

ANNEXURE A:

SCOPE OF WORK FOR

PARKING MANAGEMENT

OPERATIONS

SERVICE PROVIDER

1. Detailed Description of Works / Goods

1.1 Objectives:

ACSA seeks to appoint a service provider for the management of the parking infrastructure at King Shaka International Airport, financial transactions and parking operations for a period of three (3) years at King Shaka International Airport (KSIA).

The successful service provider is to provide parking management expertise with excellence on the landside with seamless operations being its main objective. Provide users of parking facilities (parkers) with a sense of relief by alleviating any parking queries and issues. Create good customer service and value for money with the expectation to improve Airport Service Quality (ASQ) ratings. Provide adequate staff to manage the parking in its entirety, including all parking Pay-on-Foot (POF) equipment, parking areas, shuttles, golf carts, coach zone, and vehicle staging areas.

1.2 Description of the Services:

Airports Company South Africa (ACSA) is seeking proposals from sufficiently qualified and experienced car park management operators to manage the parking facilities (inclusive of equipment) at KSIA for a period of three (3) years.

The Service Provider will be required to enter into a contract with ACSA on the terms set out in the *Sample Contract* and the special terms, if any, identified in this bid.

As part of the ACSA asset management replacement programme, the current POF equipment will be due for replacement in the next Financial Year. The Service Provider will be required to then operate the new equipment.

1.3 Extent of the Services:

1.3.1 The Service Provider must:

- Provide parking management services / expertise with excellence on the Landside.
- Provide customers with a seamless customer experience when they park at KSIA, by alleviating any parking queries and issues.
- Create good customer service in the value chain with the expectation to improve ASQ ratings.

1.3.2 Provide adequately trained staff to manage the following landside areas and services:

- The parking pay on foot equipment;
- Parking areas (Multi Storey Parkade (MSP), Shaded Parking, Long Stay Parking, Coach Zone, Elevated Road, Staff Parking, Car Rental Parking Areas, Arrivals Pick-Up Parking).
- Shuttle Operation (Staff).
- Golf Cart Operations (Passengers).
- Manage the Control Room.
- Manage the Cashier Station.
- Cash-in-Transit (CIT) Process.
- Administration.
- Parking Entrances and Exits points.
- Staging Areas

- 1.3.3 Provide detailed reporting and accurate forecasting into future parking developments at KSIA.
- 1.3.4 Use their parking expertise in recommending and assisting to implement strategies for future growth in increased revenue generation within the parking environment.
- 1.3.5 **All reporting and forecasting information to be considered confidential and not used for any other company other than Airports Company of South Africa.**

1.4 Useful Information:

The average monthly parking transactions are 80,000 (pre covid) and 47000 as at December 2020(lockdown).

1.5 Brief:

Detailed services required:

1.5.1 Public Parking Zones:

All public parking at the Airport; i.e. the Shaded Parking, Long Stay Parking, Arrivals Pick-Up Parking and MSP operates only on the POF principle; but the staff parking operates via access control. The manual cashier stations are provided in the Parking Management Office, at the pedestrian entrance to the MSP, opposite AVIS Car Rental, for members of the public who are unable to pay for whatever reason at the pay station.

- The Service Provider is expected to evaluate the public parking zones and propose an adequate number of car park attendants at these respective zones.
- A critical component of traffic management relating to the different parking areas is the Variable Messaging System (VMS). The Service Provider must ensure that the information displayed on the VMS is accurate and ensure the VMS displays are always in working order.
- The Service Provider must work collaboratively with ACSA's Operations Co-Ordination department to ensure parking bays are clear of trolleys and that trolleys are in the designated trolley bays; and further ensure that all entrances, exits, driving and parking areas are clear of obstructions.

1.5.2 Pick-up and Drop-off Zones including Coach Zone Management:

This operation principally controls access to the service roads directly in front of the Terminal Building of the Airport. ACSA stipulates rules from time to time in relation to the management of these zones. Buses, shuttles and metered taxis gain access to the zones by use of specific store value cards.

The Service Provider is expected to evaluate all the pick-up and drop-off zones and propose an adequate number of:

- Car Park Attendants at these respective zones, including entrance booms and exit booms.
- The Car Park Attendants will be required to check Store Value Cards of Metered Taxis and Tour Operator vehicles, SAPS and shuttles.
- Car Park Attendants must report defective equipment to the Supervisor on duty immediately for resolution.

1.5.3 Vehicle Staging Area:

- The vehicle staging / holding area is a facility that provides for the staging of vehicles when the coach zone is occupied or when flights have been delayed or due to distances having to travel to get to the airport, they have arrived too early to pick up passengers.
- This area will also be used for the staging of vehicles during special events from time to time.

