



state  
diamond  
trader  
REPUBLIC OF SOUTH AFRICA

**SDT 02/2026**

**PROVISION OF INFORMATION TECHNOLOGY COMMUNICATION (ICT) SUPPORT SERVICES  
INCLUDING HOSTING SOLUTION, NETWORKING AND MAINTENANCE SERVICES FOR A PERIOD  
OF TWENTY-FOUR (24) MONTHS**

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Cnr Bonaero Drive and Elgin Road, ACSA Precinct 1619

Vacant (**Chairperson**), Mr. Ernest Blom, Ms. Komathie Kisten Govender, Adv. Mpati Lebakeng, Dr. Olga Masekoa, Ms. Hellen Diatile, Mr. Johan Du Toit Böning (Alternate), Mr. Mosepedi Sanane (Alternate), Ms. Adele Rossouw, Mr. Jacques Hugo, Ms. Danile Nyakale, Mr. Lefu Dlamini (Alternate), Mr. Cecil Khosa (ex officio), Ms. Nosiphiwo Mzamo (Chief Executive Officer), Mr Sihle Mhlangu (Company Secretary)

## 1. Introduction to State Diamond Trader

The State Diamond Trader is a state-owned entity established in terms of section 14 of the diamonds Act, 56 of 1986 as amended ("the act"). It is classified as a schedule 3B entity of the Public Finance Management Act. The vision of the state diamond trader is to be the catalyst for the transformation and growth of the local diamond beneficiation industry. Aligned with this vision, the entity has as one of its strategic objectives is to ensure acquisition of and equitable access to rough diamonds, with a focus on historically disadvantaged groups.

The State Diamond Trader invites certain qualified bidders to submit tenders and proposals in accordance with the rules set out in this RFP for the provision of the:

- provision of information technology communication (ICT) support services including hosting solution, networking and maintenance services for a period of Twenty-four (24) months

A submission of a tender by you in response to this Invitation will be deemed as your acceptance of the State Diamond Trader terms and conditions of this tender

## 2. Structure of the RFP

No	Description of the document content	Document Name
2.1	Documents outlining the RFP background, conditions and instructions.	Main RFP
2.2	Document outlines the business requirements; technical competency requirements and any other information related to the tender requirement.	Technical specification
2.3	Documents required (Standard Bidding Documents) as per National Treasury for all competitive bidding process and must be returned with bid submission.	SBD Documents
2.4	The proposed agreement under which SDT wishes to contract the services.	Draft service level agreement
2.5	Response templates. Templates that are required to form part of the Bidder's Tender response.	Pricing Schedule

### 3. Key Timelines & Activities

The table below highlights all the important dates and times for this bid from the time of bid publication until closing date for submission.

No	Activity	Date & Time
3.1	<b>Bid Publication on National Treasury's eTender website, SDT website and other applicable media</b>	5 June 2026 at 15h00pm
3.2	<b>Compulsory briefing session via Teams</b>	<p><b>Compulsory Briefing session</b> will be conducted on the 18 June 2026 at 10h00am-11h30am via Teams.</p> <p>The team's link is: <a href="https://teams.microsoft.com/meet/39902488551185?p=JmSrJ3ZLL4FXOE1Ame">The team's link is: https://teams.microsoft.com/meet/39902488551185?p=JmSrJ3ZLL4FXOE1Ame</a></p> <ul style="list-style-type: none"> <li>Bidders are to send any queries to <a href="mailto:archellir@statediamondtrader.gov.za">archellir@statediamondtrader.gov.za</a></li> </ul>
3.3	<b>Bidders to submit written questions</b>	6 June 2026 until 25 June 2026 at 12h00pm.
3.4	<b>SDT to respond to written questions posed by bidders</b>	7 June 2026 until 25 June 2026 close of business at 14h00pm.
3.5	<b>Tenders due ("Closing Date and time")</b>	<b>29 June 2026 at 11h00am</b> <b>Bidders to submit their documents at State</b>

		<b>Diamond Trader offices on 2<sup>nd</sup> floor.</b>
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**4. Instructions to Bidders**

**4.1 General Instructions**

This document constitutes a Request for Proposal (RFP) which details State Diamond Trader's requirements for service provider to provide ICT Technical Support Services Including Hosting Solution, Networking and Maintenance Services for a period of Twenty four (24) months. All bidders must comply with the requirements and instructions as set out in the RFP.

