higher education & training
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

CENTRAL ADMINISTRATION OFFICE
50051 Mfundi Mngadi Drive, KwaMakhutha • P O Box 1795, Amanzimtoti, 4126
Tel: (031) 905 7000/1 • Fax: (031) 905 1399 •
www.coastalkzn.co.za

COASTAL KZN COLLEGE
Your Pioneering Centre of Excellence
TVET

# COASTAL KZN TVET COLLEGE

## PROVISION OF INTERNET CONNECTIVITY & EMAIL HOSTING SERVICES

**CONTRACT PERIOD: 36 MONTHS**

**BID NUMBER: ICT CKZN 07/2026**

**CLOSING DATE & TIME: 30/10/2026**

**STRICTLY AT 12:00**

| | |
|---|---|
| **NAME OF BIDDER:** | |
| **CENTRAL SUPPLIER DATABASE REGISTRATION NUMBER.** | |

**TABLE OF CONTENTS**


| | | PAGE |
|---|---|---|
| **SECTION 1:** | **SUMMARY AND BACKGROUND** | **3** |
| **SECTION 2:** | **REGISTRATION ON CENTRAL SUPPLIER DATABASE** | **4** |
| **SECTION 3:** | **COMPULSORY DOCUMENTS AND FUNCTIONALITY** | **4-7** |
| **SECTION 4:** | **DECLARATION OF INTEREST** | **8-10** |
| **SECTION 5:** | **PREFERENCE POINTS CLAIM FORM (APPLICABLE TO BID)** | **11-14** |
| **SECTION 6:** | **SCOPE OF WORK AND PRICING** | **15-25** |
| **SECTION 7:** | **SUMMARY FOR BID OPENING PURPOSES ONLY** | **26** |
| **SECTION 8:** | **TENDER / PROPOSAL SUBMISSION INSTRUCTIONS** | **27** |

**BID NUMBER: ICT CKZN 07/2026**

## 1. SUMMARY AND BACKGROUND

**Coastal KZN TVET College** is a public Technical and Vocational Education and Training (TVET) institution comprising eight campuses, two skills centres, and a Central Administration Office, serving communities across the southern region of Durban and extending approximately 80 km along the South Coast. The College invites suitably qualified and experienced service providers to submit bids for the provision, implementation, commissioning, monitoring, maintenance, and support of a fully managed ICT connectivity and hosting solution. The required solution includes a 500 Mbps dedicated primary internet service, a 100 Mbps dedicated backup internet service via microwave technology, email hosting services, and Active Directory server migration and hosting services. The solution will support the College's academic, administrative, learning, communication, and business operations across all campuses and sites, ensuring secure, reliable, scalable, and highly available ICT services with effective redundancy, disaster recovery, and business continuity capabilities.

### 1.1 OBJECTIVES

The primary objective of this procurement is to provide Coastal KZN TVET College with a robust, secure, and future-ready ICT infrastructure that ensures continuous internet connectivity, communication, and active directory services across all College sites. The successful service provider will be required to deliver a dedicated 500 Mbps primary internet connection and a 100 Mbps backup connectivity solution, ensuring high availability, route diversity, and minimal service interruptions. In addition, the provider must deliver secure email hosting, migrate and host the College's Active Directory environment, and ensure uninterrupted access to critical services such as user authentication, DNS, cloud applications, online learning platforms, and enterprise systems. The solution must include proactive monitoring, maintenance, technical support, comprehensive documentation, knowledge transfer, and scalability to accommodate the College's future growth and increasing bandwidth requirements while minimizing downtime and maintaining operational continuity.

