

QUESTIONS and ANSWERS – Batch 9

Tender Ref No	COR7901/2025/RFP
Tender Description	ACQUISITION OF LOUNGE OPERATORS FOR A PERIOD OF FIVE (5) YEARS AT O R TAMBO INTERNATIONAL AIRPORT, CAPE TOWN INTERNATIONAL AIRPORT AND KING SHAKA INTERNATIONAL AIRPORT.

NB: Tenderers to acknowledge this Q&A in their tender submission in the table for RECORD OF ADDENDA TO TENDER DOCUMENTS.

No.	BIDDER QUERY/QUESTION	ACSA RESPONSE
1	Can we request CAD and PDF drawings of all lounges in the interim ?	Drawings provided is sufficient to tender.
2	Could you please confirm whether Drawing 9 – CTIA Lounge 404a (D3.110 - Mezzanine Floor) is the correct version for this RFP? Alternatively, will this be downsized or revised for the current scope?	Yes, it is the correct layouts
3	Could you please share the plans for the 7 lounge sites on tender in DWG format. We currently only have them in PDF and DHQ format – we need DWG format so that we may be able to design the renders of the spaces.	The drawings that were provided/uploaded is all that we have. Note that all other bidders are utilising same to respond to the tender.
4	Can we use ACSA's logo on our response?	Indicate where ACSA logo is to be used in your bid submission without actually using ACSA logo.
5	Would ACSA allow 2 representatives from each of the three companies that make up one consortium to attend the site visits? Or is it only 2 per consortium?	Each bidder to submit 2 representatives. If a bidder decides to bid as a consortium, then only 2 representatives per consortium. If a bidder is a single entity/company, then 2 representatives per bidding entity/company.

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6	We would like to clarify the process in the event that our space requirements change after submission or award. Specifically, we are seeking clarification on how ACSA manages situations where a successful bidder may need to adjust or decline their allocated lounge space due to evolving business priorities. This will help us ensure that any bid we submit is fully aligned with our strategic planning.	A successful bidder is bound by the scope, terms, conditions etc of this bid once the contract has been signed. What a bidder tenders for is in the tender document/information. No adjustments etc will be allowed during lease period etc. Should a successful bidder choose to decline their allocated lounge space within the tender validity period, ACSA may consider awarding to the next highest bidder.
7	The 'Regional' passengers mentioned on the airport website – do they refer to Domestic or International travellers, and which lounges do they currently access?	They could fall on the international or domestic side.
8	'Charter' passengers reflected in the airport website data – do they have access to terminal lounges?	They could fall on the international or domestic side.
9	What are the current penetration levels (percentage of passengers accessing lounges) across existing lounges?	The lounges manage their own operations and we are not privy to same.
10	Do the existing lounges operate prep-kitchens within the lounge premises, or are there shared/external kitchens within the terminal?	They have own kitchens.
11	What are the applicable monthly rentals if we opt for additional non-tendered spaces inside the terminal?	Note that is in not within the ambit of this tender. Please confine your tender response to the requirements of this tender.
12	Are the existing airline lounges permitted to serve non-business-class passengers (e.g., through pay-per-use or credit card tie-ups)?	Yes
13	Are there any mandatory contractual costs outside the scope of the RFP (e.g., maintenance, IT infrastructure, housekeeping, parking, or similar obligations	Yes. It will depend on each lounge utilisation of these services.
14	Request for Validation of Existing Lounges We have compiled provide below a table (based on publicly available information) mapping the current lounges at Cape Town, Durban, and Johannesburg airports. To ensure accuracy, we kindly request your confirmation of each lounge's details regarding location, operational status, tendered space, and whether it functions as an airline or common user facility.	Bidder to tender as per information provided in the tender document.

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15	As part of the bidding process, one of the rules made mention of is that for ORTIA - given that there's 4 lounge spaces on tender (2 domestic and 2 international), at most, a bidding entity can win 1 domestic and 1 international lounge. If an entity already occupies a domestic lounge in ORTIA - which is not up for tender, how would this affect the bidding process in relation to the rule of winning at most 1 domestic and 1 international lounge? That is, can said entity still bid for a domestic lounge in ORTIA? And if so, (and the entity does win a bid for a domestic lounge in ORTIA), would the rule still apply if the entity now sits with 2 domestic lounges in ORTIA or does the rule only apply to the lounges on bid (therefore an entity potentially sitting with 2 domestic lounges in ORTIA would not be an issue as the other lounge was not part of the bid process? Also, how would this affect the bid process for ORTIA if an entity with an existing domestic lounge, possibly wins a domestic lounge in ORTIA but has also bid for the International lounges in ORTIA? Essentially, can an entity possibly find itself winning 1 domestic + 1 international lounge (as per the rule) given that they already occupy a lounge in domestic which was not part of the bid process?	The rule applies to this bidding process i.e this tender only. Current lounge operators can also bid.
16	I would like confirmation on the King Shaka International Airport lounge square metre rental rates, are they indeed R360.00/sqm?	Refer the tender document for the relevant rental rates in the pricing schedules.
Following questions relate to CTIA Lounge - No. 404 and 404a		
17	Are these two separate premises?	No
18	If these two are separate premises - Are these interconnected? Are these far away from each other?	There is a ground and mezzanine.
Following questions relate to ORTIA Lounges listed in bid document		
19	Lounges IDL 05 and IDL 06 : Are these two separate premises?	No
20	Lounges IDL 05 and IDL 06 - If these two are separate premises - Are these interconnected? Are these far away from each other?	No

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General questions for CTIA, KSIA and ORTIA		
21	Pls provide available facilities at location - GAS, kitchen exhaust, fresh air, chilled water for AC, portable water inlet, drainage outlet, sufficient electrical load, IT tap off points and other essential services.	Please note that this lounge facility complies with the rules and regulations for such operation.
22	Will tendered Lounge(s) be A] Common User Lounges - B] Airline Lounges accessible to Business Class/First Class Pax -	Refer to tender document.
23	Will these be the only lounges inside tendered Terminal? Or There will be other airline/common user lounges parallelly operational/will become operational inside tendered terminal? If yes, Will other lounges serve walk-in guests, corporate contracts, Priority Pass, etc?	Refer to tender document.
24	Please share list of Airlines operational currently with average number of flights a month	Refer Annexures 1,2,3 attached herewith.
25	What is proposed site handover date for awarded bidder?	Refer Batch 7 Q&A
26	Air Traffic forecasts : Pls provide next 5 years air traffic forecasts with break-up of Domestic and International Pax	See attached.
27	Staffing Requirement : Are there any anticipated minimum staffing regulations or restrictions for lounge operations	The bidder is to assess same for a lounge operation.
28	Capex assumption: Can you confirm the average build cost (CAPEX/m ²) for the existing operational lounges at airport	The bidder is to estimate same with their team and advise.
29	Selling Pricing guidelines : Can the lounge operator set its own pricing policy for walk-in access, partner airline contracts, and third-party loyalty programs?	The bidder is to estimate same with their team and advise.
30	F&B Sourcing : Are there any restrictions or guidelines regarding F&B sourcing?	The bidder is to provide same.
31	Fit out period - 90 days : Could you confirm whether the 90-day period for construction can be extended under any circumstances?	No it will not be extended.

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32	Additional spaces inside Terminal: Will there be any dedicated Kitchen/ back-of-house storage or support space provided as part of the site, or is the operator expected to build these entirely within the tendered space?	Bidder to tender as per information provided in the tender document.
33	Commercial rates for Services: Please provide existing commercial per unit rates for following services - Electricity Water - GAS/PNG -	This will be on a usage basis.
34	Commercial rates for IT Services: Please provide existing commercial per unit monthly rates for following services - DATA Port- Voice Port - EPOS- FIDS- Telephone- RAC Space - Internet/WIFI-	ACSA is in the process of finalizing a new pricing model. At this stage we do not have same.
35	Bid Submission : Can non-resident RSA entity eligible for Bid? OR It is mandatory to form an entity within RSA before submission of Bid? OR non-resident RSA entity can bid and form the RSA resident entity post award ?	Refer tender document. This bid is open to International and Domestic entities.
36	Contract Start Date : Pls provide effective contract start date condition	Refer Batch 7 Q&A
37	Applicable monthly Rent : Clause 2.4.2.2. specifies The successful bidders would need to pay ACSA the greater of a Minimum Guaranteed Rental (fixed) or a predetermined percentage of turnover (variable); whichever is the greater. The minimum rental will escalate by a minimum of 8% annually. Clarification required - 1. What is minimum predetermined percentage of turnover (variable)?	Refer Addendum 2
38	Would the OR Tambo airport lounge site visits run concurrently from 12 noon - considering there's 4 lounges (sites)?	No, site visit will be done one lounge at a time.

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39	If bidding as a consortium for 4 sites - does it mean we can send 2 for each site if they will run concurrently?	No – N/A. Refer answer above.
40	As per 1.6.2 it states that : a) Bidders to send a maximum of two (2) representatives for each site meeting.	NB: A site is a reference to an airport – not the lounge.
41	Eligibility for Multiple Lounge Awards across multiple tenders: If a business is successful in securing a lounge under COR7901/2025/RFP, are there any restrictions or limitations on their ability to bid for lounges under ORTIA7975/2025/RFP?	As both tenders are running concurrently, a bidder can tender in both instances.
42	Clarification on Clause 2.4.2.2 – Rental Structure: We would appreciate further detail on how ACSA intends to operationalise clause 2.4.2.2 , which refers to “the greater of a Minimum Guaranteed Rental (fixed) or a predetermined percentage (12.5%) of turnover.” Specifically, could you clarify the respective responsibilities of ACSA and the tenant in managing this arrangement?	This will be addressed in the lease document.
43	Advertising Fees within Lounges: Will ACSA be levying a percentage-based fee for advertising activities conducted within the lounge by the successful bidder?	Yes, 15% - This will be addressed in the lease document.

All bid information (including Q&A, addenda etc) is uploaded onto National Treasury website viz. www.etenders.gov.za.

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