



**INFORMATION  
REGULATOR  
(SOUTH AFRICA)**  
Ensuring protection of your personal information  
and effective access to information

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<b>SUPPLY CHAIN MANAGEMENT SPECIFICATION</b>		
<b>Name of Directorate</b>	Information Regulator	
<b>Date of Specification</b>	03 March 2026	
<b>Closing Date</b>	<b>23 March 2026</b>	
<b>Compulsory physical Briefing session</b>	<b>18 March 2026 @ 11:00 am</b>	
<b>Contact Number</b>	010 023 5200	
<b>Venue for Compulsory site briefing</b>	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191, Gauteng Province, South Africa	
<b>Responses and questions should strictly be via e - mail</b>	<a href="mailto:SCM@infoeregulator.org.za">SCM@infoeregulator.org.za</a>	
<b>Contact Person</b>	Lesego Korae / Phindulo Maphangula / Kerryn Mashaba	
<b>APPOINTMENT OF A SERVICE PROVIDER FOR SERVER ROOM FIT OUT AND BIOMETRIC ACCESS CONTROL INSTALLATION AND IMPLEMENTATION IN VARIOUS OFFICES, FOR THE INFORMATION REGULATOR.</b>		
<b>Specification to be supplied</b>	<b>Qty</b>	<b>Description</b>
Compulsory site survey and detailed implementation design	1	Conduct a compulsory briefing session (measurements and verification of doors, power and HVAC constraints), produce a site survey report and implementation design, and submit a Bill of Quantities (BoQ) aligned to the final scope.

<p>Server room fit out (core ICT room) supply, installation and commissioning.</p>	<p>1</p>	<p>Provide and commission a compliant, secure and operational server room environment, including HVAC raised anti-static flooring (where required), electrical works and dedicated circuits, fire and smoke detection, SABS-approved fire extinguisher mounting and signage, cable management, and environmental monitoring as specified.</p> <p>Partition the existing server room space to create a storeroom area.</p> <p>Clear current clutter and unused cables in the server room.</p>
<p>Biometric access control system - supply, installation and commissioning</p>	<p>13</p>	<p>Supply and install a centrally managed biometric access control for the:</p> <ul style="list-style-type: none"> <li>• Server room</li> <li>• Three network rooms,</li> <li>• Security Operation Centre (SOC)</li> <li>• HR Office</li> <li>• Finance Office (Cashiers Office)</li> <li>• EduCom</li> <li>• Registry</li> <li>• Internal entrance doors (4 wings) including face recognition.</li> </ul> <p>Inclusive of enrolment, access</p>

		policies, auditable logging and reporting.
Handover, training, warranty and support		Provide user/admin training, as-built documentation, warranties and post-implementation support and maintenance for a minimum of twenty four (24) months.

**1. PURPOSE**

The purpose of this specification is to secure a suitably qualified service provider to perform a server room fit out and to implement biometric access control at the Information Regulator’s Woodmead offices. The server room is the backbone environment through which the Regulator’s ICT infrastructure is installed, connected, secured and routed, and its readiness is a prerequisite for stable and secure ICT service delivery. A fit-for-purpose server room is required to enable foundational services that must terminate and be distributed from this environment, including fiber and internet connectivity, Wi-Fi, network switching and the telephony environment.

**The scope includes:**

- 1.1 Perform a compulsory site survey and produce a survey report, measurements and final BoQ.
- 1.2 Design, supply, install, test and commission server room fit-out components as per this specification.
- 1.3 Design, supply, install, configure, enroll, test and commission biometric access control across the identified access points.
- 1.4 Provide handover documentation, training, and post-implementation support for at least twelve (12) months.
- 1.5 Two-year (24 months) minimum warranty on all hardware components.

## 2. TECHNICAL REQUIREMENTS

### 2.1 General Project Requirements

- 2.1.1 The bidder must provide risk assessments and method statements (RAMS) for all on-site work, and ensure site safety, housekeeping and protection of existing assets.
- 2.1.2 All supplied equipment must be new, OEM-supported, and include manufacturer warranties.
- 2.1.3 Where work interfaces with landlord-provided infrastructure, the bidder must coordinate and confirm integration requirements during the site survey.

