NAMC
Promoting market access for South African agriculture

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APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE PRIMARY LINK AND SECONDARY LINK INTERNET SERVICES FOR THE NATIONAL AGRICULTURAL MARKETING COUNCIL FOR A PERIOD OF THREE (3) YEARS

BID NUMBER: NAMC RFQ1902

CLOSING DATE: 08 DECEMBER 2026 @ 11H00

VALIDITY PERIOD: 120 DAYS

NB: Section 16 of this document, the bidder needs to declare and indicate that they have read and understood the document in full.

BIDS OR PROPOSALS MUST BE SUBMITTED ONLY VIA EMAIL: Rfq@namc.co.za

Please note the email size limit is 35 MB, please ensure that your attachments are below 35 MB. Bidders can send separate emails with the same subject line in the event that attachments exceed size limit of 35 megabytes (email batch). The bidder must ensure that all the email batches are in our email box before the closing date and time.

Files in PDF format are allowed.

Location of the National Agricultural Marketing Council

Hillcrest Office Park, 177 Dyer Road, Barbet Place, Ground Floor, Hillcrest, Pretoria, 0083

1. INVITATION

The National Agricultural Marketing Council (NAMC) is inviting service providers to submit proposal for the appointment of a service provider to provide internet and connectivity services for a period of three (3) years.

2. INTRODUCTION

The National Agricultural Marketing Council (NAMC) is a statutory body established in terms of the Marketing of Agricultural Products Act, 1996.

2.1. NAMC AND ITS MANDATE

The NAMC is a Schedule 3A Public Entity established in terms of the Marketing of Agricultural Products Act, 1996. The mandate of the NAMC is to advise the Minister of Agriculture on issues relating to the marketing of agricultural products.

2.2. BACKGROUND AND OVERVIEW OF THE NAMC ICT ENVIRONMENT

The NAMC invites reputable Internet Service Providers to submit proposals to provide primary (Fibre) and secondary link (Wi-Fi Redundancy Link). The NAMC is currently utilizing Internet Line with a bandwidth of 50Mbps. NAMC also requests a wireless connection for redundancy purposes.

Provide an internet service to NAMC from **01 March 2027** for a period of 36 months. (This solution must be live and operational from **01 March 2027**, if not the new Service Provider will be responsible and accountable to arrange with previous Service Provider to continue with working solution until new solution operational.

The service provider will ensure that NAMC has internet access 24/7. This will include monitoring of the internet line and maintenance & support.

The current internet line is Fibre, and the successful service provider will need to supply the necessary infrastructure to support the internet line and provide connectivity to the NAMC local area network.

The successful service provider will work hand in hand with NAMC IT support as well as the telephone management service provider for VoIP services.

The service provider should provide reliable internet services which will enhance stakeholder interactions and improve business performance.

The following are the specific objectives:

a) Secure, fast and reliable connectivity for WAN

b) Increased access to critical business applications

c) Increased capacity to handle large volumes of traffic.

d) Improved access to cloud services

e) Increased access to internal resources remotely through VPN services

f) Improved monitoring and management of web access by employees and applications

g) Installation of access points for Wi-Fi Connectivity in the building.

2.3 Project deliverables

2.3.1 The service provider is expected to offer efficient and effective services to NAMC. A service provider who will ensure that NAMC has internet services at all times, report timeously if there are challenges and have a dedicated service desk to manage support requests and emergency incidents.

2.3.2 A detailed project execution plan outlining the implementation processes, approach, resource tools and allocation, timelines and deliverables.

2.3.3 Submit a maintenance plan which clearly shows the turnaround times for support calls as well as uptime and downtime commitment on all services.

2.3.4 Quarterly and annual reporting of statuses and activities related to internet services provisioning.

2.4 AVAILABILITY, SERVICE LEVELS & PENALTIES

2.4.1 **Service Availability**

The Service Provider shall guarantee a minimum Internet service availability of 99% during NAMC's core operating hours of 06:30 to 18:30, Monday to Friday.

Outside the core operating hours, including weekends and public holidays, a minimum service availability of 95% shall be maintained.

2.4.2 **Service Availability Breach**

NAMC reserves the right to terminate the contract should the Internet service availability fall below 98% during the core operating hours of 06:30 to 18:30, Monday to Friday, for any three (3) non-consecutive months within any consecutive twelve (12)-month period during the contract.