### 1.2 CONNECTIVITY SITES

| No. | Site Name | Primary Link Type | Secondary Link Type |
|---|---|---|---|
| 1 | Appelsbosch Campus | 500 Mbps Fibre Service | 100 Mbps Microwave Service |
| 2 | As-Salaam Campus | 500 Mbps Fibre Service | 100 Mbps Microwave Service |
| 3 | CAO/ Umbumbulu Campus | 500 Mbps Fibre Service | 100 Mbps Microwave Service |
| 4 | Durban Campus/ Tooling Centre of Excellence | 500 Mbps Fibre Service | 100 Mbps Microwave Service |
| 5 | Enterprise Development Unit/ Swinton Campus | 500 Mbps Fibre Service | 100 Mbps Microwave Service |

| | | | |
|---|---|---|---|
| 6 | KZN Occupational Skills Training (Hammarsdale) | 500 Mbps Microwave Service | 100 Mbps Microwave Service |
| 7 | Ubuhle-Bogu Campus | 500 Mbps Microwave Service | 100 Mbps Microwave Service |
| 8 | Umlazi BB Campus | 500 Mbps Fibre Service | 100 Mbps Microwave Service |
| 9 | Umlazi V Campus | 500 Mbps Fibre Service | 100 Mbps Microwave Service |
| 10 | Samsung Engineering Academy | 500 Mbps Fibre Service | 100 Mbps Microwave Service |

## 2. REGISTRATION ON CENTRAL SUPPLIER DATABASE

The bidder must be registered on Central Supplier Database (CSD) in order to do business with the College. A copy of CSD Report must be submitted with the bid and failure to submit will result in disqualification.

## 3.1 COMPULSORY DOCUMENTS / COMPULSORY CONDITIONS OF THE CONTRACT

The following documents must be submitted with the Bid and failure to submit any of the following documents will result in disqualification.

- Bidders must have a valid network certificate from ICASA
- The bidder must have 5 years' experience in providing similar services.
- The bidder must provide CIPC registration documentation
- BBBEE Certificate or Sworn Affidavit
- Tax clearance certificate or tax PIN
- Bidders must provide a bank letter with bank ratings of A, B or C
- Provide a company profile
- Bidders must submit a CSD report (that is not more than 3 months old)

**Note**

**The Bidder must submit a soft copy of the bid including returnable (USB)**

### 3.2 STAGE 2 - FUNCTIONALITY / TECHNICAL

**The functional/technical evaluation will be based on a threshold, where Bidders who fail to achieve a minimum of 70 pointsts out of a total of 100 pointsts will not be considered further in the evaluation process.**

**The criteria will be as follows:**
**Scoring and Threshold – See Scoring for Weighting**

| Item | Functionality Criteria | Means of verification | POINTS | Points Scored |
|---|---|---|---|---|
| **1** | **Relevant experience in provision of internet connectivity services and email hosting**<br><br>1 reference Letter =5<br>2 reference letters=15<br>3 reference letters=25 | **Reference letters/ or Appointment Letters** | 25 | |
| **2** | **Methodology: Technical solution and network design proposal**<br>• Network architecture / topology clearly addressing all 12 sites (10)<br>• Bandwidth design appropriate for campus operations and scalable (10)<br>• Security, monitoring and reporting features (10)<br>• Migration plan (10) | **Detailed Proposal** | 40 | |
| **3** | **Capacity of key personnel specifically at technical Level (attach CV's and copies of certificates, with IT)**<br>**----------**<br>Relevant tertiary qualifications and<br>experience of key personnel less than three (3) years' experience = **0 points**<br><br>Relevant tertiary qualifications and<br>experience of key personnel between 3 years and five (5) years' experience = **5 points**<br><br>Relevant tertiary qualifications and | **CVs and copies of qualifications** | 20 | |