1.5.4 Revenue Management

The removal of cash from the pay stations to the counting room; the Service Provider must:

- Ensure that revenue from the all the pay stations is safely transported to the Revenue Counting room under the supervision and management of a Senior Supervisor or Duty Manager.
- The cash to also be escorted with an armed guard which will be provided by ACSA.
- Ensure that pay station machines are replenished timeously, as and when required
- Provide experienced and appropriately qualified Revenue officer/s to assist with the counting, verification and banking of all revenue and collection of change (from the bank) for replenishment of pay stations.
- The removal of cash from the airport will be done by the ACSA appointed Cash in Transit Service Provider.
- The Service Provider must reconcile all transactions for the shift, complete necessary reconciliation documentation and the service provider is accountable for any variances which may occur

1.5.5 Cashier Station situated in the Parking Management Offices:

The Service Provider must:

- Ensure that adequately trained person/s performs the duty of a cashier.
- The manual cashier station is used to facilitate any manual transactions should a customer have difficulty at the pay stations.
- The cashier will also process Members of Parliament tickets, as well as validate free tickets when authorized signatories have signed tickets off.
- The Service Provider must reconcile all transactions for the shift, complete necessary reconciliation documentation and the Service provider is accountable for any variances which may occur.
- Any variances must be investigated and documented and available for auditing purposes. The cashier / service provider shall be responsible for all documentations, cashier station, including float.
- All POF equipment will be provided by ACSA in the cashier station.

1.5.6 Control Room:

The Service Provider must:

- Ensure adequately trained person / s performs the duty of a control room operator.
- The control room operator liaises with any customer that requires assistance by pressing the parking system intercom.
- The control room staff assists customers to exit the parking via the intercom if tickets are unreadable or not functional by raising the boom remotely.
- All boom openings must be recorded and reconciled with the parking system after each shift.
- Any variances must be investigated and documented and be available for auditing purposes.
- Control room operator also assists customers at the pay stations via the intercom to assist with payments, unreadable tickets and other parking related queries;
- fluency in English is recommended.

- CCTV monitors must be viewed constantly to monitor any unusual or suspicious behavior and report to a senior person immediately for investigation.
- The control room operator answers all parking related queries telephonically and have knowledge of flights to provide correct information to passengers/public.

1.5.7 Area Management and Control:

The Service Provider must:

- Ensure roads are free from obstruction.
- Have regular site inspections to ensure roads are free from people parking illegally and non-accredited taxi and shuttle operators.
- Monitor all parking areas and ensure no obstructions or trolleys in parking bays.
- To provide basic traffic management in all areas.
- Monitor and ensure the roads at the car rentals are also free from obstruction and clamp illegal taxi operators operating in the car rental areas.

1.5.8 Staff Shuttle Operation:

- Shuttle service to and from the staff parking zone and vehicle staging area (public transport users) to the Terminal Building (Drop-Off 3), as per the daily operational requirements; 365 days per year.
- Shuttle may be required to provide transport to North Gate, as requested by ACSA.
- Should a vehicle require servicing, or has to undergo repairs, the Service Provider is responsible for a similar replacement vehicle.
- Vehicles should be clean (interior and exterior) at all times, failing which, penalties will apply. No washing or repairing of vehicles to be done on site
- Vehicles will be subject to ACSA approved branding.
- Shuttles to have signage on the inside; i.e. disclaimer signage, Covid related information signage and information such as seatbelts are compulsory.
- Service Provider to ensure COVID protocols are adhered to at all times.....
- All drivers must be adequately experienced and have Public Driver Permits (PDP's) and licenses to transport members of the public.
- The Service Provider shall be responsible for the purchase of vehicles, remuneration of the drivers and the fuel costs of the vehicles.
- The required vehicle is a brand-new shuttle bus type of vehicle with a minimum seating capacity of fourteen (14) and maximum seating capacity of sixteen (16).
- The Service Provider, together with the relevant ACSA department shall compile operational plans for holidays and special events. Such plans shall, among other things, ensure that there are sufficient vehicles for use on those days.
- The Service Provider will develop an appropriate timetable. An estimate of this operation in the Landside precinct has indicated that at least three (3) vehicles will be required.
- A monthly report linked to satellite i.e. C-Track must be supplied to ensure vehicles are being used exclusively for the parking operations.
- The Service Provider is to have additional insurance cover for any shuttle accidents or incidents which may occur. The onus will be on the service to provider to resolve the claims arising from an incident or accident.

1.5.9 Golf Cart Operation:

- Golf Carts to and from the shaded parking zone to the Terminal Building via the underpass.
- An estimate of this operation in the Landside precinct has indicated that at least three (3) golf carts to run off-peak and five (5) during peak time will be required to ensure constant utilization and zero down time. A total of eight (8) golf carts will be required to sufficiently service KSIA.

