infrastructure and POP locations	4	Network map clearly shows POPs used to service all airport locations	POPs linked to airport locations in Table 1	5	Where bidder uses third-party POPs, partner POP details are provided	List of partner POP locations	6	Signed intent agreement provided for all third-party POPs	Signed agreement(s) with partner provider(s), if any	7	Bidder has redundant POP presence in Gauteng	Network map shows minimum two POPs or clear redundancy in Gauteng	8	Bidder has redundant POP presence in KwaZulu-Natal	Network map shows minimum two POPs or clear redundancy in KwaZulu-Natal	9	Bidder has redundant POP presence in Eastern Cape	Network map shows minimum two POPs or clear redundancy in Eastern Cape	10	Bidder has redundant POP presence in Western Cape	Network map shows minimum two POPs or clear redundancy in Western Cape	11	Bidder has redundant POP presence in Northern Cape	Network map shows minimum two POPs or clear redundancy in Northern Cape	12	Bidder has redundant POP presence in Free State	Network map shows minimum two POPs or clear redundancy in Free State		
#	Requirement	Evidence Required																																							
1	Bidder confirms ability to provide WAN services, Internet bandwidth, and SIP channels at all airport locations (as per Table 1, Annexure A)	Written confirmation																																							
2	Bidder confirms ability to provide redundant, geographically diverse connectivity using separate POPs	Written confirmation																																							
3	Geographical network map submitted	Map showing core network infrastructure and POP locations																																							
4	Network map clearly shows POPs used to service all airport locations	POPs linked to airport locations in Table 1																																							
5	Where bidder uses third-party POPs, partner POP details are provided	List of partner POP locations																																							
6	Signed intent agreement provided for all third-party POPs	Signed agreement(s) with partner provider(s), if any																																							
7	Bidder has redundant POP presence in Gauteng	Network map shows minimum two POPs or clear redundancy in Gauteng																																							
8	Bidder has redundant POP presence in KwaZulu-Natal	Network map shows minimum two POPs or clear redundancy in KwaZulu-Natal																																							
9	Bidder has redundant POP presence in Eastern Cape	Network map shows minimum two POPs or clear redundancy in Eastern Cape																																							
10	Bidder has redundant POP presence in Western Cape	Network map shows minimum two POPs or clear redundancy in Western Cape																																							
11	Bidder has redundant POP presence in Northern Cape	Network map shows minimum two POPs or clear redundancy in Northern Cape																																							
12	Bidder has redundant POP presence in Free State	Network map shows minimum two POPs or clear redundancy in Free State																																							

Tel +27 11 723 1400 Fax +27 11 453 9354  
 Western Precinct, Aviation Park, O.R. Tambo International Airport, 1 Jones Road, Kempton Park, Gauteng,  
 South Africa, 1632  
 P O Box 75480, Gardenview, Gauteng, South Africa, 2047  
[www.airports.co.za](http://www.airports.co.za)

**Table 5- SERVICE LEVEL REQUIREMENT (SLR)**

SERVICE LEVEL REQUIREMENT (SLR)	Comply	Do Not Comply
The Bidders proposed solution must provide monthly uptime for WAN, Enterprise Internet, and Voice services of 99.9% for the following sites on 24x7x365 basis. JNB, CPT, DUR and PLZ		
The Bidders proposed solution must provide monthly uptime for WAN, Enterprise Internet, and Voice services of 99.5% for the following sites on 24x7x365 basis. GRJ, KIM, BFN, ELS and UTN		
<b>The Bidder must provide a signed letter, undertaking that they will meet both above requirements.</b>		

**Table 6 - ICASA**

ICASA	Comply	Do Not Comply
The Bidder must have a valid certification to operate and provide in-scope services from ICASA. The Bidder must submit valid ICASA certificates to confirm that they are licensed to provide the services included in the scope of this RFP.  <b>Bidder must provide the valid Electronic Communication Network Service (ECNS) and/or Individual electronic communications services (IECS) licenses in the name of the bidder.</b>		

**Table 7 - Timelines**

Project Implementation Timelines	Comply	Do Not
If the bidder misses any committed timelines for project implementations required for the initial delivery of services, all associated costs incurred by ACSA to continue with the existing services will be passed on to the bidder.  <b>Bidder must provide a signed letter to accept monthly penalties of 30% of all outstanding services that are not completed within the bidder's proposed timelines.</b>		

Tel +27 11 723 1400 Fax +27 11 453 9354  
 Western Precinct, Aviation Park, O.R. Tambo International Airport, 1 Jones Road, Kempton Park, Gauteng,  
 South Africa, 1632  
 P O Box 75480, Gardenview, Gauteng, South Africa, 2047  
[www.airports.co.za](http://www.airports.co.za)



