



11th Floor, The Marine Building,  
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**REQUEST FOR QUOTATION (RFQ)**

**PROVISION FOR MANAGED INTERNET SERVICES FOR A PERIOD OF THREE (3) YEARS**

RFQ	RFQ2025/26/35
RFQ ISSUE DATE	07 NOVEMBER 2025
BRIEFING SESSION	SITE VISIT WELCOME CONTACT SCM TEAM 031 355 0710
RFQ DESCRIPTION	PROVISION FOR MANAGED INTERNET SERVICES FOR A PERIOD OF THREE (3) YEARS
CLOSING DATE & TIME	12 NOVEMBER 2025 @ 12H00
LOCATION FOR SUBMISSIONS	<a href="mailto:quotations@portsregulator.6org">quotations@portsregulator.6org</a>

**Bidders must submit responses via e-mail at: [quotations@portsregulator.org](mailto:quotations@portsregulator.org) before or on the stipulated date and time. For any queries or questions, please use above mentioned email address.**

Port Regulator of South Africa requests your quotation on the services listed above. Please furnish us with all the information as requested and return your quotation on the date and time stipulated above. **Late and incomplete submissions will invalidate the quote submitted.**

SUPPLIER NAME: \_\_\_\_\_

POSTAL ADDRESS: \_\_\_\_\_

MAAA NUMBER (CSD NO): \_\_\_\_\_

TELEPHONE NO: \_\_\_\_\_

FAX NO: \_\_\_\_\_

E MAIL ADDRESS: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_

CELL NO: \_\_\_\_\_

SIGNATURE OF BIDDER: \_\_\_\_\_

## DETAILED SPECIFICATION

### PROVISION FOR MANAGED INTERNET SERVICES FOR A PERIOD OF THREE (3) YEARS

#### **1. BACKGROUND**

- 1.1 Ports Regulator of South Africa (“the Regulator”) is a Schedule 3A public entity in terms of the Public Finance Management Act, 1 of 1999 (PFMA). This therefore implies that the Port Regulator South Africa must fully comply with all the requirements of the PFMA.
- 1.2 Port Regulator of South Africa purchased the biometric system – see attached pamphlet in Annexure A for system specification. The system was purchased without maintenance, repairs and support plan. The system is now out of warranty, the organisation is experiencing challenges in terms of e.g., maintenance, repair etc for the system.
- 1.3 The purpose of this request is to invite suitably qualified Internet Service Providers (ISP) to submit quotations for Managed Internet services Dedicated Internet Access (DIA) Fibre for a period of three (3) years.
- 1.4 The PRSA site is currently using 100 Meg Managed business connect internet solution:
  - 24/7 Proactive Monitoring
  - 1:1 Contention
  - 99% uptime guaranteed
  - SLA included
  - Full back up support manager (24/7)

PRSA is currently operating on Microsoft 365 cloud services, also running have a cabinet with about 5 switches, two servers and the site has two wings (Open Area and Managers wing). Currently, the backup link (Microwave) does not cover the manager’s wing and does not provide connection to resources (e.g., printing services and more). The PRSA offices are based on the 11th Floor, The Marine Building, 22 Dorothy Nyembe Street, Durban, 4001. The successful service provider must be able to have their services up and running within 30 days of award or provide an alternative solution in that period.

#### **2. TERMS OF REFERENCE**

- 2.1 The Internet Service Provider (ISP) will provide fully managed Transmission Control Protocol/Internet Protocol (TCP/IP) Internet Service Provision for the PRSA offices. The service is expected to be highly available and reliable, with overall uptime of not less than 99.5%
- 2.2 The service provider shall provide the necessary hardware and other services required to provide the internet connection, ensure the main fibre link and the backup microwave link are accessible in both wings of the building and provide access to all resources. The service provider shall configure a guest Wi-Fi, that prevent access to PRSA resources (e.g., servers, printers, e.t.c).

The requirements for the scope of work are as follows:

- 150Mbps DIA Fibre (1:1 Contention ratio).
- 100Mbps Microwave Failover (1:1 Contention ratio) (Active Passive Failover).
- Dual entry via 2 different routes.
- 16 Static IP's.

- 99.5% Uptime SLA (4 hours mean Time to Repair).
- Twelve (12) month contract.

- A dedicated DIA fibre connection with a minimum bandwidth of 150Mbps internet breakout from service provider's network, complete with relevant backup route. This connection will primarily be used for Microsoft 365 services, web browsing, email access, research, hosted Voice over Internet Protocol Private Branch Exchange (VoIP PBX) solution calling, video conferencing, cloud backups etc.
  - For redundant connection, the service provider should provide a separate connection with a different entry via a different route than primary connection, preferably microwave.
  - 16 public static IP addresses.
  - No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection. 1:1 contention ratio on both links.
  - Fixed prices for the services, no additional costs or limitation based on amount of traffic or usage.
  - All necessary hardware, cabling and software (if required for Internet service) should be provided and set up costs should be included in the offer.
  - Reporting on usage statistics and faults/downtime affecting PRSA on a monthly basis.
  - Notify PRSA Information Technology (IT) department prior to any planned down time.
  - Industry standards should be adhered, and Independent Communications Authority of South Africa (ICASA) registration is compulsory. (Licence to be attached to the bid).
  - Prioritization of network traffic according to PRSA business requirements.
  - 24/7 technical support and active network management.
  - Scalability as business requirements change
- PRSA requires a twelve (12) months contract for Internet services from ISP's.