- Ensure additional battery packs when required for the duration of the contract
- Golf carts will operate from 04:00 to 23:00 or when the last flight lands (whichever comes first).
- Should a golf cart require servicing, or is undergoing repairs, the Service Provider is responsible for a similar replacement vehicle.
- Additional tyres should also be kept on site should they be required.
- Ensure that all golf carts are fitted with luggage bins to prevent luggage from shifting.
- The motor on the golf cart should complement the load of passengers and bags.
- All golf carts to have rain covers which will be used during adverse weather conditions.
- All golf carts to have headlights for night time driving and amber lights clearly visible and on constantly to be visible to customers and other vehicles.
- Golf carts to have signage – disclaimer signs, covid protocol signage and information such as seatbelts are compulsory.
- Detailed log / inspection sheet to be kept for every golf cart, number of hours and time stipulated in operation per day including services, repairs, tyre changes etc.
- The Service Provider shall be responsible for the purchase of golf carts, remuneration of the drivers and the fuel costs of such vehicles if applicable.
- The Service Provider, together with ACSA shall compile operational plans for holidays and special events. Such plans shall, among other things, ensure that there are sufficient golf carts and public for use on those days.
- All drivers must be adequately experienced with PDP to transport members of the public.
- The service provider is to have additional insurance cover for any golf cart accidents or incidents which may occur. The onus will be on the service to provider to resolve the claims arising from an incident or accident.

1.5.10 Golf Carts:

The golf carts; should electric be the preferred option; should have the following specifications as a minimum:

- Six (6) seater road legal version with luggage bin conversion.
- Solar panel and rain covers.
- Seatbelts, wiper / washer speedo and instrument cluster.
- Four (4) wheel hydraulic brake system.
- Five (5) kW AC motor with a max speed of 50 kmph and max range of 50 km.

1.5.11 Applicable to the Service Provider Staff:

- A comprehensive uniform and standard dress policy must be included in the bid.
- All staff on site (outdoors) to have reflective jackets clearly identifying company name and job title.
- All new staff will be in full uniform from the first day on post. The Service Provider shall obtain approval of the uniform and policy from ACSA prior to commencement of its operations.
- At the cost of the Service Provider, staff shall be subject to background checks, criminal record checks, vetting and shall be required to obtain the necessary clearance certificates from the SAPS.
- At the cost of the Service Provider, staff will have valid permits issued by the permit office before been posted on site.
- At the cost of the Service Provider, access to staff parking will be provided.
- Staff on-site training will be concluded before posted in any position.
- All staff must have police clearance as per National Key Point (NKP) Act.
- All staff to be vigilant; understand situations which may be threats to the airport or public.
- All staff to familiarise themselves with the layout of the airport where they can provide accurate information to the public.
- All staff to adhere to the Safety regulations, as audits will be performed by the ACSA Safety Officers.

- All staff must have customer care training by an accredited training institution, thereafter, annual refresher training by an accredited training institution is compulsory. Proof of external training to be provided to ACSA every year or when required.
- All staff to attend customer service training and campaigns arranged by ACSA i.e. Pride in Action, Safety Awareness, Security Awareness, etc.
- All new staff after commencement date to be trained for seven (7) working days before posted to any position, i.e. cashier, control room, CIT officer, change officer, parking attendant. Individual records to be kept of all staff training for future reference.
- All staff must sign all parking standard operating procedures (SOP's) regardless of position for them to gain an understanding of the parking environment.
- All staff to have user approval from ACSA IT department to be allowed to operate POF equipment.
- Yearly salary increases will not be lower than the Consumer Price Index (CPI).
- All employees must have Matric and be older than eighteen (18) years of age.
- All staff must have undergone medical physical examinations for the following; eyesight testing; hearing testing; sense and smell testing and chemical and drug dependency testing to be performed yearly.
- All staff to be linked to a time and attendance system which must be provided by the Service Provider. This information will be checked and audited by the ACSA Parking Manager.

1.6 .Special Terms:

This opportunity is subject to the following special terms and conditions:

- These terms and conditions will form part of a contract which will be signed by ACSA and the Service Provider
- The contract is for a period of three (3) years.
- The Service Provider will carry the risk of all cash being collected from pay and cashier stations until same are deposited at the counting room and then banked; inclusive of all change collected from the bank for float replenishment.
- The service provider to conduct quarterly audits with an audit report to be submitted to ACSA by the 15th day of the new quarter.
- Random audits and inspections will be performed by ACSA or its delegate / s on a regular basis without prior notification.
- A penalty system shall be enforced in the event of non-compliance to the service level agreement (SLA) and poor or non-performance relating to the contract terms and conditions.

1.7 Resources / Services to be provided:

#	Items	Provided by ACSA	Provided By Service Provider
1.	Provide vehicle breakdown assistance for the public: • 2 Jacks • Towing facility- as and when required x 2 Tows Per month • Wheel spanners • Wheel clamps (minimum of 12 to be on site, in variable sizes at any given time) • 1 Hazmat Spill Kit • 10 Extra Large Cones • 50 Small Cones • 10 Expandable Barriers • 3 Jump Starter Packs – Heavy Duty		√
2.	Licensed drivers for: • Golf carts • Shuttles		√
3.	Radios for Communication to all staff on site provided by ACSA and applicable rentals will apply	√	
4.	Counting equipment: • Note and coin counter. • Note counterfeit detection;		√
5.	Revenue Trolley Safes	√	
6.	Pay station change trolley to transport change	√	
7.	Temporary / directional signage in case of equipment malfunction or events	√	

1.8 Method of Operation:

1.8.1 The Service Provider must address the following in detail:

- Staffing Plan.
- Organisational chart.
- CVs / résumés for proposed management staff.
- Plan showing number of employees and shifts to cover operating hours; including shuttle and golf cart drivers and including relief of staff during lunch breaks. Relieving of staff must not impact on staff compliment on site.
- Personal files to be kept for all staff on site; files to contain CV's and relevant certificates. ACSA Parking Manager responsible for contract to have access to the files on site.
- Relevant SOP's to be included in bid as per the below:
 - Cash Control Systems;
 - Key Registers;
 - Auditing functions;
 - Risk Management and Control;
 - Statistical Reporting.

