

CLARIFICATION QUESTIONS AND ANSWERS

TITLE : Maintenance and Minor Refurbishment of Mechanical Conveyor Machinery – Baggage Handling System

TENDER NUMBER: CTIA7995/2025/RFP

DATE: 17th March 2026

IMPORTANT: Tenderers may be required to acknowledge this Q&A in their tender submission in the table for RECORD OF ADDENDA TO TENDER DOCUMENTS

Ref	Document / Clause	Clarification	Reason for Clarification	Client Response
Commercial Clarifications				
C1	Vol 1 – Evaluation Methodology	Please confirm that the evaluation methodology consists of a functionality threshold of 90/100 , after which qualifying bids are evaluated on 80/20 price and preference only , with no further weighting of functionality.	The tender references both functionality scoring and 80/20 evaluation; the final ranking methodology should be confirmed.	As explained in the briefing session and Bid document, the evaluation is based on a gated/hurdled methodology. In order for the Bidder to proceed to Functionality Stage, it must have qualified on the mandatory Stage. In order for the Bidder to progress to Price and Preference Stage, it must have qualified in the Functionality Stage. Functionality “Points allocated for Functionality shall be evaluated in accordance with the criteria as listed . An overall qualifying threshold of 90 points out of 100 must be achieved for the tender to be eligible

				<p>for further evaluation on Price and B-BBEE.” Please see page 21 of 23 stage 2 of functionality.</p> <p><u>Price and Preference</u></p> <p>Furthermore, only bidders who qualify for price and preference after being successful in Functionality will be scored as follows :</p> <ul style="list-style-type: none"> • 80 Points for Price • 20 Points for BBBEE Specific Goals (Preference Points) See table in the Tender Pack
C2	Vol 2 – Activity Schedule / Price List	Please confirm the pricing treatment for spare parts, including whether all spare parts supplied by the contractor will be reimbursed through the Activity Schedule or whether certain consumables are deemed included in the maintenance fee.	Spare parts responsibility significantly affects lifecycle maintenance costs.	<p>The spares with part numbers listed on the inventory list which will be shared by the service manager will be reimbursed only in cases where the service provider had sent a quotation prior and the service manager approved the procurement and granted a Po.</p> <p>Consumables required during maintenance will form part of maintenance.</p>
C3	Vol 2 – Employer’s Requirements	Please confirm how failures arising from pre-existing asset condition, latent defects or inherited deterioration at	Legacy asset condition could materially affect maintenance workload and commercial risk allocation.	Will be attended on a case by case depending on the evidence provided by the contractor and reasonably practical assessment of what could have been done by the contractor provided their experience and expertise and requirement to be

		contract commencement will be treated.		able to contact OEM to escalate issues beyond their expertise.
C4	Vol 2 – Insurance Clauses	Please confirm which insurance schedule applies to this contract, given that the tender pack includes several insurance clause documents.	The services occur within the terminal and airside baggage areas, so the applicable insurance regime should be clarified.	<p>“For OPEX projects and non-construction CAPEX projects on the landside (including inside the terminal building):</p> <p><i>The successful bidder must source the following insurance cover, which is the deductible in the ACSA insurance cover:</i></p> <ul style="list-style-type: none"> • <i>Aviation liability insurance cover for an indemnity limit not less than R100 000 (one hundred thousand rands).</i> <p><i>Submit proof of insurance to ACSA before the work starts, and annually for the duration of the project.” See NEC C1.4: ACSA INSURANCE CLAUSES</i></p>
C5	Vol 2 – Activity Schedule Item: Airport Permits	Please confirm the scope of the provisional sum for airport permits and parking, including whether it covers airside permits, AVOP permits, renewals, inductions and access card fees.	Permit and access costs can represent a significant operational expense.	All airside permits, AVOP permits, renewals, inductions and access card fees will be reimbursed based on the proof of spending.