2.4.3 **Domain and DNS Services**

NAMC shall retain its existing domain name. The successful Service Provider shall host and maintain the DNS services for the NAMC domain.

NAMC shall retain full authority and administrative control over all DNS changes. The Service Provider shall implement authorized DNS changes within an agreed service level**.**

2.4.4 **Service Monitoring and Statistics**

The Service Provider shall provide NAMC with access to service performance statistics and monitoring reports.

Statistics shall be available on an hourly, daily, weekly, monthly, and historical monthly basis.

2.4.5 **Bandwidth Utilisation**

The Service Provider shall provide bandwidth utilization statistics in histogram and/or graphical format, showing utilization trends and peak bandwidth consumption.

2.4.6 **Outage Notifications**

The Service Provider shall provide advance warnings of any planned service interruption or potential service outage.

For unplanned outages, the Service Provider shall notify NAMC as soon as the outage is detected and provide regular updates until the service has been restored.

The Service Provider shall provide the following information for each outage:

- Date and time of the outage;
- Expected restoration time;
- Actual restoration time;
- Duration of the outage;
- Cause of the outage;
- Corrective action taken; and
- Preventative measures, where applicable.

2.4.7 **Service Desk**

The Service Provider shall maintain a dedicated service desk for the reporting, tracking, escalation, and resolution of Internet service incidents and faults.

The service desk shall be fully operational during NAMC's core operating hours of 06:30 to 18:30, Monday to Friday.

The Service Provider shall provide an emergency 24/7 support arrangement for reporting and resolving critical Internet service incidents outside the core operating hours.

The Service Provider shall provide a formal incident escalation procedure, including escalation contacts and escalation levels. The final escalation procedure shall be agreed with the successful bidder following the evaluation and award process.

Following the resolution of a significant or recurring incident, the Service Provider shall provide NAMC with information regarding the known error, root cause, resolution, and preventative measures. The method of communication, such as e-mail or service management portal, shall be agreed with the successful bidder.

The Service Provider shall have an established capability to support the convergence of data, voice, and video services over a common IP-based infrastructure, including support for Voice over IP (VoIP).

2.4.8 **Service Credits / Penalties**

Where the Service Provider fails to meet the agreed service availability or other applicable SLA requirements, NAMC shall be entitled to service credits or other applicable penalties as defined in the contract and SLA.

The SLA shall clearly define the applicable measurement methodology, exclusions, service-credit/penalty calculation, incident severity levels, response times, restoration times, and escalation procedures.

3. SCOPE OF WORK

3.1.1 MAIN INTERNET LINE

3.1.1.1 The Service Provider shall provide a dedicated 100 Mbps Fibre Internet connection for NAMC.

3.1.1.2 The Internet service shall have a contention ratio of 1:1 and shall be available 24 hours a day, 7 days a week.

3.1.1.3 The Internet connection shall be delivered via Fibre Optic to the NAMC Main Site at Hillcrest Office Park, Pretoria.

3.1.1.4 At the commencement of the contract, NAMC shall be provided with a total 100 Mbps bandwidth.

3.1.1.6 The Service Provider shall provide Customer Premises Equipment (CPE) router as part of the service. The CPE router and Internet service shall be fully managed and supported by the ISP.

3.1.1.7 The Service Provider shall be responsible for the installation, configuration, monitoring, maintenance, and support of the Internet connection and CPE router for the duration of the contract.

3.1.2 SECONDARY LINE (Wireless connection for redundancy purposes)

3.1.2.1 The Service Provider shall provide a wireless Internet connection as a secondary/redundancy link for the NAMC Main Site, with a minimum bandwidth of 50 Mbps.

3.1.2.2 The secondary wireless Internet link shall be provided using infrastructure that is independent of the primary fibre-optic Internet connection, where technically

feasible, to ensure effective redundancy in the event of a failure of the primary link.

3.1.2.3 The redundancy link shall be terminated on a separate CPE router from the primary Internet connection.

3.1.2.4 The CPE router for the secondary link shall be supplied, configured, managed, monitored, and supported by the ISP for the duration of the contract.

3.1.2.5 The secondary Internet link shall be capable of being activated automatically or manually in the event of a failure of the primary Internet connection.

3.1.2.6 The Service Provider shall ensure that the secondary link is configured to support the required NAMC services and applications during failover.