### 2.2 Server Room Fit-Out Requirements:

- 2.2.1 HVAC (Isolated / Dedicated Cooling).
- 2.2.2 Provide and install a dedicated, isolated air-conditioning solution sized for the server room heat load (to be validated during the site survey).
- 2.2.3 Include redundancy or mitigation measures (e.g., adequate capacity margin, alarm/monitoring, and rapid repair SLA).
- 2.2.4 Ensure appropriate airflow management to avoid hotspots and maintain stable temperature and humidity levels.

#### 2.2.2 Flooring and Anti-Static Protection

- 2.2.4 Ensure proper earthing/bonding of metallic structures and anti-static measures.
- 2.2.5 Provide a raised anti-static floor ( or alternate cable management) to accommodate server rack placement and cabling as required.

#### 2.2.5 Electrical Power and Failover Power Connectivity

- 2.2.6 Upgrade and/or install dedicated electrical power circuits to support a server rack with two UPS units and associated ICT equipment (final load to be confirmed at site survey).
- 2.2.7 Provide failover connectivity to an alternate power source in the building (e.g., essential supply / generator-backed supply) using a compliant changeover arrangement where available.
- 2.2.8 Provide an electrical Certificate of Compliance (CoC) upon completion, issued by a registered electrician.

#### 2.2.9 Fire, Smoke Detection and Safety.

- 2.2.10 Supply and install fire and smoke detection within the server room, integrated with the building fire system where applicable, including appropriate alarm indication.

**2.2.11** Ensure all safety installations align to applicable fire safety requirements and do not compromise egress of the fire door operation.

**2.2.12 Physical Works, Cable Management and Environmental Monitoring:**

2.2.13 Partition the existing server room space to create a storeroom area.

2.2.14 Provide neat and secure cable management (tray/laddering/trunking) as required for power and data cabling within the server room.

2.2.15 Provide adequate service power outlets where required (to be confirmed at site survey).

2.2.16 Provide basic environmental monitoring (temperature and humidity sensors with alerting to designated contacts).

2.2.17 Clearing and cleaning old fiber, and data cabling in the server room.

**2.3 Biometric Access Control Areas:**

2.3.1 Server room (core ICT room).

2.3.2 Three (3) network rooms

2.3.3 Security Operations Centre (SOC)

2.3.4 Finance Office

2.3.5 HR Office

2.3.6 Records Office

2.3.7 EduCom Office

2.3.8 Internal entrance doors (4) leading into staff office areas

**2.4 System Functional Requirements:**

2.4.1 Provide biometric readers (fingerprint and facial recognition) suitable for commercial office use (main doors), with optional card/PIN fallback where appropriate.

2.4.2 Provide centralised management software for user enrolment, access rights assignment, and reporting.

2.4.3 Provide, set up, and configure all required management hardware, and software.

2.4.4 Maintain auditable access logs per user and per door (date/time/event), exportable to CSV/XLS/PDF.

2.4.5 Provide role-based administration (e.g., ICT and Facilities/Administration roles) with audit trail of administrative actions.

- 2.4.6 Ensure data protection controls for biometric templates (encryption at rest and in transit; least privilege access).
- 2.4.7 Door Hardware, Power and Safety Integration
- 2.4.8 Provide and install all required door hardware per access point (controllers, locks/maglocks/strikes, door contacts, request-to-exit devices, and emergency release where required).
- 2.4.9 Provide dedicated power supplies for access control equipment with battery backup to sustain operations during short power interruptions.
- 2.4.10 Integrate access control to fire safety requirements, ensuring doors release appropriately on fire alarm/evacuation conditions where required.
- 2.4.11 Enrolment, Handover and Training
- 2.4.12 Perform initial enrolment for designated staff (baseline population to be confirmed during implementation).
- 2.4.13 Provide administrator training on enrolment, reporting, access rules and troubleshooting.