C6	Vol 1 and Vol 2 – No express reference identified	Please confirm whether the successful contractor will be required to assume any employees, labour obligations or employment-related liabilities from the incumbent service provider, including any obligations contemplated under section 197 of the Labour Relations Act.	The tender documents do not expressly address labour transfer obligations. *****requires clarity to assess employment risk, mobilisation planning and pricing.	Not mandatory
C7	Vol 2 – Activity Schedule / Price List	Please confirm whether the contract provides for any separate mobilisation or establishment payment, or whether all establishment costs must be included within the contractor’s monthly service rates.	The Activity Schedule does not include a specific establishment item, and clarification is required on how mobilisation costs should be treated.	Must be included within the contractor’s monthly service rates.
Technical Clarifications				
T1	Tender Title vs Employer’s Requirements	Please confirm the exact scope boundary of the contract , specifically whether the works are limited to mechanical conveyor machinery or	The tender title refers to mechanical conveyor machinery, while other sections reference	The scope only includes “ mechanical conveyor machinery and electrical systems” all PLC/SCADA controls are excluded but the failures will be responded to until absolute determination of the root cause has been identified to fall outside

		whether electrical systems, PLC/SCADA controls and other BHS sub-systems fall within the contractor's scope.	broader BHS system functions.	mechanical conveyor machinery and electrical systems.
T2	Vol 2 – Asset Register Requirements	Please confirm whether ACSA will provide the current asset register for the BHS equipment at contract commencement.	The contractor is required to maintain the asset register but the starting baseline is not clearly defined.	Yes, at award
T3	Vol 2 – Technical Documentation	Please confirm what technical documentation will be provided at contract commencement, including system drawings, schematics, OEM manuals and maintenance history.	Access to technical documentation is necessary for compliant maintenance planning.	The OEM manuals which contain system layout and maintenance history.
T4	Vol 2 – Employer's Requirements	Please confirm whether ACSA will provide a confirmed plant list of all equipment in scope , including conveyors, chutes, carousels and check-in mechanical equipment.	A confirmed equipment list is necessary to determine maintenance workload.	Please go through the NEC information is provided and Site walkabout option was and still is provided for this verification.

T5	Vol 2 – Spare Parts Requirements	Please confirm whether ACSA will transfer any existing spare parts inventory to the contractor at contract commencement.	Initial spare parts stock affects working capital and stockholding obligations.	Yes
T6	Vol 2 – Spare Parts Inventory	Please confirm whether ACSA will issue a minimum critical spares list and required stock levels to be maintained on site.	The contractor must hold sufficient spare parts but minimum levels are not defined.	yes
T7	Vol 2 – OEM Standards	Please confirm whether formal OEM certification or authorisation is required for maintenance of the existing BHS equipment.	Certain BHS systems may require OEM-approved service providers.	No, all requirements are part of functionality evaluation.
T8	Vol 2 – Control Systems References	Please confirm whether PLC, SCADA and computerised control systems fall within the contractor’s scope or remain under OEM support arrangements.	The tender refers to both mechanical scope and OEM hotline support for controls.	The scope only includes “ mechanical conveyor machinery and electrical systems” all PLC/SCADA controls are excluded but the failures will be responded to until absolute determination of the root cause has been identified to fall outside mechanical conveyor machinery and electrical systems.
T9	Vol 2 – Preventative Maintenance	Please confirm whether detailed preventative maintenance task lists and	Maintenance frequencies are referenced but	Will be issued

		OEM checklists will be issued or whether the contractor must develop these.	detailed maintenance tasks are not specified.	
T10	Vol 2 – Minor Refurbishment Scope	Please confirm the boundary between routine maintenance, corrective maintenance, minor refurbishment and ad hoc works , including how each category will be instructed and paid.	The tender title includes minor refurbishment, but scope boundaries are not clearly defined.	All maintenance and breakdown will be done as per the NEC scope and paid according to the provided BOQ. Minor refurbishment provision has been made separately as per the NEC.
T11	Vol 2 – KPI Framework	Please provide the IMC procedure or definitions used to calculate availability, MTTR and MTBF .	KPI definitions affect service performance measurement and potential service damages.	Will be workshopped at award. The formula is built in the system.
Operational Clarifications				
O1	Vol 2 – Minimum Staffing Schedule	Please confirm the required staffing arrangement outside airport operating hours, including whether technicians must be continuously on site or on standby call-out .	Staffing arrangements significantly affect operational planning and cost.	The contract is output based therefore the service provider must make determination of this and ensure the KPIs and SLA is met at all times.