Bidders must ensure that information and documentation supplied can be easily understood and thus, evaluated in a fair and consistent manner. All pricing information must be fully disclosed with all charges clearly defined

**5. Scope of work**

**Description of Services Summary**

The State Diamond Trader seeks to appoint a qualified and accredited service provider to submit a proposal for the provision, implementation, and support of the internet connectivity, Telephone services, Domain Hosting and Firewall (Palo Alto) License Renewal for State Diamond Trader for a period of 24 months.

This service includes supplying, installation, and management of all related network hardware on lease for connectivity, last mile, bandwidth, installation, configuration, maintenance and support, integration with LAN/WAN, proactive monitoring and reporting, change management, migration, with SLA binding, to uptime and service quality commitments

**Description of goods services**

- **Internet Connectivity Services**

- Provision of a Primary Fiber internet connection
- Provisioning of a secondary failover connectivity through LTE, Microwave, Fiber, or equivalent resilient technology.
- Minimum Bandwidth: 100 Mbps symmetric (Scalable based on business requirements)
- Provision of at least one (1) static public IP address, scalable based on business requirements
- Service must be available 24/7, with a minimum uptime of 99.5% per month
  
- **Network Performance and Reliability**
- Guaranteed uptime of greater than or equals to 99.5% monthly
- Low latency and packet loss
- Traffic prioritization (QoS) for business-critical application

### **Telephone Service**

- Provision of a cloud-based VoIP Telephone Solution
- One Receptionist Desk phone to be able to transfer calls
- Solution must initially cater for minimum of twenty-six (26) Users, with an ability to scale the solution up or down based on the entity's operational requirements

- The Service Provider should be able to assist the entity to change the telephone numbers from 010 to 011
- Inbound and outbound calling capabilities
- Number Porting of existing telephone number
- Call routing, Hunt groups, and Interactive Voice Response (IVR) Functionality (where required)
- Voicemail and voicemail-to-email functionality
- Support for remote and hybrid working environments, enabling users to make and receive calls from any location with an internet connection.
- Call quality monitoring and Quality of Service (QoS) Support
- Telephone Management System
- User Training on the cloud-based telephone solution
- Migration of existing telephone numbers and services with minimal disruption to business operations.
- Cutover plan and rollback procedures.

### **Domain Hosting and DNS Management Services**

The service provider must provide domain transfer, domain hosting, and DNS management services, including:

Transfer of the entity's domain(s) to the appointed service provider where required

- Domain hosting and administration
- DNS hosting and management

- Management of DNS records including:
  - A Records
  - CNAME
  - MX
  - TXT
  - SPF
  - DKIM
  - DMARC
- Support for website and email-related DNS configurations
- Secure and redundant DNS infrastructure
- DNS backup and recovery capability
- DNS change management and technical support
- Renewal management and expiry notifications
- The appointed service provider must ensure that the State Diamond Trader remains the registered owner and administrative contact of all domains.
- All DNS credentials, registrar credentials, and administrative access must be handed over to SDT upon request or contract termination.

### **Firewall License Renewal and Support**

- Renewal of Palo Alto PA-440 subscriptions and licenses.
- Renewal of Palo Alto Partner Enabled Premium Support or equivalent support offering.
- Renewal of the following Palo Alto security subscriptions:
  - Advanced Threat Prevention
  - Advanced URL Filtering

- Advanced Wildfire
- Advanced DNS Security
- Advanced SD-WAN
- Access to software updates, firmware updates, patches, and security updates throughout the contract period.
- Renewal of the Firewall Certificate
- Vendor technical support and escalation services.