## **2.5 Testing, Commissioning and Acceptance.**

- 2.5.1 Provide functional testing of all server room components (power, cooling, fire/smoke detection, monitoring) and demonstrate operational readiness.
- 2.5.2 Provide functional testing of each biometric access point, including successful authentication, forced-door/door-held events (where applicable), and reporting.
- 2.5.3 Provide an acceptance test checklist and sign-off document for the Regulator's representative.

## **2.6 Documentation and As-Built Deliverables:**

- 2.6.1 BoQ aligned to the confirmed scope and supported by manufacturer datasheets.
- 2.6.2 User and administrator manuals, configuration backups, and warranty certificates.

## **2.7 Warranty, Maintenance and Support Requirements**

- 2.7.1 Provide a minimum warranty period of two years (24) months for workmanship and supplied equipment.
- 2.7.2 Provide support arrangements including service desk/contact details, escalation path and response times (critical faults and non-critical faults).
- 2.7.3 Provide preventative maintenance visits (at least quarterly) for the biometric system and server room cooling solution, including reporting.

## **2.8 Compulsory Briefing Session**

A compulsory briefing session is required to enable accurate quoting and to take the required measurements. Only bidders who attend the compulsory briefing session (and sign the attendance register) will be eligible for evaluation.

- 2.8.1 The briefing session will be conducted on **18 March 2026 @ 11:00** am, at Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191.
- 2.8.2 During the briefing session, bidders must verify and measure: server room dimensions, door types and swing directions, power availability and distribution, HVAC constraints, cabling routes, fire detection integration points, and the list of access-controlled doors.

## **3. TECHNICAL COMPLIANCE DOCUMENTATION**

- 3.1** Electrical CoC for any electrical works performed (to be delivered at project completion).
- 3.2** All work must comply with applicable South African standards and regulations, including (as applicable) the Occupational Health and Safety Act (OHS), SANS 10142 (electrical installations), and relevant building and fire safety standards.
- 3.3** Where applicable, proof of competency/registration for specialised works (e.g., registered electrician; fire detection installer credentials; access control/security installer registration).

## **4. REQUEST FOR QUOTATION REQUIREMENTS**

To guarantee an objective and fair evaluation process, all quotations submitted must be in accordance with the format described in the RFQ. Failure to provide all or any part of the requested information in the required format may result in a quotation being excluded from the evaluation process.

### **4.1 Availability, performance and compatibility**

- 4.1.1 The solution must be suitable for an enterprise environment and provide a stable service with vendor-managed updates for the contract period.
- 4.1.2 The solution must not materially impact email delivery performance; bidders must indicate any expected processing latency introduced by the solution.
- 4.1.3 Compatibility must include Microsoft 365 Exchange Online and Outlook clients commonly used in the organisation (Windows, web and mobile).

### **4.2 Submission of Documents**

- 4.2.1 Company Profile comprising of a description of your organisation, primary business activity, clients, relevant experience, management, partnerships, etc.
- 4.2.2 Two (2) signed reference letters for similar work done within the last four (4) years, issued on the client's letterhead, indicating similar work and including verifiable contact details.
- 4.2.3 Detailed project plan that comprises of the responsiveness to the specifications, detailed approach with timelines and handovers of the project from commencement to hand-over.
- 4.2.4 Bank rating letter providing valuable insight into the financial status of a business or entity, allowing you to determine the terms of business and risk involved when extending credit.
- 4.2.5 Private Security Industry Regulatory Authority Registration (PSIRA) certificate – under the Private Security Industry Regulation Act.