O2	Vol 2 – Response Time Requirements	Please reconcile the response-time requirements referencing 15 minutes after-hours, 45–60 minutes after-hours, and 5 minutes during working hours , and confirm the contractual response benchmark.	Conflicting response times appear in different sections of the tender.	Please only consider what is on the SLA tables and any changes and adjustments outside can be discussed at award during risk register meetings
O3	Vol 2 – Site Access Requirements	Please confirm the process and expected lead time for obtaining airside permits, AVOP permits and security clearances .	Permit processing timelines affect mobilisation planning.	can be discussed at award during risk register meetings with the service managers support
O4	Vol 2 – Maintenance Planning	Please confirm the procedure for scheduling planned maintenance shutdowns , including required notice periods and approval process.	Maintenance shutdown planning affects operational coordination with airport operations.	can be discussed at award during risk register meetings with the service managers support
O5	Vol 2 – Incident Reporting	Please confirm the final reporting matrix for system failures, noting references to immediate notification, 24-hour and 48-hour reports .	Reporting timelines appear in different sections of the tender.	can be discussed at award during risk register meetings with the service managers support

O6	Vol 2 – Maintenance Records	Please confirm whether ACSA requires use of a specific CMMS or reporting system for maintenance records and work orders.	Maintenance reporting obligations are extensive but the reporting platform is not specified.	ACSA will provide
O7	Vol 2 – Contract Handover	Please confirm the handover process at contract commencement , including joint inspections, verification of asset condition and transfer of maintenance records.	A structured handover helps avoid disputes regarding inherited equipment condition.	can be discussed at award during risk register meetings with the service managers support
O8	Vol 2, sections 7.1, 10.8.1, 10.8.2 and spares/storage provisions	Please confirm exactly which site facilities will be made available to the contractor at CTIA for the duration of the contract, including whether any dedicated office space, workshop area, storage space, furniture, telecom access, or other support infrastructure will be provided, and on what cost basis.	The tender confirms basic site services and shared spare storage but does not clearly define whether any dedicated contractor facilities will be handed over or made available.	can be discussed at award during risk register meetings with the service managers support

O9	Vol 2, cell phones and two-way radios	Please confirm whether the contractor is required to provide its own two-way radios and communication devices, and whether any ACSA radio access, approvals, or frequencies will be made available for contract operations.	The tender regulates radio use but does not state whether communication equipment or access will be provided by ACSA.	The contractor must provide their own
O10	Vol 2 – Staffing, Response Times and Activity Schedule Call-Out Item	Please confirm the intended operational model for maintenance services, specifically whether the contractor is expected to maintain continuous on-site staffing, shift-based coverage, or a daytime staffing model supported by after-hours call-out response.	The tender includes a call-out allowance but does not clearly define the staffing or shift structure supporting the response-time requirements.	The contract is output based therefore the service provider must make determination of this and ensure the KPIs and SLA is met at all times.
O11	Vol 2 – Response Time Requirements	Please confirm the applicable response-time benchmark for after-hours breakdowns, noting that different sections of the tender reference 15 minutes	Conflicting response-time requirements create uncertainty regarding the operational staffing model required.	45–60 minutes response times after hours

		and 45–60 minutes response times.		
O12	Vol 2 – Annex I Minimum Staffing Schedule	Please confirm whether the staffing schedule provided represents the minimum mandatory staffing level , and whether the contractor may determine additional staffing, shift structures and standby arrangements as required to meet service levels.	The tender provides a minimum staffing structure but does not define the intended operational shift model.	The contract is output based therefore the service provider must make determination of this and ensure the KPIs and SLA is met at all times.
Strategic Clarifications				
S1	Vol 2 – Performance and Service Levels	Please confirm whether availability KPIs and service damages will apply during the mobilisation or transition period.	During takeover the contractor may not yet control asset condition or maintenance history.	This will be discussed in detail at award during the risk register meetings as the contract starts after the signing of the contract.
S2	Vol 2 – Spare Parts and Asset Responsibility	Please confirm whether the contractor assumes full responsibility for all BHS assets from the contract commencement date , or whether a joint inspection and acceptance process will	This determines whether failures caused by pre-existing defects are attributed to the contractor.	This will be discussed in detail at award during the risk register meetings as the contract starts after the signing of the contract.

		determine the starting condition.		
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