### **Installation and Configuration**

- Full installation and setup of the connectivity infrastructure
- Integration with existing network environment (e.g. Firewall, LAN)
- Configuration of Telephone System
- Testing and commissioning of the services

### **Support and Maintenance**

- 24/7 technical support
- Incident logging, response and resolution
- Preventative maintenance
- Remote monitoring and fault detection
- **The Service Provider must demonstrate access to a fully operational 24/7/365 Network Operations Centre (NOC) located within South Africa, either directly or through an accredited partner. In addition, the Service Provider must have a local support presence in Gauteng capable of providing onsite support within the response times stipulated in the SLA.**

### **Service Level Agreement (SLA)**

**The Service provider must provide an SLA covering:**

- Uptime guarantees
- Response and resolution times
- Escalation Procedures
- Service credits or penalties for non-performance based on SLA breaches
- All administrative credentials, configurations, network diagrams, DNS records, and associated documentation shall remain the sole property of the State Diamond Trader and must be handed over upon request or contract termination.

### **Security Requirements**

- The service provider must ensure full compatibility with the State Diamond Trader's existing firewall environment, including support for routing, NAT, and VPN configurations.
- Protection against DDoS and External threats
- Compliance with entity ICT Security policies

### **Project Methodology**

- The service provider must provide a project implementation plan outlining timelines, milestones, roles, and risk management approach.

### **Deliverables**

#### **The successful Service Provider shall deliver the following:**

- Service Deliverables
- Fully functional Internet Connectivity Services.

- Fully functional Cloud-Based Telephone Services.
- Domain Hosting and DNS Management Services.
- Firewall License Renewal and Support Services.

### **Documentation Deliverables**

- Network Solution Design Documentation.
- Network Architecture and As-Built Diagrams.
- DNS Records Inventory and Configuration Documentation.
- Firewall Configuration and Support Documentation.
- Service Level Agreement (SLA) Documentation.
- Escalation Matrix and Support Contact Details.

### **Implementation Deliverables**

- Installation, configuration, testing, commissioning, and decommissioning of all services.
- Successful migration of services where applicable.
- Number Porting Completion Report (where applicable).
- User Acceptance Testing (UAT) Sign-off Documentation.

### **Training and Knowledge Transfer**

- Administrator Training.
- End-User Training for the Cloud Telephone Solution.
- Knowledge Transfer and Operational Handover Documentation.

### **Performance and Reporting**

- Monthly Service Performance Reports.

- Monthly Security and Firewall Reports.
- Monthly Telephone Usage Reports.
- Quarterly Service Review and Performance Reports.
- SLA Compliance Reports.

### **Contract Closure Deliverables**

- Handover of all administrative credentials, configurations, and documentation upon request or contract termination.
- Final service handover report at contract expiry or termination.
- **The Service Provider must demonstrate access to a fully operational 24/7/365 Network Operations Centre (NOC) located within South Africa, either directly or through an accredited partner. In addition, the Service Provider must have a local support presence in Gauteng capable of providing onsite support within the response times stipulated in the SLA.**

### **6. Contract Duration**

The appointed service provider shall provide ICT service for a period of twenty-four (24) months

### **7. Evaluation Process**

After the closing date of the bid invitation, all received bid proposals will be evaluated for compliance and selection. The following evaluation method will be used to evaluate bids.

#### **8.1 Gate 0 - Administration Evaluation**

Bidders must submit the following administrative standard bidding documents (SBDs) fully completed and signed.

9.1.1 SBD 1 Invitation to Bid.

9.1.2 SBD 4 - Declaration of Interest.

9.1.3 SBD 6.1 - Preferential Point Claim Form – **Non-submission will result into a zero score on Specific goals points.**

**9.1.4 Pricing Schedule attached is compulsory to be completed**

**8.2 Gate 1 – Mandatory Evaluation**

Failure to meet the requirements stated on the table below will result into instant disqualification.