Table 8 - Full Mesh Customer Backbone

FULL MESH CUSTOMER BACKBONE NETWORK	Comply	Do Not Comply
<p>Any of ACSA's network segments should be securely reachable directly from any other ACSA's location through the bidder's WAN Solution, via the shortest path within the bidders' network and not have to traverse a central ACSA site.</p> <p>The Bidder must substantiate how this requirement will be met by providing approximately one page topology diagram and explaining how traffic will traverse between different sites</p> <p><b>Bidder must provide a signed letter, undertaking that they will meet this requirement.</b></p>		

Tel +27 11 723 1400 Fax +27 11 453 9354  
 Western Precinct, Aviation Park, O.R. Tambo International Airport, 1 Jones Road, Kempton Park, Gauteng,  
 South Africa, 1632  
 P O Box 75480, Gardenview, Gauteng, South Africa, 2047  
[www.airports.co.za](http://www.airports.co.za)

Airports Company South Africa SOC Ltd Reg No 1993/004149/30 VAT no 4930138393 Board of Directors: Mr Irvin Phenyane (Chairperson), Dr Kgabo Badimo, Ms Dudu Hlatshwayo, Mr Andile Khumalo, Ms Lwazikazi Nopece, Mr Theunis Chamberlain, Mr Roy Mnisi, Mr Surendra Sooklal, Ms Xoliswa Daku, Ms Keitumetse Mahlangu, Ms Mpumi Mpofu (Chief Executive Officer), Mr Luzuko Mbotya (Chief Financial Officer), Ms Fefekazi Sefara (Company Secretary)

**Table 9 - SERVICE LEVEL REQUIREMENT (SLR)**

SERVICE LEVEL REQUIREMENT (SLR)	Comply	Do Not Comply
<p>The Bidder must ensure that the latency between any two ACSA premises should be less than the following with and without load:</p> <ul style="list-style-type: none"> <li>• 50 ms. - Optical fibre circuit</li> <li>• 75 ms. - Microwave</li> </ul> <p>The above latency must be proved by the Bidder, as and when required by ACSA, between the Bidder's demarcation points at each of ACSA's premises, including local lead and last mile cabling.</p> <p><b>The Bidder must provide a signed letter, undertaking that they will meet this requirement.</b></p>		
<p>End-to-end packet loss must be less than 0.1% for fibre connectivity and less 0.3% for all microwave connectivity on any link.</p> <p><b>Bidder must provide a signed letter, undertaking that they will meet this requirement.</b></p>		
<p>Mean Time to Restore (MTTR) for complete outages must be as follows:</p> <p>&lt;= 0.5 hours for all sites, considering that all sites should have redundant and geographically diverse links and CPE with secondary link and failover CPE routers.</p> <p><b>The Bidder must provide a signed letter, undertaking that they will meet this requirement.</b></p>		

**Table 10 - IP Schema**

IP SCHEMA	Comply	Do Not Comply
<p>The Bidder must confirm that ACSA will be free to use any LAN IP schema throughout the bidder's WAN Solution if it is unique in ACSA's network. WAN IP Schema will be mutually agreed with the selected bidder. The Bidder must be able to route ACSA's LAN subnets, loopback in their WAN Solution and support any routing protocols (static/dynamic) preferred by ACSA.</p> <p><b>The Bidder must provide a signed letter, undertaking that they will meet this</b></p>		

**Table 11 - PROTOCOL NON-DEPENDENCY**

PROTOCOL NON-DEPENDENCY	Comply	Do Not Comply

Tel +27 11 723 1400 Fax +27 11 453 9354  
 Western Precinct, Aviation Park, O.R. Tambo International Airport, 1 Jones Road, Kempton Park, Gauteng,  
 South Africa, 1632  
 P O Box 75480, Gardenview, Gauteng, South Africa, 2047  
[www.airports.co.za](http://www.airports.co.za)



<p>The Bidder must confirm that there <b>will not</b> be any dependency on running open standard routing protocols like BGP or OSPF between ACSA's branches/offices and PE Routers of the Bidder. The Bidders WAN network should also support multicast traffic in all variants.</p>		
--	--	--

<p><b>The Bidder must provide a signed letter, undertaking that they will meet this requirement.</b></p>		
--	--	--

**Tel +27 11 723 1400 Fax +27 11 453 9354**  
**Western Precinct, Aviation Park, O.R. Tambo International Airport, 1 Jones Road, Kempton Park, Gauteng,**  
**South Africa, 1632**  
**P O Box 75480, Gardenview, Gauteng, South Africa, 2047**  
**[www.airports.co.za](http://www.airports.co.za)**