- Business Continuity
- Adaptability / Flexibility
- Strike Action
- Contingency plan to ensure continuity during strike action
- Revenue Management

1.9 Reference Data:

Not applicable.

1.10 Particular / Generic Specifications:

Not Applicable.

1.11 Use of Reasonable Skill and Care:

Not Applicable.

1.12 Key Personnel:

Title	Day	Time	Deployment	Amount
Senior Person - Overall Operation	Monday to Friday	08:00 - 17:00	Parking Operations Manager - Overall accountability of the complete operations.	Tenderer Proposal
Operations Supervisors	Monday to Sunday	06:00 - 18:00 and 18:00 - 06:00	- Overseeing the outside operations general supervision of staff, shuttles and golf carts. - Technical / first line maintenance for POF equipment. - Monitoring tickets in the ticket dispensers, removal of tickets from exit readers. - Customer liaison. - Wheel clamping of vehicles illegally parked. - Overall supervision of the daily operations in the cash office, control room and cashier station. - Verify reimbursement for daily revenue banking and change reimbursement. - Verify cashier reconciliation. - Daily reconciliations of cash and credit cards. - Reconcile change replenishment officers report, cashier station reconciliation,	Tenderer Proposal

			check and sign off at the end of the shift and place the cashier revenue in the safe in a sealed bag. • Check free ticket register, Parliament register and sign off per shift. • Preparations of monthly billing (verify and reconcile) for parliament, frequent / tenant. • Check and recon bank statement against cash and credit cards. • Reconcile system reports against actuals. • Release of ticket and note jams at the pay stations. • Monitoring of stock (tickets and other consumables for the daily operations).	
Accounts / Administrative Officer	Monday to Friday	08:00 - 17:00	• Auditing / administration capturing of daily parking statistics on a pulse report • Daily and monthly bank statement reconciliation against cash and credit cards recons. • Follow-up on anomalies on the bank statement with Nomad and Nedlink. • Daily and monthly credit card reconciliation. • Daily and monthly cash reconciliation. • Monthly reports for finance • Auditing of landside revenue. • Input on financial budgets.	Tenderer Proposal

Title	Day	Time	Deployment	Amount
Replenishment Officers	Monday to Sunday	06:00 - 18:00 and 18:00 - 06:00	• Counting of change to replenish the pay stations. • Refilling of the pay stations with change.	Tenderer Proposal

			- Reconcile change replenishment report at end of the shift. - Assisting the counting officer with safe drainage, separation of notes and coins, counting of notes and coins removed from the safes.	
Revenue Officer	Monday to Sunday	06:00 - 18:00	- Removal of safes from the pay stations. - Separation of note and coins per pay station, blind count of pay stations notes and coins. - Completion of cash and banking recon. - Depositing of revenue. - Ordering of change. - Checking of float. - Issuing of change to the replenishment officer. - Once the CIT process is completed, the counting officer will assist the control room and cashier.	Tenderer Proposal
Car Park Attendants	Monday to Sunday	06:00 - 18:00 and 18:00 - 06:00	- Traffic management in all parking areas. - Daily check of equipment functionality and report any defaults. - If the equipment is not working, have the lane closed and direct vehicles to the next lane. - Directing vehicles to the available parking bays. - Assist the customers at the exits if their tickets are unreadable and provide the control room with the required information before the boom is opened.	Tenderer Proposal

Title	Day	Time	Deployment	Amount
Rovers – Customer Care Attendants	Monday to Sunday	06:00 - 18:00 and 18:00 - 06:00	Wheel clamping of illegally parked vehicles in all parking areas.	Tenderer Proposal

			Assisting customers at entries and exits.	
Traffic Controllers	Monday to Sunday	06:00 - 18:00 and 18:00 - 06:00	- Traffic management in all parking areas. - Traffic management on the access roads; ensuring no vehicles are parked on the road verges. - If vehicles are parked on the road verges, contact the Rovers to have the wheels clamped.	Tenderer Proposal
Title	Day	Time	Deployment	Amount
Control Room Operators per shift	Monday to Sunday	06:00 - 18:00 and 18:00 - 06:00	- The control room operator liaises with any customer that requires assistance at the entries, exits or pay stations via the parking intercom system with payments and unreadable tickets and other parking related queries. Inclusive of telephonic queries. - The control room staff will assist customers to exit the parking via the intercom if the tickets are unreadable etc. by raising the boom remotely. - All boom openings must be recorded and reconciled with the parking system after each shift. - Any variances must be investigated and documented and available for auditing purposes. - CCTV monitors should be viewed constantly to monitor any unusual or suspicious behaviour and report to a senior person immediately for investigation. - Constant monitoring of the parking environment and equipment. - Investigating any alarms and dispatching the supervisor to attend to any issues experienced with the equipment. Monitoring of change levels.	Tenderer Proposal