<b>No.</b>	<b>Mandatory Requirement</b>	<b>Document to be submitted as proof of evidence</b>
1	The Service Provider must submit valid proof of registration or licensing with the Independent Communications Authority of South Africa (ICASA) for the provision of telecommunications and/or internet services	ICASA Approval certificate
2	ISO 27001 certification or equivalent information security management framework • ISO 9001 certification or equivalent quality management practices will be advantageous. .	ISO 27001 certificate
3	Bidders must have office based in Gauteng. Proof of the Municipal rates and taxes statement must be in the name of the bidding company or owner. In the case where the premises are leased, the proof of Municipal rates and taxes should be in the name of the Lessor where premises are leased	(Attach proof of lease agreement/utility bill)

### 8.3 GATE 2 – FUNCTIONALITY EVALUATION

Only bidders that have met mandatory requirements in gate 1 will be evaluated in gate 2 for functionality. In the technical analysis criteria, bidders will need to attain a **minimum 80 of out of 100 points** to proceed to the next stage, i.e., price and Specific goals. All documents submitted as evidence on section 9.3 must be labelled using numbers 9.3.1 to number 9.3.4. on the tender pack.

Functionality Evaluation	Technical Criteria	Applicable Points	Points
	<b>Technical Proposal</b>	<p><b>Technical Capabilities and Infrastructure (20 Points)</b></p> <ul style="list-style-type: none"> <li>• The Service Provider must demonstrate the technical capabilities for the supply, installation, commissioning, and maintenance of internet connectivity, Telephone services, domain hosting solution and Firewall License Renewal, by providing the following:               <ul style="list-style-type: none"> <li>○ Technical Proposal</li> <li>○ Network Architecture diagrams</li> <li>○ Solution Overview</li> </ul> </li>   <li>• <b>Scoring:</b> <p><b>20 Points</b> = The Service Provider submitted all the required documents, namely:</p> <ul style="list-style-type: none"> <li>○ Technical Proposal</li> <li>○ Network Architecture Diagrams</li> <li>○ Solution Overview</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>• <b>0 Points</b> = The Service Provider did not submit any of the three required documents or submitted insufficient information.</li> </ul> <p><b>Experience in Internet &amp; Telephone Services (20 Points)</b></p> <ul style="list-style-type: none"> <li>• The Service Provider must have a minimum of Five <b>(5) years' experience</b> in the supply, installation, commissioning and maintenance of the internet connectivity, Telephone services, Domain Hosting and Firewall security services</li> <li>• <b>Scoring:</b> <ul style="list-style-type: none"> <li>○ <b>20 Points</b> = 8 or More years' experience of internet connectivity, Telephone services, Domain Hosting and Firewall security services (attached business profile showing 8 or more year of experience)</li> <li>○ <b>10 Points</b> = 5 to 7 years' experience of internet connectivity, Telephone services, Domain Hosting and Firewall security services(attached business profile showing 5 to 7 years of experience)</li> <li>○ <b>0 Points</b> = Less than 5 years' relevant experience or failure to submit proof</li> </ul> </li> </ul>	
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	<p><b>Project Methodology and project plan (20 Points)</b></p> <ul style="list-style-type: none"> <li>• The Service Provider must provide the company's presentation on the methodology to be used to execute the project including and detailed project plan outlining: <ul style="list-style-type: none"> <li>○ Project Phases</li> <li>○ Project Timelines</li> <li>○ Project milestones</li> <li>○ Roles and Responsibilities</li> <li>○ Risk Management approach</li> <li>○ Migration and Cutover approach</li> <li>○ Testing and Commissioning procedures</li> <li>○ Business continuity approach during implementation</li> </ul> </li>   <li>• <b>Scoring:</b> <ul style="list-style-type: none"> <li>○ <b>20 Points</b> = The Service Provider submitted a comprehensive and realistic methodology with detailed implementation plan addressing all eight (8) outlined requirements.</li> <li>○ <b>0 Points</b> = The Service Provider submitted Methodology and implementation plan addressing less than eight (8) outlined requirements</li> </ul> </li> </ul> <p><b>Project Team Experience and Qualifications (20 Points)</b></p>	
