

**REQUEST FOR PROPOSALS FOR THE PROVISION OF IMPLEMENTING, HOSTING, SUPPORT AND MAINTENANCE OF THE CUSTOMER RELATIONSHIPS MANAGEMENT SOLUTION FOR A PERIOD OF SIXTY (60) MONTHS AT AIRPORTS COMPANY SOUTH AFRICA SOC LIMITED (ACSA) NATIONWIDE**  
**REFERENCE NUMBER: ORT 6017/2019/RFP**

Airports Company South Africa SOC Ltd  
Reg No: 1993/04149/30

Airports Company South Africa SOC Ltd invites suitably qualified bidders to submit bids for the above Customer Relationships Management Solution.

#### **BID DOCUMENTS**

Bid documents will be made available for download from the ACSA: [www.airports.co.za](http://www.airports.co.za) and National Treasury E-Tender Portal at [www.etenders.gov.za](http://www.etenders.gov.za).

#### **BRIEFING SESSION**

Briefing session will be held at **10h00** on the **19 June 2019** at: **24 Johnson Road, Riverwoods Complex, Bedfordview, 2008 ACSA Corporate Office, Wheels-Up Boardroom, The Oaks Building.**

**No bidding documents will be available at these meetings.**

#### **CLOSING DATE**

The bid closes on **12 July 2019** at **12H00**. All bid documents must be provided in triplicate (printed) format & electronic copy and sealed in a clearly marked envelope / package marked with **Bidder's name, return address and Bid Description.**

**Replicated documents may only be accepted as responsive if all the information is identical to the original bid document.**

#### **PRE-QUALIFICATION**

**Only bidders who meet the following criteria will be will qualify to be evaluated:**

- Bidders must have a minimum of five (5) years proven relevant experience in the support & maintenance of the occurrence recording system;
- Bidders must provide certificate of proof of registration/partnership or certification with the Original Equipment Manufacturer related to the services they are bidding to provide;
- Bidder must provide Bidder's proof of proximity / footprint to ACSA's sites;
- Bidder's must be registered on the National Treasury Central Supplier Database (CSD, [www.csd.gov.za](http://www.csd.gov.za));
- Bidder should submit a valid & original Tax Clearance certificate;
- Bidder should submit proof of relevant BBBEE certificate; etc

#### **EVALUATION**

Bids will be evaluated in terms of the 90/10 or 80/20 Preference point system as per the Preferential Procurement Policy Framework Act, Regulations 2017.

#### **DISCLAIMERS**

**For more information bidders are requested to print and read the tender document as this document does not form part of the actual tender document and serves only to notify bidders of the bid. Failure to provide proof of B-BBEE status will result in a B-BBEE scoring of 0.**

**No tender will be awarded to any bidder:**

- 1. Whose tax matters have not been declared to be in order by the South African Revenue Services;**
- 2. Who is not registered on National Treasury's Central Supplier Database at [csd.gov.za](http://csd.gov.za)**
- 3. Who has directors employed by the State;**
- 4. Who is Blacklisted by National Treasury; and**

**LATE SUBMISSIONS WILL NOTE BE ACCEPTED.**

Enquiries and Contact Information for collection of RFP documents:

Website: [www.airports.co.za](http://www.airports.co.za) and [www.etenders.gov.za](http://www.etenders.gov.za).

Enquiries for clarity will close on the **26 June 2019**

Airports Company South Africa urges its clients, suppliers and the general public to report any fraud or corruption to:

Airports Company South Africa TIP-OFFS ANONYMOUS

FreeCall: 0800 00 80 80

FreeFax: 0800 00 77 88

Email: [acsa@tip-offs.com](mailto:acsa@tip-offs.com)

Website: [www.tip-offs.com](http://www.tip-offs.com)



**AIRPORTS COMPANY**  
SOUTH AFRICA