3.1.2.7 The Service Provider shall provide appropriate monitoring and notification for outages or degradation of the secondary Internet link.

3.1.2.8 Replacement and Installation of WI-FI Access Points:

- NAMC in TOTAL has Eight (8) X Wi-Fi Access Points and of the Four (4) X Wi-Fi Access Points devices need to be replaced due to end of life (Netgear WNDAP360).
- NAMC prefers Wi-Fi Ubiquiti UniFi Access Points to replace the Netgear WNDAP360 Wi-Fi Access Points, and this is to integrate with the current infrastructure that NAMC has in terms of network infrastructure with the benefit of using single pane of glass management, no recurring licensing costs and strong firmware ecosystem.

3.1.3 COSTING REQUIREMENTS

Bidders shall provide a detailed cost breakdown for the following:

Fibre Optic Internet Connection:

3.1.3.1 The Bidder shall provide a dedicated Fibre Optic Internet connection to carry Internet traffic to and from the NAMC Main Site.

3.1.3.2 The cost shall include, but not be limited to:

- Fibre Optic connectivity
- The contracted Internet bandwidth
- Installation and commissioning
- CPE router
- Configuration of the CPE router and
- All equipment and services required to deliver the Internet connection.

Wireless Redundancy Internet Connection:

3.1.3.4 The Bidder shall provide a wireless Internet connection for redundancy purposes to carry Internet traffic to and from the NAMC Main Site.

The redundant Internet connection shall:

a) Have a minimum bandwidth equivalent to 50% (one-half) of the primary Fibre Optic connection bandwidth;
b) Be configured and terminated on a separate CPE router from the primary Fibre Optic connection;
c) Where technically feasible, utilize infrastructure that is independent of the primary Fibre Optic connection to provide effective redundancy.
d) Include all equipment, installation, configuration, commissioning, and associated services required to provide the redundant connection.
e) The cost of the redundant Internet connection, including the separate CPE router, shall be included in the Bidder's pricing.

3.1.3.5 Installation and Bandwidth Costs:

Bidders shall provide a detailed cost breakdown for:

a) Installation and commissioning of the primary Fibre Optic connection;
b) Installation and commissioning of the wireless redundancy connection;
c) Monthly bandwidth charges for the primary connection;
d) Monthly bandwidth charges for the redundancy connection;
e) CPE routers for both connections;
f) Configuration and commissioning;
g) Any once-off installation or activation charges; and
h) Any other costs necessary to provide the complete service.
i) All costs shall be clearly indicated as once-off costs or recurring monthly costs, as applicable.

3.1.3.6 Bandwidth Price Reduction and Service Enhancement:

Should there be a reduction in prevailing South African market-related Internet bandwidth pricing during the contract period, the Service Provider shall review and realign its pricing accordingly in favour of NAMC.

Where commercially and technically feasible, NAMC shall preferably receive an equivalent or increased bandwidth/service offering at the existing contracted price, rather than the Service Provider merely retaining the benefit of market-related price reductions.

Any proposed price or service adjustment shall be communicated to NAMC and shall be subject to the applicable contractual and procurement requirements.

4. EVALUATION PROCESS

The evaluation process will follow the stages detailed below:

- Administrative compliance and mandatory (Stage 1); and
- Functionality (Stage 2)
- Pricing and Specific goals (Stage 3)

4.1 ADMINISTRATIVE COMPLIANCE AND MANDATORY (STAGE 1)

Failure to submit mandatory requirements will result in disqualification for further participation in the evaluation process.

Administrative Requirements	**Check list** **√ Tick each box**
SBD 1 Completed, attached and signed	
SBD 3.1 Completed, attached and signed	
SBD 4: Completed, attached and signed	
SBD 6.1: Completed, attached and signed	
Terms of Reference document: Completed, attached and signed	
General Conditions of Contract: Initialled and attached	
Company Registration documents	
Valid B-BBEE Certificate or attached (certified copy) or Sworn Affidavit	
MANDATORY **Valid ICASA Certificate and it must be valid within the closing date of this bid.** **(Independent Communications Authority of South Africa).**	
MANDATORY **Valid ISPA Certificate it must be valid within the closing date of this bid. (Internet Service Provider Association).**	

Attach Proof of registration on Central Supplier Database (managed by National Treasury) MAAA…….	