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	<p>The Service Provider must submit detailed Curriculum Vitae (CVs) and certified qualifications of key personnel proposed for the implementation, support, and maintenance of:</p> <ul style="list-style-type: none"> <li>• Internet Connectivity Services</li> <li>• Telephone Services</li> <li>• Domain Hosting and DNS Management Services</li> <li>• Firewall License Renewal and Security Services.</li> </ul> <p>The proposed project team must, at minimum, include the following key personnel:</p> <p><b>Project Manager</b> The Project Manager must have:</p> <ul style="list-style-type: none"> <li>• Minimum NQF Level 7 qualification / bachelor's degree in information technology, Computer Science, Project Management, or related field</li> <li>• Minimum of five (5) years' relevant experience in managing ICT infrastructure, connectivity, telephone, or network implementation projects</li> <li>• Project Management certification such as PRINCE2, PMP, or equivalent will be advantageous.</li> </ul> <p><b>Network / Infrastructure Engineer</b> The Network / Infrastructure Engineer must have:</p> <ul style="list-style-type: none"> <li>• Minimum NQF Level 6 qualification / National Diploma in Information Technology, Networking, or related field</li> <li>• Minimum of five (5) years' relevant experience in internet connectivity, networking, routing, switching, firewall, or Telephone environments</li> <li>• Relevant certifications such as CCNA, CCNP, NSE, PCNSA, Palo Alto, Fortinet, or equivalent will be advantageous.</li> </ul> <ul style="list-style-type: none"> <li>• <b>Project Manager Scoring:</b> <ul style="list-style-type: none"> <li>○ <b>10 Points</b> = The Project Manager meets all minimum qualifications and experience requirements</li> </ul> </li> </ul>	
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	<ul style="list-style-type: none"> <li>○ <b>0 Points</b> = The Project Manager does not meet the minimum requirements</li> </ul> <ul style="list-style-type: none"> <li>• <b>Network Engineer Scoring:</b> <ul style="list-style-type: none"> <li>○ <b>10 Points</b> = the network engineer meets all minimum qualifications and experience requirements</li> <li>○ <b>0 Points</b> = The network engineer does not meet the minimum requirements</li> </ul> </li> </ul> <p><b>Reference letters with letter heads and contact details (20 Points)</b></p> <ul style="list-style-type: none"> <li>• The Service Provider must submit a minimum of three (3) contactable reference letters on the company letterhead, signed by the client and dated, indicating the following: <ul style="list-style-type: none"> <li>• Work done in the past 6 years</li> <li>• The Period of the project from start to finish</li> <li>• Reference letters must relate to similar Internet Connectivity, Telephone, or Managed Network Services.</li> </ul> </li> <li>• <b>Scoring:</b> <ul style="list-style-type: none"> <li>○ <b>20 Points</b> = 5 or more Contactable Reference letter on the Company letterhead, signed by the client and dated, Including Work done in the past 6 years, the period of the project from start to finish, and the refence letter must relate to similar internet connectivity, telephone services, or managed network services.</li> </ul> </li> </ul>	
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	<ul style="list-style-type: none"> <li>○ <b>10 Points</b> = 3 or 4 Contactable Reference letter on the Company letterhead, signed by the client and dated, Including Work done in the past 6 years, the period of the project from start to finish, and the refence letter must relate to similar internet connectivity, telephone services, or managed network services.</li> <li>○ <b>0 Points</b> = Less than 3 Contactable Reference letter on the Company letterhead, signed by the client and dated, Including Work done in the past 6 years, the period of the project from start to finish, and the refence letter must relate to similar internet connectivity, telephone services, or managed network services.</li> </ul> <p><b>NB: SDT reserves the right to contact the references to verify the information provided.</b></p> <p><b>NB: Site inspection will be done by State Diamond trader at the premises of the bidders recommended. Due diligence will also be conducted before awarding the bid. State Diamond traders have the right not to appoint any bidder.</b></p>	
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	<b>Threshold</b>	<b>80 Points</b>
	<b>Section 5 Points Scoring Total</b>	<b>100 Points</b>

