



**INFORMATION
REGULATOR
(SOUTH AFRICA)**

*Ensuring protection of your personal information
and effective access to information*

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SUPPLY CHAIN MANAGEMENT SPECIFICATION		
Name of Directorate	Information Regulator	
Date of Specification	21 May 2025	
Closing Date	11 June 2025	
Contact Number	010 023 5200	
Venue for delivery of goods/services	54 Maxwell Drive Woodmead, Midrand, 2191	
Contact E-mail and Fax	scm@info regulator.org.za	
Contact Person	Lesego Korae / Kido Lofafa / Phindulo Maphangula	
SPECIFICATION FOR THE PROVISION OF HIGH-SPEED INTERNET CONNECTIVITY AND SECURE WI-FI SERVICES, INCLUDING SUPPORT AND MAINTENANCE, TO THE INFORMATION REGULATOR (01 JULY 2025 – 30 JUNE 2027)		
Specification to be supplied	Qty	Description
1) High-speed Fibre internet connectivity. 2) Secure Wi-Fi configuration. 3) Support and Maintenance.		Refer to Page 2

1. INTRODUCTION

The Information Regulator (South Africa) seeks to appoint a capable and experienced Internet Service Provider (ISP) to deliver enterprise-grade internet connectivity and secure Wi-Fi infrastructure for 24 months, commencing 1 July 2025. The service must support cloud-optimized operations while being cost-effective and scalable.

2. OBJECTIVE

To provide a reliable and secure internet and Wi-Fi solution that:

- Supports seamless access to cloud services.
- Ensures internal connectivity, secure guest access, and smooth integration with the Regulator's Firewall infrastructure.
- Enables efficient administration, monitoring, and technical support throughout the contract.

3. TECHNICAL REQUIREMENTS

3.1 Connectivity Type

- Dedicated Fibre-to-the-Business (FTTB) line with:
- 300 Mbps synchronous bandwidth (upload/download) as the primary link.
- Enterprise-grade SLA with minimum 99% uptime.

3.2 IP Addressing

- Minimum of 300 public IPv4 addresses, with full route control and BGP (Border Gateway Protocol) support for dynamic routing.
- Ability to configure reverse DNS (PTR) records for hosted services and mail systems.
- ISP must support IP address routing for internal network segmentation and traffic management.
- Dynamic Host Configuration Protocol (DHCP) must be provided for seamless IP assignment to user workstations and general endpoint devices

The ISP must accommodate static IP configurations for:

- Internal and public-facing servers,
- Core networking equipment (e.g., firewalls, switches),
- Access points, cloud backup appliances, and other critical infrastructure.

ISP must work with the Regulator's ICT unit to implement and document a well-structured IP addressing scheme.

3.3 Domain Name Services (DNS)

- Primary and secondary redundant DNS servers.
- DNS service must be highly available, with failover capabilities and propagation support.

3.4 Firewall Integration

- Internet handoff must be integrated directly with the Regulator's firewall.
- ISP must:
 - Work with ICT staff to implement the required bridge or routed mode configuration.
 - Allow the Regulator's firewall to manage internet traffic filtering, IPS, antivirus, and application control with full visibility.

3.5 Security Features

- ISP to provide threat monitoring and alerting at the network layer.
- Connection must support:
 - IPSec VPN passthrough.
 - SSL VPN tunnels.

4. SECURE WI-FI REQUIREMENTS

The service provider will be required to reconfigure eight (8) access points currently in use by the Regulator, and supply and configure an additional eight (10) enterprise-grade POE access points. The ISP must provide, set up, and configure all hardware and software components related to secure Wi-Fi service, including but not limited to:

- A cloud-based Wi-Fi controller with:
 - Central management of SSID profiles and access point provisioning.
 - Admin access to be granted to three ICT staff from the Regulator.
 - Remote monitoring and control capabilities.
 - Create and configure a corporate Wi-Fi Profile that integrates with Azure AD (Entra ID).
 - Create and configure a Guest user profile that is separate from Azure AD (Entra ID).
 - Training on Wi-Fi controller usage for three ICT staff.

Enterprise-grade access POE switch with:

- VLAN configuration to separate management, internal access, and guest traffic.
- Integration with the Regulator's firewall, where applicable.
- Port configuration for all access points.
- Port configuration for all 10 network points.
- Cabling and installation:
 - Cabling for all eighteen (18) access points.
 - Switch cabinet and brush panels were required.
 - Clear, weather-resistant labelling for all cabling and access points.
 - Provision and configuration of Wi-Fi repeaters/extenders were required.
- Additional network setup:
 - Installation, configuration, and testing of ten (10) additional network points within the office premises.
- A compulsory site inspection at the new offices (54 Maxwell Drive, Woodmead North Office Park) will be required to assist the potential service provider with accurate pricing.
- All installation and commissioning will take place at 54 Maxwell Drive, Woodmead North Office Park.

5. MONITORING, REPORTING, AND SUPPORT

- The Service must include:
 - Technical support.
 - Detailed network diagram and solution documentation.
 - Monthly reports including:
 - Bandwidth usage.
 - Uptime statistics.

6. IMPLEMENTATION TIMELINE

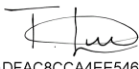
- Installation, configuration, testing, and final handover: By 30 June 2025.
- Go-live date: 1 July 2025.
- The ISP must support traffic simulation and verification tests, including Firewall integration and Wi-Fi deployment.

ADDITIONAL REQUIREMENTS:

- Detailed pricing for the project, with a clear breakdown in costs.
- At least two (2) references where the service provider has successfully delivered similar services.
- ISP must be ICASA-licensed and comply with all relevant South African cybersecurity and data privacy laws.
- ISP must participate in quarterly service review meetings and cooperate with any performance or compliance audits initiated by the Regulator.

Quotation(s) must be accompanied by the following documents, where applicable:

- 1 Valid Tax Clearance Certificate.
- 2 Original certified BBBEE Certificate/Sworn Affidavit.
- 3 Most recent CSD registration report.
- 4 Quotations must remain valid for two (2) months.
- 5 Quotations not compliant with the above requirements or received after the specified closing date will NOT be considered.

SPECIFICATION SIGNED OFF BY	
Name	Mr. T. Luyaba
Position	Chief Information Officer (CIO)
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