| | | | | |
|---|---|---|---|---|
| | experience of key personnel for a period between five (5) years and 7 years= **15 points**<br><br>Relevant tertiary qualifications and experience of key personnel for a period of seven years (7) years and above = **20 pointsts** | | | |
| **4** | **Financial Capacity.**<br>• Submission of valid proof of financial capacity issued by a financial institution authorized to offer credit in terms of National Credit Act 34 of 2005 or proof of overdraft facility in the name of the business<br>• Non-submission of proof of duly completed and signed financial capacity in accordance with the law (0)<br>• Submission of a valid letter from financial institution to the monetary value between R250 000.00 and R499 999.00issued by a financial institution authorized to offer credit in terms of National Credit Act 34 of 2005 or proof of overdraft facility in the name of the business to the value between R250 000.00 and R499 999.00. (5)<br>---<br>• Valid letter from financial institution to the monetary value between R500 000 and R999 999.00 issued by a financial institution authorized to offer credit in terms of National Credit Act 34 of 2005 or proof of overdraft facility in the name of the business to the monetary value of between R500 000 to R999 999.00 (10)<br>--- | **Letter from the approved financial institution, Bank Statement or and credit overdraft statement** | 15 | |

| | | | | |
|---|---|---|---|---|
| | Valid letter from financial institution to the monetary value of **R1 000 000.00** and above issued by a financial institution authorized to offer credit in terms of National Credit Act 34 of 2005 or proof of overdraft facility in the name of the business to the monetary value between **R1 000 000.00** and above (15)<br>---------- | | | |
| | | | | |
| | | | | |
| **TOTAL – Phase 2** | | | 100 | |

## 4. DECLARATION OF INTEREST

4.1 Any legal person, including persons employed by the state[1], or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where -

The bidder is employed by the state; and/or

The legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and/or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and/or adjudication of the bid.

4.2 **To give effect to the above, the following questionnaire must be completed and submitted with the bid.**

4.2.1 Full Name of bidder or his or her representative: …….

Identity Number: ……...……

Position occupied in the Company (director, trustee, shareholder[2]): …….…….……

Company Registration Number: ……

Tax Reference Number: ……
VAT Registration Number: ……

The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

[1] "State" means–
any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
any municipality or municipal entity;
provincial legislature;
national Assembly or the national Council of provinces; or
Parliament.

[2]" Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

4.2.2 Are you or any person connected with the bidder presently employed by the state? **YES/NO**

If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member……

Name of state institution at which you or the person connected to the bidder is employed:

……

Position occupied in the state institution……

Any other particulars:
……
……
……

If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES/NO**

If yes, did you attach proof of such authority to the bid document **YES/NO**

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid).

If no, furnish reasons for non-submission of such proof:

……

……

……

Did you or your spouse, or any of the company's directors /trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES/NO**

If so, furnish particulars:
……

……

……

Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and/or adjudication of this bid?

If so, furnish particulars.

……
……
……

4.2.3 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and/or adjudication of this bid? **YES/NO**

If so, furnish particulars**.**

.....……
…….……

……
…….

……
…….

Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether they are bidding for this contract? **YES/NO**

If so, furnish particulars:

……
……

……
……

……

**Full details of directors / trustees / members / shareholders.**

| **Full Name** | **Identity Number** | **Personal Tax Reference Number** | **State Employee Number / Persal Number** |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |

**DECLARATION**

I, THE UNDERSIGNED (FULL NAMES & SURNAME) ……...…….
CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

…….. ..……
Signature Date

……. ……
Position Name of bidder

## 5. PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.**

### GENERAL CONDITIONS

The following preference point systems are applicable to all bids:

the 80/20 system for requirements with a Rand value of below R50 000 000 (all applicable taxes included).

a) The value of this bid is estimated to **not** exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable: or

Points for this bid shall be awarded for:

Price; and

B-BBEE Status Level of Contributor.

The maximum points for this bid are allocated as follows:

| | POINTS |
|---|---|
| **PRICE** | **80** |
| **B-BBEE STATUS LEVEL OF CONTRIBUTOR** | **20** |
| **Total points for Price and B-BBEE must not exceed** | **100** |

Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim regarding preferences, in any manner required by the purchaser.