Shuttle and Golf Cart Drivers	Monday to Sunday	04:00 - 14:00 and 14:00 - 00:00	Shuttle and golf cart drivers to transport staff and the public.	Tenderer Proposal

Title	Day	Time	Deployment	Amount
Cashiers per Shift	Monday to Sunday	06:00 - 18:00 and 18:00 - 06:00	- The manual cashier station is used to facilitate any manual transactions should a customer have difficulty at the pay stations with the parking tickets or credit cards. - The cashier will also process lost, unreadable, Members of Parliament tickets, as well as validation of free tickets when duly authorised (signed off) by authorised signatories. - The cashier must reconcile all transactions for the shift, complete the necessary reconciliation documentation.	Tenderer Proposal

*Operating hours subject to change and will be at ACSA's discretion

1.13 Software Application for Programming:

Current system: Intellepark Parking Management System but is subject to change.

1.14 Meetings (Ad hoc Management and Other)

All meetings to be documented for Audit Purposes.

1.14.1 Weekly Meetings:

Information Technology and Communications (ITC) meeting (weekly) with parking equipment Service Provider.

1.14.2 Monthly Meetings:

- Staff Deployment and Attendance.
- Revenue Takings.
- Budget Targets.
- Non-Conformances.
- Operational Challenges.

- Updates on various products.
- Stock on Hand.
- The monthly meetings to be attended by the Site Manager and the ACSA Parking Manager.

1.14.3 Quarterly Meetings:

- Service Provider assessment by ACSA Supply Chain Management (SCM) Contracts division.
- Detailing meeting operational requirements met as per contract.
- Verifying B-BBEE, SARS and Letter of Good Standing on a quarterly basis.
- The quarterly meetings to be attended by the Service Providers CEO or appointed delegate as well as the Service Providers Onsite Manager.

1.14.4 Workshops:

- The Service Provider's staff to attend the quarterly Service Standards Workshop (Client and Passengers Services).
- Pride in Action Workshops.

1.14.5 Reports:

- Daily / Weekly / Monthly / Quarterly Records.
- Daily Revenue Reconciliation.
- Daily Change reconciliation.
- Daily Cashier Station Reconciliation to be checked by ACSA.
- Any important issues to be brought to the ACSA Contracts Managers attention.
- Weekly Meetings: Minutes to be administrated by the Service Provider and a signed copy to be provided to the ACSA Parking Manager.
- A monthly report is required detailing the parking revenue and transactional performance for the month with year-on-year analysis as well as month-on-month analysis. An example of a parking report is to be supplied by the service provider.
- All source documents to be kept for three years by the Service Provider and handed over to ACSA to be stored for a further two years.

1.15 Current System Location and Quantity of POF System and Future Installation

Multi-Storey Parkade (MSP)			
Current Equipment		Future Equipment (supplied by ACSA)	
Type	Quantity	Type	Quantity
Entry Stations	6	Entry Stations	7
Entry Barriers	6	Entry Barriers	8
Entry VRN Cameras	6	Entry VRN Cameras	7
Exit Stations	5	Exit Stations	5
Exit Barriers	5	Exit Barriers	5
Exit Vehicle Recognition Number (VNR) Cameras	5	Exit Vehicle Recognition Number (VNR) Cameras	5
Validation Station	1	Validation Station	1
Validation Exit	-	Validation Exit	-

Validation VRN Cameras	1	Validation VRN Cameras	1
Pay Stations: Level -1	4	Pay Stations: Level -1	4
Pay Stations: Level O	3	Pay Stations: Level O	5
Pay Stations: Level 1	2	Pay Stations: Level 1	2
Cashier Stations: Level O	2	Cashier Stations	3
Intercom Stations	32	Intercom Stations	35
Control Room Stations	3	Control Room Stations	5

Shaded Parking			
Current Equipment		Future Equipment (supplied by ACSA)	
Type	Quantity	Type	Quantity
Entry Stations	3	Entry Stations	3
Entry Barriers	3	Entry Barriers	3
Entry VRN Cameras	3	Entry VRN Cameras	3
Exit Stations	3	Exit Stations	3
Exit Barriers	3	Exit Barriers	3
Exit VRN Cameras	3	Exit VRN Cameras	3
Validation Station	-	Validation Station	-
Validation Exit	-	Validation Exit	-
Validation VRN Cameras	-	Validation VRN Cameras	-
Pay Stations (all at midway along walkway to shaded parking)	6	Pay Stations	8
Cashier Stations	-	Cashier Stations	-
Intercom Stations	12	Intercom Stations	14

