

Question 1

How does ACSA envision the conduct of regular maintenance activities and the required breakdown maintenance given the limited staffing scope?

✚ **ANSWER:** Number of resources requested revised, please refer to the updated tender document.

Question 2

Are we using a standard 2 envelope submission, with 1 original and 1 copy as well as an electronic copy? Or should we follow the procedure as outlined in the tender and submit an original document with an electronic copy on USB?

✚ **ANSWER:** Yes, as outlined in the tender document. with 1 original and 1 copy as well as an electronic copy in a portable USB.

Question 3

Form A5 contradicts the information required by ACSA , which pertains to the Company experience with regards to specific employees. Please clarify.

✚ **ANSWER:** Form A5 revised. Only information for bidding entity required.

Question 4

Do all qualifications need to be certified? This is not possible given that most staff are working remotely or are not back at work.

✚ **ANSWER:** Documents need to be certified.

Question 5

On page 129, Section 2.1.2 there is reference made to a relief technician, given the current pricing structure a relief technician has not been provided for. Is there going to be a provision for a second

technician and assistant? How should this be priced given that this is not a requirement of the tender?

- ✚ **ANSWER:** Pricing will be per the number of hours worked by a single Technician and assistant on site. At a time. Please refer to updated tender document for revised pricing schedule

Question 6

On page 131, Section 2.6.1, there is a note that requires all subcontractors to maintain the B-BBEE level of the main contractor or better. This is not possible given that the majority of subcontractors operate in specialised environments and do not necessarily maintain their accreditations. As the tendering entity, we will maintain our Level-1 Accreditation and will endeavour to appoint suitable subcontractors, however we are unable to guarantee this especially where the work required needs to be done by OEMs. Please confirm your requirements.

- ✚ **ANSWER:** Refer to page 58 of 195 section 7 and page 130 of 195 section 2.6. **Subcontracting not applicable**

Question 7

In page 133, Section 2.11, please clarify with regards to maintenance, the 2x days, 5 hours, after hours, as per current contract agreement. Please note the conflict with regards to the Pricing schedule as noted below.

- ✚ **ANSWER:** Changes made to the tender document, please see updated document. After hours would have to be invoiced separately. Provide resources as per pricing schedule.

Question 8

In Section C3 page 11, there is reference that the Controller is required to be a mechanical artisan, of which there should be one per shift. Please note that this appears to directly contradict the requirements of the tender as per the original rubric in Tenderer's Data T1.2 page 12.

✚ **ANSWER:** Pricing schedule takes precedence. Part C3 page 11: One System Controller per Shift Addendum to be provided for part C3 page 11.

Question 9

In Section C3, Page 13, the List of Assets that are required to maintained as per OEM recommendations, please clarify ACSA's expectations in respect of the staffing and maintenance protocols applicable to this tender.

✚ **ANSWER:** Please refer to the updated tender document.

Question 10

In Section C3, Page 53, There is reference to the ability to recruit staff within 1 hour or as per an SLA to be determined with a Labour broker, is this to be considered only in the event of industrial action?

✚ **ANSWER:** Addendum on page C3, page 53. Staff has resigned, loss of life, dreaded illness –24 hours turnaround time (ability to recruit staff). To ensure that the Service Provider complies to the minimum resources required. Please refer to the updated tender document.

Question 11

In section C3, Page 54. Request for clarification on whether ACSA requires pricing (and remuneration) according to the number of staff or according to KPIs.

ANSWER: Number of resources requested revised, please refer to the updated tender document.

Question 12

In section C3, Page 54. The sortation system is recorded as the LOGAN estimated time, as far as we are aware the system at KSIA is a Glidepath system, could you please elaborate on the requirements therein.

✚ **ANSWER:** Please refer to the updated tender document. System is Glidepath.

Question 13

In Section C3, Page 56. On the maintenance schedule there is reference number against each of the activities listed. What does this represent?

 **ANSWER:** Please ignore, Internal System Numbering

Question 14

In Section C3, Page 58. There is reference to Predictive maintenance to be done by the contractor. Given the requirement to appoint only a single maintenance technician it may pose as difficult to complete all of the preventative / predictive maintenance activities. Please clarify your expectations as per our question 11 above.

 **ANSWER:** Number of resources requested revised, please refer to the updated tender document.

Question 15

As per the Pricing Data on C2, page 123, we would like to note the following

- How does ACSA envision that the maintenance will take place? Given that there is only one technician and assistant, does ACSA have an additional plan for Breakdown and Emergency Management, or after-hours maintenance.

 **ANSWER:** Number of resources requested revised, please refer to the updated tender document.

 Under section B, the OEM - Software support Table is updated (R200 000 x 4 = R800 000.) Please note updated tender document.

Question 16

Bid Requirement – 3 or more references.