**DEFINITIONS**

1. **"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
2. "**B-BBEE status level of contributor"** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
3. **"bid"** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
4. **"Broad-Based Black Economic Empowerment Act"** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
5. **"EME"** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
6. **"functionality"** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
7. **"prices"** includes all applicable taxes less all unconditional discounts;
8. **"Proof of B-BBEE status level of contributor"** means:
   (a) B-BBEE Status level certificate issued by an authorized body or person;
   (b) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
   (c) Any other requirement prescribed in terms of the B-BBEE Act;
9. **"QSE"** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
10. **"Rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

**POINTS AWARDED FOR PRICE**

**THE 80/20 PREFERENCE POINT SYSTEMS**

A maximum of 80 pointsts is allocated for price on the following basis:
**80/20**

$$Ps = 80 \times [1 - (Pt - Pmin) / Pmin]$$

Were

| | | |
|---|---|---|
| Ps | = | Points scored for price of bid under consideration |
| Pt | = | Price of bid under consideration |
| Pmin | = | Price of lowest acceptable bid |

**POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR**

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

| B-BBEE Status Level of Contributor | Number of points (80/20 system) |
|---|---|
| 1 | 20 |
| 2 | 16 |
| 3 | 12 |
| 4 | 10 |
| 5 | 8 |
| 6 | 6 |
| 7 | 4 |
| 8 | 2 |
| Non-compliant contributor | 0 |

**BID DECLARATION**

Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

1. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1
2. B-BBEE Status Level of Contributor: ..... = …… (maximum of 20 pointsts): (Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

**SUB-CONTRACTING**

Will any portion of the contract be sub-contracted?

(***Tick applicable box***)

| YES | | NO | |
|---|---|---|---|

If yes, indicate:

What percentage of the contract will be subcontracted.....……? %
The name of the sub-contractor…….
The B-BBEE status level of the sub-contractor.....……...

Whether the sub-contractor is an EME or QSE
***(Tick applicable box*)**

| YES | | NO | |
|---|---|---|---|
| | | | |
| | | | |

**Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:**

| **Designated Group: An EME or QSE which is at least 51% owned by:** | **EME** √ | **QSE** √ |
|---|---|---|
| **Black people** | | |
| **Black people who are youth** | | |
| **Black people who are women** | | |
| **Black people with disabilities** | | |
| **Black people living in rural or underdeveloped areas or townships** | | |
| **Cooperative owned by black people** | | |
| **Black people who are military veterans** | | |
| **OR** | | |
| **Any EME** | | |
| **Any QSE** | | |

## 6. SCOPE OF WORK AND PRICING

6.1. The successful bidder shall provide a complete end-to-end managed solution including planning, design, installation, configuration, integration, commissioning, testing, support, maintenance, monitoring, reporting, and service management.

### 6.1.1. Site Surveys and Assessments

The service provider shall:

- Conduct detailed technical site surveys at all applicable College sites.
- Assess fibre connectivity requirements and availability.
- Assess the feasibility of microwave connectivity and confirm line-of-sight requirements.
- Identify suitable locations for network and radio equipment installation.
- Assess power, environmental, security, and equipment room requirements.
- Identify any obstacles, interference risks, environmental challenges, or infrastructure limitations.
- Submit detailed site survey and feasibility reports prior to implementation.
- Obtain all required permits, licences, permissions, wayleaves, tower access approvals, rooftop access authorisations, and regulatory approvals required for service deployment.

### 6.1.2. Primary Internet Connectivity Services

The service provider shall provide:

- Dedicated **500 Mbps business-grade internet connectivity**.
- Symmetrical bandwidth where available.
- Uncontended or appropriately managed bandwidth.
- Public IP address allocation as required.
- Static IP addresses where required.
- IPv4 connectivity and IPv6 readiness.
- Direct internet access and routing services.
- High-quality upstream internet connectivity.
- Continuous and reliable internet services suitable for an educational institution environment.