Long Stay Parking			
Current Equipment		Future Equipment (supplied by ACSA)	
Type	Quantity	Type	Quantity
Entry Stations	3	Entry Stations	3
Entry Barriers	3	Entry Barriers	3
Entry VRN Cameras	3	Entry VRN Cameras	3
Exit Stations	3	Exit Stations	3
Exit Barriers	3	Exit Barriers	3
Exit VRN Cameras	3	Exit VRN Cameras	3
Validation Station	-	Validation Station	-

Validation Exit	-	Validation Exit	-
Validation VRN Cameras	-	Validation VRN Cameras	-
Pay Stations (use of 6 shaded pay stations)	-	Pay Stations (use of 6 shaded pay stations)	-
Cashier Stations	-	Cashier Stations	-
Intercom Stations	6	Intercom Stations	6

Pick-Up Zone			
Current Equipment		Future Equipment (supplied by ACSA)	
Type	Quantity	Type	Quantity
Entry Stations	2	Entry Stations	2
Entry Barriers	2	Entry Barriers	2
Entry VRN Cameras	2	Entry VRN Cameras	2
Exit Stations	2	Exit Stations	3
Exit Barriers	2	Exit Barriers	3
Exit VRN Cameras	2	Exit VRN Cameras	2
Validation Station	-	Validation Station	-
Validation Exit	-	Validation Exit	-
Validation VRN Cameras	-	Validation VRN Cameras	-
Pay Stations (outside MSO building)	2	Pay Stations	2
Cashier Stations	-	Cashier Stations	-
Intercom Stations	6	Intercom Stations	7

Coach Zone			
Current Equipment		Future Equipment (supplied by ACSA)	
Type	Quantity	Type	Quantity
Entry Stations	1	Entry Stations	1
Entry Barriers	1	Entry Barriers	1
Entry VRN Cameras	-	Entry VRN Cameras	1
Exit Stations	1	Exit Stations	1
Exit Barriers	1	Exit Barriers	1
Exit VRN Cameras	-	Exit VRN Cameras	1
Validation Station	-	Validation Station	-
Validation Exit	-	Validation Exit	-

Validation VRN Cameras	-	Validation VRN Cameras	-
Pay Stations	-	Pay Stations	1
Cashier Stations	1	Cashier Stations	1
Intercom Stations	2	Intercom Stations	3

Inner Lane			
Current Equipment		Future Equipment (supplied by ACSA)	
Type	Quantity	Type	Quantity
Entry Stations	-	Entry Stations	1
Entry Barriers	-	Entry Barriers	1
Entry VRN Cameras	-	Entry VRN Cameras	1
Exit Stations	-	Exit Stations	1
Exit Barriers	-	Exit Barriers	1
Exit VRN Cameras	-	Exit VRN Cameras	1
Validation Station	-	Validation Station	-
Validation Exit	-	Validation Exit	-
Validation VRN Cameras	-	Validation VRN Cameras	-
Pay Stations	-	Pay Stations	1
Cashier Stations	-	Cashier Stations	-
Intercom Stations	-	Intercom Stations	3

Equipment on Site - Totals			
Current Equipment		Future Equipment (supplied by ACSA)	
Type	Quantity	Type	Quantity
Entry Stations	16	Exit Stations	15
Entry Barriers	11	Exit Barriers	15
Entry VRN Cameras	15	Exit VRN Cameras	14
Validation Station	1	Validation Exit	0
Validation VRN Cameras	1	Pay Stations	18
Cashier Stations	2	Intercom Stations	48

1.16 Quality Management:

- ASQ is the customer services standards which all stakeholders and services providers need to adhered to at the airport.
- Adherence to this system is monitored via Viewing Deck (complaints or compliments system) and the Quarterly Service Standards Reports.
- Rewards and recognition for airport staff that excel in terms of customer service are also part of the customer service portfolio at KSIA.
- To ensure constant quality in terms of output by the service provider, daily audits will be performed by ACSA.
- Staff will be monitored in terms of uniform, work performance and time keeper.
- Penalties will be incurred should the Service Provider not adhered to the required quality standards.

1.17 Planning and Programming:

Not Applicable

1.18 Insurances:

(Professional indemnity, Public Liability, etc.)

Summary of Terms and other Matters Applicable to Employer Provided Insurance

1.19.1 Insurance Schedule

Summary of Terms and other Matters Applicable to Employer Provided Insurance

Part 1:

Notes to Schedule:

• The provision of insurance by the Employer does not limit the obligations, liabilities or responsibilities of the Contractor under this contract in any way whatsoever (including but not limited to any requirement for the provision by the Contractor of any other insurances). • Unless specifically otherwise stated, capitalised terms in this schedule (other than Employer, Contractor and works where written in italics) have the meaning assigned to them in the relevant policy of insurance. • This Insurance Schedule is a generic term sheet generally applicable to the Employer's projects. In the circumstances: o If this Insurance Schedule reflects the amount of any cover provided by the Employer to be higher than the amount required in the Contract Data, the Employer's obligation under this Contract is limited to the lower amount; and o If this Insurance Schedule provides for any cover which is not stated to be provided by the Employer in the Contract Data, the Employer's obligation under this Contract is limited to the cover stated in the Contract Data. • [The terms governing the Employer provided policies of insurance are the terms detailed in the policies themselves. This schedule is merely a summary of the key terms. It is the responsibility of the tenderer to obtain copies of the policies and satisfy itself of the actual terms as required by the tenderer.]

