



11th Floor, The Marine Building,
22 Dorothy Nyembe (Gardiner) Street, Durban, 4001
Private Bag X54322, Durban, 4000
Tel: 031 365 7800 Fax: 031 365 7858
Website: <http://www.portsregulator.org>

REQUEST FOR QUOTATION (RFQ)

**MAINTENANCE, REPAIRS AND SUPPORT OF BIOMETRIC ACCESS SYSTEM FOR
AS AND WHEN REQUIRED FOR A PERIOD OF THREE (3) YEARS**

RFQ	RFQ2024/25/32
RFQ ISSUE DATE	15 OCTOBER 2025
BRIEFING SESSION	NON- COMPULSORY site visit on the 17 October 2025 at Ports Regulator of South Africa will be allowed for bidders to view current system from 10H00 AM to 12H00
RFQ DESCRIPTION	MAINTENANCE, REPAIRS AND SUPPORT OF BIOMETRIC ACCESS SYSTEM FOR AS AND WHEN REQUIRED FOR A PERIOD OF THREE (3) YEARS
CLOSING DATE & TIME	20 OCTOBER 2025 @ 12:00
LOCATION FOR SUBMISSIONS	quotations@portsregulator.org

Bidders must submit responses via e-mail at: 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

MAINTENANCE, REPAIRS AND SUPPORT OF BIOMETRIC ACCESS SYSTEM FOR AS AND WHEN REQUIRED FOR A PERIOD OF THREE (3) YEARS

1. BACKGROUND

1.1 Ports Regulator of South Africa (PRSA) is a Schedule 3A public entity in terms of the Public Finance Management Act, 1 of 1999 (PFMA). Port Regulator South Africa must fully comply with all the requirements of the PFMA.

1.2 The Ports Regulator is the independent National Regulator for the South African ports, governed by the National Ports Act, 2005 (Act No. 12 of 2005).

In terms of section 30 (1) and (2) of the National Ports Act, the main function of the Regulator is to:

- Exercise economic regulation for the ports system in line with government's strategic objectives.
- Promote equity of access of ports and facilities and service provider by ports.
- Monitor the activities of the National Ports Authority to ensure that it performs its functions in accordance with the act; and
- Hear appeals and complaints contemplated in terms of Section 48 of the Act.

2. PURPOSE

2.1 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.

2.2 The purpose of this request is to invite potential bidders to submit quotations for maintenance, repairs and support for biometric access system for as and when required for a period of three (3) years.

3. SCOPE OF WORK

3.1 Maintenance and Support of Biometric Access System

The bidder will be responsible for ensuring that the biometric access system is fully functional throughout the contract period.

3.2 Maintenance of biometric access system shall include:

- Response and resolution of biometric faults within one (1) business/working day for Port Regulator of South Africa Offices from reporting of any defective and faulty equipment at agreed rates.
- Defective or faulty biometric parts to be replaced with similar working equipment within one business/working day for which response and resolution will be two (2) business / working days from reporting.
- Update any embedded license where applicable with industry guidelines.
- The service provider will be responsible for maintenance, support and repairs of the biometric access system.

4. EVALUATION CRITERIA

4.1 SCM Administrative (Phase 1)

- 4.1.1 The SBD 4 must be completed and signed by the authorised company representative.
- 4.1.2 The bidder must submit proof of registration on CSD (Central Supplier Database).
- 4.1.3 The POPIA consent form must be completed and signed by the authorised company representative.
- 4.1.4 The SBD 6.1 must be completed and signed by the authorised company representative.

4.2 Mandatory Requirement: (Phase 2)

- 4.2.1 The bidder must provide a minimum of one (1) reference letter indicating experience in maintenance, repairs and support of biometric access system. The letters must be on client's letterhead or stamped, signed, clearly indicate the service that was rendered by the bidder.

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

4.3 Pricing Considerations and Specific Goals (Phase 3)

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

Maintenance and Support

Item	Item Description	Qty	Amount	Year 1	Year 2	Year 3	Total Price
1.	Maintenance and Support (Replacement of parts)	As and when required	R	R	R	R	R
2.	Software Annual License	1	R	R	R	R	R
3.	Sub-Total Including Vat						R

*******Call Out Rates**

NB: All repairs will be conducted on an ad hoc basis. Rates quoted below by the bidder will be applicable for period of contract.

Call Out Rates

Item	Description	Unit	Qty	Amount	Year 1	Year 2	Year 3	Total Price
1.	Call Out Fee	1	1	R	R	R	R	R

Labour

Item	Description	Unit	Qty	Amount	Year 1	Year 2	Year 3	Total Price
1.	Labour	Hourly Rate	1	R	R	R	R	R

Transport / Travel

Item	Description	Unit	Qty	Amount	Year 1	Year 2	Year 3	Total Price
1.	Transport / Travel	Hourly Rate	1	R	R	R	R	R

4.4 Specific Goals (Weight 20 Points).

- 4.4.1 The bidder must submit SBD 6.1 preference points claim form.
- 4.4.2 The bidder must submit a BBBEE certificate/ affidavit.
- 4.4.3 Specific goal: BBBEE status level 1 as per SBD 6.1. **Weight 10 Points.**
- 4.4.4 Specific goal: At least 51% or more black youth owned business. **Weight 10 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.

5 COMMUNICATION

All enquiries relating to this RFQ should be sent via email: quotations@portsregulator.org

6 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.

7 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