Note: All SBD forms must be submitted (signed) noting where it is not applicable. If any specific SBD form is not submitted, documentary proof clearly stating the reasons must be attached.

STAGE 2 TECHNICAL (FUNCTIONALITY) PROPOSAL

Note: The minimum qualifying score for functionality is 75 points out of 100 points. All bidders that fail to achieve the minimum qualifying score on functionality shall not be considered for stage 3 process.

	Description	Subdivision of Functional Criteria	Points Weighting	Total Points
1	**Company experience, skills and capacity of service provider relating to Internet Services.** **Reference documents:** The potential bidder must provide and attach formal testimonial/ references letters with logo, letterhead and contactable details on similar Internet work/services executed, signed by company representative. verifiable clients where similar Internet services were provided.	Service provider in the provision of Internet services according to the scope of work in section 3. Factors we are looking for are the following: ***Company experience where the bidder provided Internet services within the last 36 months.** Non submission of reference letters = 0 points 1. Submission of 1 x reference letters in Internet work or services = 5 points 2. Submission of reference 2 x letters in Internet work or services = 10 points 3. Submission of 3 x reference letters in Internet work or services = 15 points	25	25

	Description	Subdivision of Functional Criteria	Points Weighting	Total Points
		4 Submission of 4 x reference letters in Internet work or services = 20 points 5 Submission of 5 x reference letters in Internet work or services = 25 points		
2	**Provide five (5) CVS and network certifications of personnel and their experience based on Network Engineer.**	Certifications show experience of network engineer Non submission of Certification = 0 points 1. Submission of one (1) Engineer CV and Certification = 5 points 2. Submission of two (2) Engineers CVs and Certifications = 10 points 3. Submission of three (3) Engineers CVs and Certifications = 15 points 4. Submission of four (4) Engineers CVs and Certifications = 20 points 5. Submission of five (5) Engineers CVs and Certifications = 25 points	25	25

	Description	Subdivision of Functional Criteria	Points Weighting	Total Points
3	**ICT governance methodology (ITIL Framework)** **Methodology document will be used for evaluation**	Incident management, Problem management and Change management Non submission = 0 point Incident management =8 points Problem management =8 points Change management=9 points	25	25
4	**Project plan** **Document to be used for evaluation: Project plan**	Estimated Transition period No indication of Estimated Transition period or more than 8 weeks = 0 4 weeks = 25 points 6 weeks = 15 points 8 weeks = 5 points	25	25
	Minimum threshold for technical (functionality)			**75**
	TOTAL			**100**

4.2 STAGE 3: PRICE AND SPECIFIC GOALS

All quotations up to the rand value of R 50 000 000.00 including all applicable taxes will be evaluated on the 80/20 principle as prescribed by the Preferential Procurement Policy Framework Act 5 of 2022 and its Regulations.

NB - Bidders are required to submit copies of valid B-BBEE certificates or sworn affidavits bids to substantiate their specific goal as stated below

However, Bidders who do not submit copies of valid B-BBEE certificates or sworn affidavits will not qualify for specific goals points, however, they will not be disqualified from the bidding process.

The lowest acceptable price will score 80 points; the 20 specific goals points will be allocated as follows:

SPECIFIC GOAL	**TOTAL POINTS**
Percentage (%) Black Ownership	**Points (10)**
91-100	10
81-90	9
71-80	8
61-70	7

51-60	6
41-50	5
31-40	4
21-30	3
11-20	2
1-10	1

SPECIFIC GOAL	**TOTAL POINTS**
0	0
Percentage (%) **Ownership By Women**	**Points (4)**
81-100	4

51-80	3
31-50	2
1-30	1
0	0
Percentage (%) **Ownership By Youth**	**Points (4)**
81-100	4
51-80	3
31-50	2
1-30	1
0	0
SPECIFIC GOAL	**TOTAL POINTS**

Percentage (%) **Ownership By People with Disability**	**Points (2)**
51-100	2
1-50	1
0	0

5. PRICING SCHEDULE

Pricing will be fixed and all inclusive

For pricing and pricing schedule, please refer to
Annexure A

6. VALIDITY OF PROPOSAL

- The service provider is required to confirm that it will hold its proposal valid for 120 days from the closing date of the submission of proposals.
- In exceptional circumstances, the NAMC may solicit the bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing.