### 9.1 Gate 3 – Price and Specific goals Evaluation

9.1.1 In the third stage of the evaluation, Tenders that passed the prescribed technical threshold will be evaluated in terms of the 80/20 preference points system under section 2 of the Preferential Procurement Policy Framework Act, 2000, read with the Preferential Procurement Regulations, 2022.

9.1.2 Provide fixed price quotation for thirty-six months (36).

9.1.3 Only one price adjustment per annum will be accommodated based on the statutory/or sector agreements increases as per PSIRA tariffs. Cost must be VAT inclusive and quoted in South African Rand.

Criterion	Points
Price	80
Specific goals	20
Total	100

#### Stage 1 – Price Evaluation

Criterion	Points
$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$	80

Where:

Ps = Points scored for price of bid under consideration

Pt = Rand value of bid under consideration

Pmin = Rand value of lowest acceptable bid

### Stage 2 – Specific Goals

Criterion	Points
Submission of SBD 6.1	20

#### 10 Bid Validity

Bid must be valid for a minimum period of **180 days** from the closing date of the tender.

#### 11 Submission of Proposal

**13.1** Bid documents will only be considered if received on or before the Closing Date and Time, regardless of the method used to send or deliver such documents to State Diamond Trader. Bids can be hand delivered to the second floor or posted using the addresses below.

**13.2 No Emailed bids will be accepted**

**13.3** Late tenders will not be accepted

#### 13.4 Physical and Postal Address:

**State Diamond Trader**

**OR Tambo International Airport Special Economic Zone (ORTIA SEZ  
PRECINCT 1)**

**2<sup>nd</sup> Floor GIDZ (Superblock Building)**

**Bonaero Drive, ACSA Precinct**

**Bonaero Park**

**1619**

**12 Standard Tender Special Conditions**

- 14.1** The Bidder must be fully tax compliant. As an organ of state, State Diamond Trader cannot conduct business with a company whose tax matters are not in order as declared by SARS.
- 14.2** Bidders who wish to render services to State Diamond Trader must be on or will register on the National Treasury Central Supplier Database (CSD) as per National Treasury Circular No.3 of 2015/6- Central Supplier Database.
- 14.3** State Diamond Trader will disqualify a bidder/s who engages in the following:
- 14.3.1** Engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other Bidder in respect of the subject matter of this RFP.
- 14.3.2** Seeks any assistance, other than assistance officially provided by a government entity, from any employee, advisor or other representative of a government entity in order to obtain any unlawful advantage in relation to procurement or services to be provided to a government entity.
- 14.3.3** Makes or offers any gift, gratuity, anything of value other inducement, whether lawful or unlawful, to any of SDT official or other representatives.
- 14.3.4** Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to the procurement or service to be provided to the entity.
- 14.3.5** Pays or agrees to pay to any person any fee, commission, percentage, brokage fee, gift or any other consideration, that is contingent upon or result from the award of any tender, contract, right or entitlement which is in any way related to services to be rendered to the entity.
- 14.3.6** whose Tender contains a negligent misrepresentation which is materially incorrect or misleading

**14.3.7** who materially fails to comply with any conditions or requirements of this RFP.

## **15. Enquires**

**SCM Enquires: Supply Chain Management Offices**

Email: [archellisr@statediamondtrader.gov.za](mailto:archellisr@statediamondtrader.gov.za)

[nonjabulon@statediamondtrader.gov.za](mailto:nonjabulon@statediamondtrader.gov.za)