#### 4. SERVICE LEVEL AGREEMENT (SLA)

##### Calculation of SLA

Link uptime: the guaranteed uptime of 99.5% will be calculated on a monthly basis.

##### Uptime penalty in % of total monthly payment:

##### Uptime Penalty

>= 99	=0
> 98 to < 99.5	=10
> 97 to < 98.5	=20
> 95 to < 97	=30
> 90 to <95	=70
< 90	=100

#### 5. Expected Deliverables/Timelines

- The appointed Internet Service Provider must be prepared to commence delivery of the service from immediately after the issuing of the purchase order or the signing of the Service Level Agreement (SLA), whichever comes first.
- The deliverables must be completed, tested, reviewed and approved within thirty (30) days of commencing the project.

### 3. EVALUATION CRITERIA

#### 3.1 SCM Administrative (Phase 1)

- 3.1.1 The SBD 4 must be completed and signed by the authorised company representative.
- 3.1.2 The bidder must submit proof of registration on CSD (Central Supplier Database).
- 3.1.3 The POPIA consent form must be completed and signed by the authorised company representative.
- 3.1.4 The SBD 6.1 must be completed and signed by the authorised company representative.

#### 3.2 Mandatory Requirement (Phase 2)

- 3.2.1 The bidder must provide a minimum of one (1) reference letter indicating experience for providing the Managed Internet Services; the reference letters must be on client's letterhead, dated and signed.
- 3.2.2 The service provider must provide a proof that they have fibre lines within the building where the Ports Regulator offices is located or provide a confirmation letter stating that they will lease fibre line from other service provider who have fibre cable within the building.
- 3.2.3 The service provider must provide proof of ICASA registration (Licence) or infrastructure providers' certificate.

***Failure to provide the above requirements will lead to bidder's proposal not being considered further on price .***

#### 3.3 Pricing Considerations and Specific Goals (Phase 3)

- 3.3.1 Bidders' price quotations must be inclusive of all applicable taxes **(including VAT)**
- 3.3.2 Service providers are required to detail their rates / itemized pricing schedule.
- 3.3.3 Bidders total price proposal weighs 80 points.

Items	Description Unit	Quantity	Unit Price	Total Cost
i.	Once-off Internet Services Setup and Configuration	1	R	R
ii.	Monthly Internet Services	3 Years	R	R
iii.	Once- Off Fibre Relocation Setup <i>(Optional)</i>	1	R	R
iv.	Training (Once-Off)			R
v.	<b>Sub – Total</b>			<b>R</b>
vi.	<b>15% VAT</b>			<b>R</b>
vii.	<b>Total Including VAT</b>			<b>R</b>

**NB PRSA has existing laid out fibre relocation cost is optional**

### 3.4 SPECIFIC GOALS

- 3.4.1 The bidder must submit SBD 6.1 preference points claim form.
- 3.4.2 The bidder must submit a BBBEE certificate/ affidavit.
- 3.4.3 Specific goal: BBBEE status level 1 as per SBD 6.1. Weighs **20 Points**.

**NB:** Tax status for the recommended bidder will be verified on Central Supplier Database (CSD) or SARS E-Filing prior to awarding. If the bidders' tax matters are non-compliant the Regulator will apply clause 4.2 of the National Treasury Instruction No. 09 of 2017/2018, if the bidder is still not compliant then the Regulator will exercise clause 4.3 of the said instruction note.

### 4. COMMUNICATION

All enquiries relating to this RFQ should be sent via email: [quotations@portsregulator.org](mailto:quotations@portsregulator.org)

### 5. CONDITIONS TO BE OBSERVED WHEN RFQING

No RFQ shall be deemed to have been accepted unless and until a formal contract / letter of award / order form is prepared and executed. Quotation shall remain open for acceptance by the Corporation for a period of **90 days** from the closing date of the RFQ Enquiry.

### 6. Cost of Bidding

The bidder shall bear all costs and expenses associated with preparation and submission of its RFQ, and the Ports Regulator of South Africa shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

### END OF RFQ DOCUMENT

#### **Annexed to this document for completion and return with the document:**

- Quotation on a letterhead
- Declaration of Interest (SBD 4)
- Preference Points Claim Form SBD 6.1
- BBBEE Certificate/ Sworn Affidavit
- POPIA consent form
- Copy of CSD Report or MAAA Number (National Treasury)
- One (1) Reference letter
- Proof that they have fibre lines within the building where the Ports Regulator offices is located or provide a confirmation letter stating that they will lease fibre line from other service provider who have fibre cable within the building
- Proof of ICASA registration (Licence) or infrastructure providers' certificate