7. SUBMISSION REQUIREMENTS FOR PROPOSALS

- In case of joint ventures, bidders must provide a clear agreement regarding joint venture/consortia
- A trust, consortium or joint venture must submit a copy of valid consolidated BBBEE certificate or any valid BBBEE verifiable proof.

For more information relating to Supply Chain Management and submissions of bids or proposals, please use an email below:

RFQ@namc.co.za or 012 341 1115

BIDS OR PROPOSALS MUST BE SUBMITTED VIA EMAIL ONLY:

RFQ@namc.co.za

Please note the email size limit is 35 MB, please ensure that your attachments are below 35 MB. Bidders can send separate emails with the same subject line in the event that attachments exceed size limit of 35 megabytes (email batch). The bidder must ensure that all the email batches are in our email box before the closing date and time.

Files in PDF format are allowed

NAMC will not be responsible for any failure or delay in the email transmission or receipt of the email, including but not limited to:

- Receipt of incomplete bid.
- File size.
- Delay in transmission/receipt of the bid.
- Failure of the Bidder to properly identify the bid.
- Illegibility of the bid; or
- Security of the bid data.

CLOSING DATE	**08 DECEMBER 2026 @ 11H00**
ENQUIRIES CLOSING DATE: **ALL QUESTIONS TO BE EMAILED TO:** **rfq@namc.co.za** Responses to enquiries to be published on **27 NOVEMBER 2026** on: -www.namc.co.za > Explore NAMC > Advertised tenders AND -eTender (https://www.etenders.gov.za/)	**25 NOVEMBER 2026 @ 11H00**
BIDS OR PROPOSALS MUST BE SUBMITTED VIA EMAIL ONLY:	**rfq@namc.co.za**
VALIDITY PERIOD:	**120 DAYS**

8. EVALUATION CRITERIA AND COMPLIANCE VERIFICATIONS

a) Tax compliance status verification through the Central Supplier Database (CSD) or SARS website using Tax Pin prior to the awarding of price quotation will be conducted.

9. LANGUAGE OF COMMUNICATION

All documentation submitted in response to this bid must be in English.

10. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this bid before submitting proposals. Each bidder assumes all risks for resource commitment and direct or indirect expenses of proposal preparation and participation throughout the bid process. NAMC is not directly or indirectly responsible for any costs incurred by tenderers.

11. CORRECTNESS OF RESPONSES

11.1. The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the bid. The prices and rates quoted must cover all obligations under any resulting contract.

11.2 The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

12. VERIFICATION OF DOCUMENTS

12.1 Bidders should check the page numbers to ensure that none are missing or duplicated. NAMC will accept no liability for anything arising from missing or duplicated pages.

12.2 Only one electronic copy of the proposal must be submitted via email to rfq@namc.co.za. If the bidder sends more than one proposal, the first submission shall take precedence unless it is recalled/withdrawn in writing by the bidder.

13. ADDITIONAL TERMS AND CONDITIONS

13.1 A tenderer shall not assume that information and/or documents supplied to NAMC, at any time before this request, are still available to NAMC, and shall consequently not make any reference to such information document in its response to this request.

13.2 Copies of any affiliations, memberships, and/or accreditations that support your submission must be included in the tender.

13.3 An omission to disclose material information, a factual inaccuracy, and/or misrepresentation of fact may result in the disqualification of a tender or cancellation of any subsequent contract.

13.4 Please comply with all the terms and conditions in this document to ensure the proposal is valid.

14. NAMC RESERVES THE RIGHT TO:

14.1 Extend the closing date.

14.2 Verify any information contained in a proposal.

14.3 Request documentary proof regarding any tendering issue.

14.4 Appoint one or more service providers, separately or jointly (whether they submitted a joint proposal).

14.5 Award this tender as a whole or in part.

14.6 Cancel or withdraw this tender as a whole or in part

15. POPIA PROTECTION OF PERSONAL INFORMATION

All bidders agree that personal information of people related to or linked with bidders or respondents to this request for proposals may be required to fulfil the requirements for submitting a bid. All bidders agree that the NAMC may collect, keep and process such information provided that the aforesaid uses shall be for purposes of evaluating the bid submitted. Where the information is sought to be used for other purposes, further and specific consent shall be obtained.

16. DECLARATION BY THE BIDDER

I, …… (Full Name and Surname) the undersigned certify that the information provided is true and correct and understand the contents of the document in full.

SIGNATURE: _____

DATE: _____