### 6.1.3. Backup Internet Connectivity Services

The service provider shall provide:

- Dedicated **100 Mbps microwave backup internet connectivity**.
- Business-grade microwave infrastructure and internet services.
- Alternative and diverse connectivity paths to the primary service.
- Licensed or legally compliant microwave spectrum.
- Dedicated and committed bandwidth.
- Public internet connectivity.
- Internet gateway and routing services.
- IP addressing services.
- DNS services or DNS support.
- Sufficient radio capacity to consistently deliver contracted bandwidth.

The bidder shall clearly indicate upload and download speeds and whether the service is symmetrical.

### 6.1.4. Fibre Infrastructure

Where fibre infrastructure is required, the service provider shall:

- Supply and install fibre connections.
- Conduct fibre splicing, termination, testing, and certification.
- Supply and configure Customer Premises Equipment (CPE).
- Supply fibre termination equipment.
- Install all required cabling, ducts, accessories, and materials.
- Ensure compliance with applicable standards and best practices.
- Restore affected infrastructure following installation activities.

### 6.1.5. Microwave Infrastructure

The service provider shall supply and install:

- Outdoor microwave radio equipment.
- Directional microwave antennas.
- Mounting poles, brackets, towers, or support structures.
- Cabling, connectors, and ancillary infrastructure.
- Surge protection equipment.
- Earthing and lightning protection.

- Weatherproof outdoor enclosures and equipment.

All microwave infrastructure shall be engineered to provide high availability and reliable performance.

### 6.2. Network Equipment and Service Delivery Infrastructure

The successful bidder shall provide, install, configure, maintain, and support all ISP-owned and service-related equipment required to deliver the solution, including:

- Optical Network Terminals (ONTs).
- Optical Network Units (ONUs).
- Internet routers and gateways.
- Fibre termination equipment.
- Microwave radios.
- Network interface devices.
- Media converters.
- Power supplies.
- Mounting hardware.
- Associated connectivity infrastructure.

All equipment must be enterprise-grade and suitable for continuous 24/7 operation.

### 6.3. Network Integration and Failover

The service provider shall integrate all services with the College's existing ICT infrastructure and shall:

- Configure ISP handoff interfaces.
- Configure routing and addressing services.
- Configure VLANs where required.
- Integrate with existing firewalls and security systems.
- Implement automatic or controlled failover between primary and backup internet services.
- Provide automatic restoration to the primary internet service when available.
- Conduct failover and restoration testing.
- Provide complete network configuration documentation.
- Support end-to-end connectivity testing.

The final solution must be fully compatible with the College's existing network and firewall infrastructure.

### 6.4. Email Hosting and Active Directory Migration Services

The successful bidder shall provide email hosting and Active Directory migration services, including:

**Assessment and Planning**

- Assess the existing Active Directory environment.
- Assess the current hosting infrastructure.
- Develop a migration and implementation plan.
- Identify risks and mitigation measures.

**Active Directory Migration**

The service provider shall:

- Prepare and configure the new hosting environment.
- Migrate the existing Active Directory server to the designated hosting platform.
- Ensure successful server operation in the new environment.
- Verify Active Directory Domain Services functionality.
- Verify DNS functionality.
- Verify Domain Controller operations.
- Verify Global Catalog services.
- Verify FSMO role configuration.
- Verify Active Directory replication with other Domain Controllers.
- Verify SYSVOL and NETLOGON services.
- Verify user authentication and access to network resources.
- Verify Microsoft Entra Connect and AD Synchronisation functionality.
- Verify DNS resolution and access to critical services.
- Conduct comprehensive post-migration testing.
- Assist with the safe decommissioning of the existing host environment once stability has been confirmed.

The migration shall be planned and executed to minimise downtime and avoid disruption to college operations.

### 6.5. Service Availability and Performance Requirements

The proposed solution shall provide:

- Minimum monthly service availability of **99.5%** or greater.
- 24/7 monitoring.
- Proactive fault detection.
- Latency monitoring.
- Packet loss monitoring.
- Jitter monitoring.
- Bandwidth utilisation monitoring.
- Service performance reporting.
- Planned maintenance notifications.
- Service availability reporting.