### **4.3 RFQ Terms and Conditions**

- 4.3.1 Bidders must be registered with National Treasury (CSD) Central Supplier Database and attach a copy of their CSD report, or
- 4.3.2 Unique number and Tax Pin.
- 4.3.3 Bidders are required to submit an original or certified copy of the B-BBEE certificate or Sworn Affidavit, as applicable.
- 4.3.4 Bidders must complete, sign, and submit updated SBD 4 and SBD 6.1 forms.
- 4.3.5 Bidders must indicate the estimated delivery/implementation timeframes.
- 4.3.6 The quotation and required documents must be submitted through email to SCM@info regulator.org.za
- 4.3.7 The service provider is required to register their Information Officer (IO) on the Information Regulator’s eServices portal.

**4.4 The second stage will evaluate functionality, and the minimum threshold will be 70 points.**

**Evaluation of quotations will be done according to the following criteria (sufficient information should be provided):**

**Table 1**

<b>Evaluation Criteria</b>	<b>Description</b>	<b>Score Guidelines</b>		<b>Points</b>
Reference Letters (Past Relevant Experience) PURCHASE ORDERS WILL NOT SERVE AS REFERENCE LETTERS	Bidders must have specific experience and submit similar work done within the last four (4) years, (the reference letters must be in the form of written proof(s) on the referees’ letterheads. The	Submission of two (2) or more reference letters demonstrating provable experience in supplying the same services/goods within the last 4 years.	20	20

	reference letters must include: relevant contact person, nature of service, telephone number, and email addresses. Reference letters should state how satisfactory the goods provided were to the company. Reference letters should not be from the same company or person. Reference should be signed.	Submission of one (1) reference letter demonstrating provable experience in supplying the same goods within the last 3 years	10	
		Non-submission of a reference letter demonstrating provable experience in supplying the same goods within the last 4 years	0	
PSIRA Certificate	Under the Private Security Industry Regulation Act, a bidder must provide a certificate to supply security equipment from PSIRA.	Submission of PSIRA Certificate	20	20
		Non-Submission of PSIRA Certificate	0	
Bank rating / Coding	Providing valuable insight into the financial status of a business or entity, allowing you to determine the terms of business and risk	Rating A - Good to do business with a company	20	20
		Rating B – Amount is well within the capacity of	15	

	involved when extending credit.	ordinary business commitments.		
		Rating C – Unlikely to commit themselves beyond their means.	10	
		Rating D, E and F - modest business commitments	5	
		Non-Submission of Bank Rating	0	
Company Profile	Company Profile comprising of bidder’s primary business activities, clients, management, partners, etc.	Excellent company profile comprising of bidder’s primary business activities, clients, management, partners, etc.	20	20
		Good company profile comprising of three (3) or less score guidelines	10	
		No summary of the company profile comprising of bidder’s primary business activities, clients,	0	

		management, partners, etc.		
Project Plan	Detailed project plan that comprises of the responsiveness to the specifications, detailed approach with timelines and handovers of the project from commencement to hand-over	Excellent project plan that comprises of the responsiveness to the specifications, detailed approach with timelines and handovers of the project from commencement to hand-over	20	20
		Good project plan that comprises of the responsiveness to the specifications, detailed approach with timelines and handovers of the project from commencement to hand-over	10	
		No submission of a project plan that comprises of the responsiveness to the specifications, detailed approach with timelines and handovers of the project from commencement to hand-over	0	

**NB\*\*\*\*Service Providers who fail to score a minimum of 70 points out of a possible 100 points on functionality criteria will not be eligible for further consideration.**

**4.5 The third stage will evaluate the price and specific goals of those bids that meet the minimum threshold for functionality.**

In accordance with the Preferential Procurement Regulations, 2022 pertaining to Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20-point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points, and 20 points will be awarded as per points allocated to a bidder on the specific goals: (In reference to SBD 6.1)

- Enterprises with ownership of 51% or more by person/s who are black person/s – 10 points
- Enterprises with ownership of 51% or more by person/s who are women – 5 points
- Enterprises with ownership of 51% or more by person/s who are youth – 3 points
- Enterprises with ownership of 51% or more by person/s with disability – 2 points

**5. Singature:**

Name:	Andiswa Nkohl̄a
Date:	03-Mar-2026   16:58 SAST
Signature:	 Signed by: C13BA051D2AD424...