We believe that companies with at least one major reference in the Baggage Handling System operations/maintenance environment would be capable to execute the project accordingly,

especially if the companies are/were involved in other bigger Airports Baggage Handling System projects.

We therefore request company experience to be at least a minimum of One reference within Airports Baggage Handling.

ANSWER: Please note amendments made, Minimum 2 reference letters. Maximum 3 or more. Please refer to the updated tender document.

Question 17

SITE MANAGER EXPERIENCE

Bid Requirement - Min 3 years' experience in maintenance of conveyors and/or carousels **OR** Managing Airport Baggage Handling System operations.

Kindly consider including bulk material handling to the minimum experience required. This will afford other candidates who do not have experience in BHS but bulk material handling to participate.

✚ **ANSWER:** The experience required is standardised and approved across all ACSA airports.

Question 18

SITE TAKEOVER

Bid Document – Not mentioned.

Based on OR Tambo baggage operations, prior to a new service provider taking over, there will be a need for a three months period site establishment and shadowing/handover period from the current service provider.

✚ **ANSWER:** The tenderer is required to have BHS experience for these reasons:

1. The contract will be short term (12 months) and ACSA requires a seamless transition from the incoming service provider. the service provider is expected to resume operations without compromising the set schedule and time loss.

2. KSIA is of much smaller size compared to OR Tambo.

Question 19

CURRENT BHS STAFF

Bid Document – Not mentioned.

What will happen to the staff currently operating and maintaining the baggage handling system, will the employees be absorbed by the new service provider?

✚ **ANSWER:** Recruitment is up to the contractor as long as the minimum requirements stated by ACSA are met.

Question 20

EVALUATION CRITERIA -Bid Document – 60% required out of each criterion (Tender Data > T1.2 > Page 9 > Bullet Point No. The minimum threshold on some of the criteria does not equal 60%, including the overall points for the minimum points that can be achieved with the minimum threshold.

Though it is mentioned that the minimum overall points for the evaluation criteria is 56, there is a contradicting clause as mentioned above.

Kindly refer to table below.

✚ **ANSWER:** Only Tenderers scoring at least the minimum points on each sub criteria will be considered for further evaluation. Overall points min score is 56 points over 100

✚ **NB:** T1.2 Page 8 and T1.2 Page 9. Refer to the updated tender document



	QUALIFICATIONS			
	Minimum	Maximum	Total	Minimum Threshold Points %
Site Manager	3	10	10	30%
Mill-wright	4	6	6	67%
Tech Assistant	4	6	6	67%
System Controller	2	4	4	50%
BHS Operator	2	4	4	50%
TOTALS	15	30	30	50%

	EXPERIENCE			
	Minimum	Maximum	Total	Minimum Threshold Points %
Site Manager	6	10	10	60%
Mill-wright	5	10	10	50%
Tech Assistant	4	6	6	67%
System Controller	2	4	4	50%
BHS Operator	-	-	-	-
Co. Experience	12	20	20	60%
TOTALS	29	50	50	58%

	OPERATION/MAINTENANCE PLAN			
	Minimum	Maximum	Total	Minimum Threshold Points %
Operational Plan	6	10	10	60%
Maintenance Plan	6	10	10	60%
TOTALS	12	20	20	60%

OVERALL POINTS BASED ON MINIMUM THRESHOLD POINTS	
Qualifications	15
Experience	29
Operational/Maintenance Plan	12
TOTAL	56
OVERALL %	56%

Figure 1

Question 21

What is the strategy around the current staff fulfilling the roles at the moment?

In the view of the current economic climate in our country it will not be acceptable that people be made unemployed if we have to employ “new” staff if successful. Is ACSA open to a Section 197 arrangement where the current staff will be taken over with the contract?

✚ **ANSWER:** Recruitment is up to the contractor, so long as the minimum requirements stated by ACSA are met. Should the incoming and outgoing contractors wish to utilise section 197 ,they may, however ACSA is not mandated to dictate rules of transfer of resources between the old and the new contractor.

Question 22

If Section 197 is implemented, will we have access to the staff as per the tender requirements they have to sign an agreement to stay in my employment for the duration of the contract with ACSA. Do the current staff have the qualifications and experience has required in the tender documents and can I get the CV’s of the staff from the current service provider or directly from the staff? - I suggest that this information be made available as a pack to all potential contractors tendering for this service.

✚ **ANSWER:** ACSA will not be able to act as an agent between the incoming and outgoing contractor.

Question 23

We would like to verify the duration of the RFP, is it 12 months as stated in the tender document?

We just want to ensure that when we mobilize resources and offering employment contracts, the employees will need to keep in mind that the contract will be for 12 months only.

✚ **ANSWER :**12 months as stated on the tender document.