Part 2:

ACSA Maintenance Contracts Insurance Clause. Insurance Affected by the Employer.

Notwithstanding anything elsewhere contained in the Contract and without limiting the obligations liabilities or responsibilities of the Contractor in any way whatsoever (including but not limited to any

requirement for the provision by the Contractor of any other insurances) the Employer shall effect and maintain as appropriate in the joint names of the Employer , Contractors and Sub-Contractors, Consultants and Sub-Consultants the following insurances which are subject to the terms, limits, exceptions and conditions of the Policy:

(a) PUBLIC LIABILITY Insurance – which will provide indemnity against the insured parties legal liability in the event of accidental death of or injury to third party persons and/or accidental loss of or damage to third party property arising directly from the execution of the contract with a limit of indemnity of R 100 million in respect of all claims arising from any one occurrence or series of occurrences consequent on or attributable to one source or original cause. The policy will be subject to a Deductible of R25 000 for Property Damage claims only but R250 000 where Loss or Damage involves Aircraft.

(i) The Employer shall pay any premium due in connection with the insurance effected by the Employer.
(ii) The Contractor shall not include any premium charges for this insurance except to the extent that he may deem necessary in his own interests to effect supplementary insurance to the insurance effected by the Employer. The Employer reserves the right to call for full information regarding insurance costs included by the Contractor.

(iii) Any further clarification of the scope of cover provided by the Policies arranged by the Employer should be obtained from the Employer ..

(iv) In the event of any occurrence which is likely to or could give rise to a claim under the insurances arranged by the Employer the Contractor shall :

(A) in addition to any statutory requirement or other requirements contained in the Contract immediately notify the Employer's Insurance Broker or the Insurers by telephone or telefax giving the circumstances nature and an estimate of the loss or damage or liability

(B) complete a Claims Advice Form available from the Insurance Brokers to whom the form must be returned without delay.

(C) negotiate the settlement of claims with the Insurers through the Employer's Insurance Brokers and shall when required to do so obtain the Employer's approval of such settlement.

The Employer and Insurers shall have the right to make all and any enquiries to the site of the Works or elsewhere as to the cause and results of any such occurrence and the Contractor shall co-operate in the carrying out of such enquiries.

(v) The Contractor will be liable for the amount of the Deductible (First Amount Payable in respect of any claim made by or against the Contractor or Sub-Contractors under the insurances effected by the Employer.. Where more than one Contractor is involved in the same claim the Deductible will be borne in pro-rata amounts by each Contractor in proportion to the extent of each Contractor's admitted claim. (vi) Any amount which becomes payable to the Contractor or any of his Sub-Contractors as a result of a claim under the Contract Works Insurance shall if required by the Employer be paid net of the Deductible to the Employer who shall pay the Contractor from the proceeds of such payment upon rectification repair or reinstatement of the loss or damage but this provision shall not in any way affect the Contractor's obligations liabilities or responsibilities in terms of the Contract.

In respect of any amount which becomes payable as a result of a claim under any Public Liability Insurance the Contractor or his SubContractors shall be required to pay the amount of the Deductible to the Insurer to facilitate settlement of such claim.

Insurance Affected by the Contractor.

Without in any way detracting from any requirements contained elsewhere in this contract the Contractor and Sub-Contractors shall where applicable, provide as a minimum the following:

(a) INSURANCE OF CONTRACTORS EQUIPMENT (including tools offices and other temporary structures and contents) and other things (except those intended for incorporation into the Works) brought onto the Site for a sum sufficient to provide for their replacement.

(b) Insurance in terms of the provisions of the Compensation for Occupational Injuries and Diseases Act No. 130 of 1993 as may be amended or in terms of any similar Workers Compensation and Unemployment Insurance enactment's in the Suppliers' or Sub Supplier's operational, manufacturing or assembly locations.

(c) Motor Vehicle Liability Insurance comprising (as a minimum) "Balance of Third Party" Risks including Passenger Liability indemnity.

(d) Public Liability Insurance for an amount sufficient to cover the Contractors obligations in terms of the Deductible of R25 000 or R250 000 as stated above.

(i) The insurances to be provided by the Contractor and his SubContractors shall:

(A) be affected with Insurers and on terms approved by the Employer.

(B) be maintained in force for whatever period the perils to be insured by the Contractor are at risk (including any defects liability period during which the Contractor is responsible for the care of the Works)

(C) submit to the Employer the relevant Policy or Policies of Insurance or evidence acceptable to the Employer that such insurances have been affected.

(ii) In the event that the Contractor or his Sub-Contractor receives any notice of cancellation or restrictive modification to the insurance provided to them they shall immediately notify the Employer in writing of such cancellation or restriction and shall advise what action the Contractor or his Sub-Contractor will take to remedy such action.