Airports Company South Africa SOC Ltd Reg No 1993/004149/30 VAT no 4930138393 Board of Directors: Mr Irvin Phenyane (Chairperson), Dr Kgabo Badimo, Ms Dudu Hlatshwayo, Mr Andile Khumalo, Ms Lwazikazi Nopece, Mr Theunis Chamberlain, Mr Roy Mnisi, Mr Surendra Sooklal, Ms Xoliswa Daku, Ms Keitumetse Mahlangu, Ms Mpumi Mpofu (Chief Executive Officer), Mr Luzuko Mbotya (Chief Financial Officer), Ms Fefekazi Sefara (Company Secretary)

Table 12 - QOS

QOS	Comply	Do Not Comply
Provide proof of ability to satisfy the requirement for COS as specified in <b>Table 11</b> of the SOW (Annexure A) on both primary and secondary links. Service provider must commit to implement the COS as needed. <b>The Bidder must provide a signed letter, undertaking that they will meet this</b>		

## 1. Internet

Table 13 - Domain Hosting

Domain Hosting	Comply	Do Not Comply
The Bidder must confirm that they will host DNS, PTR, and MX records for ACSA-owned domains. <b>The Bidder must provide a signed letter, undertaking that they will meet this requirement.</b>		

Table 14 - ACSA Public IP ranges

ACSA Public IP ranges	Comply	Do Not Comply
The Bidder must be able to route ACSA-owned public IP address ranges over the internet to the ACSA local network. <b>The Bidder must provide a signed letter, undertaking that they will meet this requirement.</b>		

## 2. Point-to-Point Long-Distance Fibre Links

Table 15 – Long Distance Fibre Capacity

Long Distance Fibre Capacity	Comply	Do Not Comply

Tel +27 11 723 1400 Fax +27 11 453 9354  
 Western Precinct, Aviation Park, O.R. Tambo International Airport, 1 Jones Road, Kempton Park, Gauteng,  
 South Africa, 1632  
 P O Box 75480, Gardenview, Gauteng, South Africa, 2047  
[www.airports.co.za](http://www.airports.co.za)



<p>The bidder must be able to provide a minimum of 1Gbps direct fibre links between OR Tambo International Airport and Cape Town International Airport. The links should be fully redundant and follow different geographical routes. There should be no single point of failure between the 2 routes. The fibre must be terminated at the ACSA location points provided.</p> <p><b>The Bidder must provide a signed letter, undertaking that they will meet this requirement. Provide proof in the form of a geographical map showing the redundant fibre routes between the sites (CPT - JNB) with diverse routes.</b></p>		
--	--	--

Table 16 - Compatibility

Compatibility	Comply	Do Not Comply
<p>The bidder's equipment must support ACSA's end devices, which will support 1 Gbps SFP or 10Gbps SFP+ single-mode transceivers.</p> <p><b>The Bidder must provide a signed letter, undertaking that they will meet this requirement.</b></p>		

### 3. Voice Services

Table 17 - Porting of ACSA numbers

Porting of ACSA numbers	Comply	Do Not Comply
<p>The bidder must own or be able to port all ACSA existing number ranges, as per Annexure D.</p> <p><b>The Bidder must provide a signed letter, undertaking that they will meet this requirement.</b></p>		

Table 18 - MS Teams Integration

MS TEAMS integration	Comply	Do Not Comply
<p>The Bidder must integrate with MS Teams through direct routing or similar, to allow ACSA users to make and receive PSTN calls via MS Teams. There should be no added charges for this as it needs to be integrated into the pricing.</p> <p><b>The Bidder must provide a signed letter, undertaking that they will meet this requirement.</b></p>		

Tel +27 11 723 1400 Fax +27 11 453 9354  
 Western Precinct, Aviation Park, O.R. Tambo International Airport, 1 Jones Road, Kempton Park, Gauteng,  
 South Africa, 1632  
 P O Box 75480, Gardenview, Gauteng, South Africa, 2047  
[www.airports.co.za](http://www.airports.co.za)



Table 19 - SERVICE LEVEL REQUIREMENT (SLR)

SERVICE LEVEL REQUIREMENT (SLR)	Comply	Do Not Comply
<p>The bidder must support &lt; 35ms jitter for voice/real-time COS bandwidth 1024 kbps and above.</p> <p><b>The Bidder must provide a signed letter, undertaking that they will meet this requirement.</b></p>		

#### 4. FTTH and FTTB Services

Table 20 - Existing FTTH and FTTB Services

Existing FTTH and FTTB Services	Comply	Do Not Comply
<p>The Bidder must be able to replace the existing FTTH, FTTB and LTE services that are in use, as per the locations in Annexure E, within the 12-week period.</p> <p><b>The Bidder must provide a signed letter, undertaking that they will meet this requirement.</b></p>		

Tel +27 11 723 1400 Fax +27 11 453 9354  
 Western Precinct, Aviation Park, O.R. Tambo International Airport, 1 Jones Road, Kempton Park, Gauteng,  
 South Africa, 1632  
 P O Box 75480, Gardenview, Gauteng, South Africa, 2047  
[www.airports.co.za](http://www.airports.co.za)