➢ The provider shall continuously monitor:

- Internet availability.
- Microwave link availability.
- Network equipment status.
- Radio signal strength.
- Link quality.
- Traffic utilisation.
- Service interruptions.
- Fault conditions.
- System performance indicators.

### 6.6. Redundancy and Business Continuity

The backup connectivity solution shall operate independently of the primary service wherever technically possible.

The bidder shall provide details regarding:

- Network architecture.
- Internet Points of Presence (PoPs).
- Physical route diversity.
- Upstream provider redundancy.
- Automatic failover mechanisms.

- Automatic restoration mechanisms.
- Power redundancy.
- Equipment redundancy.
- Disaster recovery arrangements.
- Service restoration procedures.

The College reserves the right to request proof of route and service diversity.

### 6.7. Security Requirements

The service provider shall implement appropriate security controls, including:

- Secure management of all network devices and hosting infrastructure.
- Strong authentication mechanisms.
- Restricted administrative access.
- Secure remote administration.
- Protection against unauthorised access.
- Security monitoring and event logging.
- Secure management of Active Directory services.
- Secure configuration and management of microwave infrastructure.

### 6.8. Email Hosting Services

- Domain Registration
- Business Email Hosting
- Exchange Hosting
- Email Migration
- Shared Mailboxes
- Email Security & Filtering
- Email Archiving
- Email Backup & Recovery (Veeam)
- Calendar & Contacts
- Cloud Storage
- Video Conferencing
- Email Authentication (SPF, DKIM, DMARC)
- Mobile Email Setup

- Technical Support
- User Administration
- Compliance & Retention Management
- Email Continuity Services
- Disaster Recovery Services

### 6.9. Installation, Testing and Commissioning

The successful bidder shall provide all resources necessary for installation, testing, commissioning and handover, including:

- Equipment delivery.
- Infrastructure installation.
- Configuration of internet services.
- Installation of network and radio equipment.
- Network cabling and terminations.
- Power and surge protection implementation.
- Earthing and lightning protection.
- Integration with College systems.
- Bandwidth testing.
- Throughput testing.
- Latency testing.
- Packet loss testing.
- Jitter testing.
- Failover testing.
- Restoration testing.
- Active Directory testing.
- User acceptance testing.
- Service commissioning and handover.

The bidder shall provide a formal **Commissioning and Acceptance Test Report**.

### 6.10. Documentation and Handover

The successful bidder shall provide complete documentation, including:

- Site survey reports.
- Network topology diagrams.
- Internet connectivity architecture.
- Microwave link diagrams.
- Active Directory migration documentation.
- Equipment inventories.
- IP addressing schemes.
- Routing information.
- System configurations.
- Failover configurations.
- Security configurations.
- Support and escalation procedures.
- Maintenance procedures.
- Commissioning reports.
- Test results.
- As-built drawings.

All documentation shall become the property of Coastal KZN TVET College upon completion.

### 6.11. Maintenance and Support

The successful bidder shall provide preventative and corrective maintenance services for the duration of the contract, including:

- 24/7 helpdesk support.
- Telephone and email support.
- Fault logging and tracking.
- Escalation management.
- Remote technical support.
- On-site support where required.
- Preventative maintenance.
- Equipment inspections.
- Software, firmware, and security updates.

- Active Directory support.
- Domain hosting support.
- Connectivity support.
- Fault diagnosis and resolution.
- Replacement of faulty equipment.
- Monthly service reporting.

All supplied services and equipment shall remain fully operational throughout the contract period.