If the Contractor fails to effect and keep in force the insurances referred to then the Employer may effect and keep in force any such insurances and pay such premium or premiums as may be necessary for that purpose and from time to time deduct the amount paid by the Employer from any monies due or which may become due to the Contractor or recover same as a debt from the Contractor.

Sub-Contractors

The Contractor shall:

(a) ensure that all potential and appointed Sub-Contractors are aware of the whole contents of this clause, and

(b) enforce the compliance by Sub-Contractors with this clause where applicable.

1.19 Approvals:

- Approvals required pertaining to changes to the contract will need to be obtained from ACSA for any requests the Service Provider may have and will only be valid if received in writing.
- Direct reporting lines will be to the ACSA Parking Manager.

1.20 Procurement :

(Where applicable)

1.21 Proof of Compliance with the Law:

- Service Provider to abide by all relevant and applicable legislation / s and all applicable regulations pertaining to the required services and site.

1.22 Use of Documents by ACSA (Employer):

Not Applicable.

1.23 Co-Operation with Other Services Providers:

- Security Contractor on Landside: Reporting suspicious behaviour noted in parking to security service provider.
- CIT Company: Banking of cash and change collection.
- Cleaning Contractor: Landside
- Litter on landside.
- Maintenance Contractors: Report any maintenance related queries to the Infrastructure Maintenance Centre (IMC) Help Desk i.e. aircon not working, damaged signage, escalators and elevators not working, lights not working, cracked paving etc.
- Parking Equipment Malfunction: Report to ITC and Parking Equipment Service Provider
- Traffic lights not working: Metro Police

1.24 Electronic Payments:

- Payment will be made to the Service Provider on a monthly basis.
- Thirty (30) days from date of invoice.

1.25 Payment Certificates

Not applicable.

1.26 Access to Land / Buildings / Sites:

(e.g. Permit Requirements)

- 1.26.1 Each staff employed at the airport has to have a valid ACSA security permit, obtainable from the ACSA KSIA Permit Office. The Service Provider will be liable for cost of these permits and induction courses.

1.26.2 Permits are cards issued to persons employed and operational vehicles owned by airport-based companies.

1.26.3 Conditions of Issue:

- Acceptance of personal permit applications.
- The conditions under which ACSA shall issue an ACSA security personal permit are as follows:
 - All applicants requiring permits for two (2) days to two (2) years for the first time or renewing permits shall be vetted.
 - All applicants requiring permits for six (6) days to two (2) years to gain access into airside must complete an airside induction course prior to applying for permits.
 - When the relevant application forms have been duly completed by the applicant and authorised by the nominated sponsor.

1.26.4 The following necessary documents must be attached:

- Identity documents.
- Airside induction certification is required for the following zone access for permit holders:
 - red,
 - red and green,
 - red and blue,
 - red and yellow,
 - purple and red and red,
 - green and blue
- Airside Vehicle Operators Permit (AVOP) certificate for employers employed as drivers in order to be issued an AVOP permit.
- Watched and understood the security awareness briefing videos.
- All ACSA security permit applicants shall be processed in accordance with the recommended vetting criteria as practiced by the National Intelligence Agency (NIA) of South Africa.
- All cases that are vague shall be referred to the Joint Planning Committee (JPC) for approval.
- If an applicant has no previous convictions a permit can be issued.
- Applications of contractors and subcontractors shall be accepted if it is sponsored by a company / organisation or an individual operating at ACSA operated airports and the company / organisation is registered in the Airport Permit Issue System (APIS).
- Special visitors permit (ad-hoc) shall be issued to government agents and security companies dealing with valuable cargo.
- Companies shall pay R3,715 for every visitors and temporary permit not returned to the Permit Office at the end of business or visit and there shall be no temporary or visitor's permits issued in future until the penalty per unreturned permit is paid.
- Companies shall be charged a fee of R3,096 per cancelled permit not being returned to Permit Office after their employees resign, are dismissed, absconded or suspended.

Drawing of King Shaka International Airport



Abbreviations

ACSA	-	Airports Company South Africa
APIS	-	Airports Permit Issue System
APS	-	Auto Pay Station
ASQ	-	Airport Standards Quality
AVOP	-	Airside Vehicle Operators Permit
CCTV	-	Close Circuit Television
CIT	-	Cash-in-Transit
CPI	-	Consumer Price Index
EME	-	Emerging Micro Enterprises
IMC	-	Infrastructure Management Centre
ITC	-	Information Technology and Communications

JPC	-	Joint Planning Committee
KSIA	-	King Shaka International Airport
KZN	-	Kwa-Zulu Natal
LAN	-	Local Area Network
LTP	-	Long Term Parkers
MSP	-	Multi Storey Parkade
NIA	-	National Intelligence Agency
NKP	-	National Key Point
PDP	-	Public Drivers Permit
POF	-	Pay-on-Foot
SCM	-	Supply Chain Management
SOP	-	Standard Operating Procedure
VMS	-	Variable Message System
VRN	-	Vehicle Recognition Number

Approval by:

Anil Bridglall

Designation: Account agent Ground Transport & Remote Sites

Date:

Loretta Mbhele

Designation: Senior Operation Coordination

Date: