



BID CLARIFICATION RESPONSE: SECOND QUESTIONS & ANSWERS

RE: REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE PROVISION OF FACILITIES MANAGEMENT SERVICES FOR A PERIOD OF 36 (THIRTY-SIX) MONTHS AT AIRPORTS COMPANY SOUTH AFRICA (ACSA) WESTERN PRECINCT.

REFERENCE NUMBER COR 7632/2025/RFP.

Questions	Answers
Question 02: Building Size and Asset Register. Just with regards to the size of the building, if we can get confirmation I had that was mentioned, but if we can get just get, you know, written confirmation on that and also if we are able to access the the asset register as well if that's that's possible. And also I didn't hear anything regarding fire you know fire panels in the in the document just generally fire. Thank you.?	1. Attached.
Question 04: Specifications on the CAFM system i. What is the full expected scope of the CAFM system (e.g., Asset Management, PPM, SLA tracking, inventory, etc.)? ii. Will the CAFM system need to integrate with existing systems (SAP, BMS, HR, Finance)? If so, what are the integration requirements?	1. Scope as per document (Clause 5) 2. To integrate with the existing BMS system.
Question 07: Asset Register i. Will equipment specifications (e.g., size, capacity, make, model) be provided for major assets (e.g., generators, UPS)? ii. Will a detailed asset register and maintenance history be provided, or is a baseline audit required?	1. Attached. 2. Yes, history will be provided to the successful bidder.
Question 08: Service Area Inputs: i. Cleaning – Type of floors and total square meterage. ii. Hygiene – Number and type of sanitary bins iii. Landscaping – Type of services (grass, roses, irrigation) vi. Internal Plants – Number and types of plants v. Waste Management – Waste area layout, skip count, waste types, and frequencies vii. Pest Control – Type and number of bait boxes	1. Attached. Tiles and carpet. Parking bays. 2. 117 sanitary bins. 3. No landscaping required. 4. Not included. 5. Attached. 1 Skip. 6. Not specified but must be in accordance with the SA Pest Control Regulations.
Question 09: Data & Historical Records	1. This will be determined with the successful bidder.



i.What historical data needs to be migrated (e.g., service records, warranty, inspections)? ii. Are there data retention requirements within the CAFM system?	2. Yes.
Question 10: User Access & Training i.How many users will need access and what are their roles (e.g., technicians, managers)? ii. Will staff training be required? Who is responsible for providing it?	1. 2 users Facility Manager & Charge Hand. 2. Yes, the bidder will be responsible.
Question 11: Reporting & System Performance i. What reporting outputs are required (e.g., SLA compliance, asset lifecycle, MTTR/MTBF)? ii. Should the system include real-time dashboards and drill-down analytics? iii. What are the uptime, availability, and cybersecurity requirements (e.g., ISO 27001, cloud vs. on-prem)?	1. All the above. 2. Yes. 3. ACSA subscribes to the ISO standards.
Question 12: Implementation & Compliance i.What is the expected implementation timeline and key phases (setup, config, testing, go-live)? ii. Are there statutory or contractual compliance requirements (e.g., ISO 41001, SANS 1752)?	1. 90 days for full integration with ACSA systems and 1 month for the management of the facility 2. Yes.
Question 13 Technical and Non-Technical Requirements: Please confirm if both are required for submission and if any specific templates should be followed.	1. Refer to the RFP document.
Question 14 Letter Confirming Building Size/Building size: Kindly advise if we need to submit a formal letter stating the building size? And what is the building size of the tender?	Building size is provided.
Question 15 Cleaner Requirements: Please confirm the number of cleaners required for the scope, and if a breakdown per building is necessary.	1. 24 in total (12-day shift for all buildings only & 12-night shift for parking bays only).
Question 16 BOQ – Technicians Hours: Based on our assessment, we've noted a need to revise the technicians hours from 1440 to 6228 hours. We have calculated the technician requirement at 173 hours/month over 36 months. Please confirm if this aligns with your expectations of if adjustments are needed.	Technicians are not required full time. The 1440 hours is based on an average of 40 hours per month over 36 months.



Question 17 Minor Projects and Lift Services: Kindly advise if we are required to include minor project work and lift services completion certificates as part of our documentation.	Yes
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