### 6.12. Additional requirements

The successful bidder shall provide the following additional requirements:

| Service Requirement | Minimum Requirement |
|---|---|
| Primary Internet Bandwidth | 500 Mbps |
| Backup Internet Bandwidth | 100 Mbps |
| Service Availability | ≥ 99.5% Monthly |
| Monitoring | 24/7 |
| Support | 24/7/365 |
| Fault Reporting | 24/7 |
| Critical Fault Response | ≤ 1 Hour |
| P1 Critical Incident Response | ≤ 30 Minutes |
| Target Service Restoration | ≤ 4 Hours |
| Planned Maintenance Notice | Minimum 48 Hours |
| Monthly Reporting | Required |
| Preventative Maintenance | Included |

**6.13. Delivery Sites**

The successful bidder shall provide services to the following Coastal KZN TVET College sites:

1. **Umbumbulu Campus and Central Administration Office (CAO),** 50051 Mfundi Mngadi Drive, KwaMakhutha, 4126
2. **As-Salaam Campus**, Road D691 off Ixopo Main Road, Braemer
3. **Durban Campus and Tooling Centre of Excellence**, 1 Jameson Crescent, Umbilo
4. **Swinton Campus and Enterprise development Unit (EDU),** 20 Swinton Road, Mobeni
5. **Umlazi BB Campus**, BB 1258 Nandi Road, Umlazi
6. **Umlazi V Campus**, V1294 Spinal Road, Umlazi
7. **Ubuhlebogu Campus**, P77 Mkhunya Road, KwaQiko
8. **Appelsbosch Campus**, 1621 Appelsbosch Hospital Road, Ozwatini
9. **KZN Occupational Skills Training and Testing Centre**, G32 Buthelezi Road, Mpumalanga Township, Hammarsdale
10. **Samsung Engineering Academy**, 125 Linda Nzama Road, KwaMashu, 4360

PRICING SCHEDULE

| Item No. | Quantity | Description | Unit Price | | |
|---|---|---|---|---|---|
| | | | | | C |
| 1. | | **Connectivity for 36 months** | | | |
| 2. | | **Email Hosting for 36 months** | | | |
| 3. | | **Other Related Costs:** | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| VALUE ADDED TAX @ 15% (Only if VAT Vendor) | | | | | |
| TOTAL QUOTATION PRICE (VALIDITY PERIOD 60 Days) INCLUSIVE OF DELIVERY | | | | | |

**NB: Bidders are requested to send a separate sheet showing the itemised costing of their bid price**

**SECTION 7**

**SUMMARY FOR BID OPENING PURPOSES ONLY**
(To be completed by Bidder)

**BID NUMBER: ICT CKZN 07/2026**

BID PRICE INCLUDINGVAT: R…….

AMOUNT IN WORDS: ……..

……

TIME FOR COMPLETION/DELIVERY: **3 Years (36 months)**

***IMPORTANT***

**Mark appropriate block with "X"**

HAVE ANY ALTERATIONS BEEN MADE?
YES/NO

HAS AN ALTERNATIVE BID BEEN SUBMITTED? YES/
NO

***IF APPLICABLE*:** DID THE BIDDER ATTEND THE OFFICIAL BRIEFING SESSION/ COMPULSORY SITE
INSPECTION?
YES/ NO

**NAME OF COMPANY:** **SIGNATURE:**
**DATE:**

…… ……

**SECTION 8: TENDER / PROPOSAL SUBMISSION INSTRUCTIONS 27**

## 8. TENDER / PROPOSAL SUBMISSION INSTRUCTIONS

Completed proposals must be submitted in a sealed and clearly marked envelope **Connectivity and E-mail Hosting** with the tender reference ICT **CKZN 07/2026**. They must be physically submitted at CAO, located at 50051 Mfundi Mngadi Drive, KwaMakhutha Township, 4126.

SUBMISSIONS FOR PROPOSALS will close on Friday, 30 October 2026 AT 12:00 NOON.

No late proposals will be accepted.

For enquiries contact:
Mr P.N. Khanyile (**SCM MANAGER**)
Tel No.: 031 905 7000
Email: PhineasNhlakanipho.Khanyile@coastalkzn.edu.za

For Technical enquiries contact

Mr. B.S Mavuso (ICT MANAGER)
Tel : 031 462 22333
Email: Bongani.Mavuso@coastalkzn.edu.za