

Annexure A - Scope of Work



AIRPORTS COMPANY SOUTH AFRICA

Annexure A

SCOPE OF WORK

Supply, Deliver, Install, Decommission, Commission, Support and Maintain Display Technologies including the provisioning of spares and hardware supply at Airports Company South Africa (ACSA) for sixty (60) months.

Annexure A - Scope of Work

Glossary

ACSA	Airports Company South Africa
BIDS	Baggage Information Screens
RFP	Request for proposal
FIDS	Flight Information Display Systems
LCD's	Liquid Crystal Display
LEDs	Light-emitting diodes
SLA	Service Level Agreement
CMDB	Configuration Management Data Base
OEM	Original Equipment Manufacturer

Annexure A - Scope of Work

TABLE OF CONTENTS

1. Purpose of this Request for Proposal	4
2. Objective	4
3. Background	5
4. In Scope	5
5. Reporting definitions	20
6. Reporting frequency	21
7. Current Installed Equipment.....	23
8. Service Coverage Window	23
9. Recommended resource compliment.....	24
10. Out of Scope.....	26
 Table 1: Reporting definitions.....	 20
Table 2: Reporting Frequency	22
Table 3: Equipment currently installed	23
Table 4: Service Coverage Windows	24
Table 5: Recommended resource compliment to support ACSA SLA	25

Annexure A - Scope of Work

1. Purpose of this Request for Proposal

- 1.1 The purpose of this tender is to appoint a service provider that will supply, deliver, install, decommission, commission, support and maintain display technologies, including the provisioning of spares and hardware supply at Airports Company South Africa (ACSA) for sixty (60) months.

2. Objective

The objective of this request for proposal (**RFP**) is to appoint and enter into an agreement with a service provider to supply, deliver, install, commission, decommission, support and maintain display technologies, including the provisioning of spares and hardware supply at Airports Company South Africa (**ACSA**) for sixty (60) months. The service provider will provision preventative and corrective maintenance and support underpinned by Service Level Agreement (**SLA**) requirements critical to system availability.

The high-level scope of requirements will be

- 2.1 **Supply** - Supply display technology devices and any supporting requirements (such as frames, mounting brackets, display cables, warranties, guarantees).
- 2.2 **Installation** – Installation of the display technology devices and relative equipment into the ACSA environment.
- 2.3 **Commissioning** - The configuration of the equipment to the agreed standards.
- 2.4 **De-Commissioning** – The decommissioning of old equipment includes removing any configuration and data, removing brackets, racks, and/or cabling if relevant, and moving old equipment to designated storerooms.
- 2.5 **Delivery of assets** – The Service Provider shall deliver the assets to the site of installation as requested by ACSA. No assets will be stored on site at ACSA. The Service Provider shall provide off-site storage for ordered equipment and ensure the equipment is always fully insured. ACSA will request proof of insurance and, occasionally, require amendment of the insurance provisions to be in line with ACSA's insurance requirements.
- 2.6 **Asset Management** - Create and manage an Asset Register and Asset Tagging of all display technology devices as per ACSA standard template. Asset tagging shall be done as per specifications and instructions from ACSA. Ensure that the inventory and configuration management records are updated in the Configuration Management Database (CMDB). The CMDB must be updated with decommissioned and newly commissioned assets.

Annexure A - Scope of Work

- 2.7 **Service Objectives** - The following are the critical high-level Service objectives ACSA expects to achieve through this RFP.
- 2.8 Deliver a consistent, dependable, adaptable, and robust service.
- 2.9 Acquire services with service quality guarantees backed by Service-Level Agreements (SLAs).
- 2.10 Achieve the Service Level Agreement (SLA) specified.
- 2.11 Track the inventory of assets and update on ACSA's Service Management tool.

3. Background

- 3.1 **ACSA** operates three (3) international airports, and six (6) local airports in South Africa, serving millions of passengers annually, necessitating efficient and reliable communication systems to manage passenger flow and ensure timely dissemination of information.
- 3.2 The Display Technology service is used to enable Flight Information Display Systems (FIDS) which is critical for information dissemination to passengers. Baggage Information Display Screens (BIDS), Commercial \Retail Screens, Video Walls and Televisions forms part of the Display Technology as well.
- 3.3 The Display Technology Services are owned by Airports Management and supported operationally by IT Airport Systems.
- 3.4 The selected service provider will be responsible for maintaining current (Table 3 of this SOW) and newly installed display technology devices across all ACSA-operated airports, including supplying spares and hardware, for sixty (60) months.

4. In Scope

- 4.1 The sections below outline the business requirements the Service Provider must respond to.

Annexure A - Scope of Work

BR	MINIMUM REQUIREMENTS Description	Comply	
		Yes	No
BR4.1.	Supply, install, commissioning and delivery		
BR4.1.1	Provision of test units when requested by ACSA as part of due diligence process.		
BR4.1.2	Supply, installation, and commissioning of LED and/or LCD based displays LCD's, as well as Video Walls as per technical specification as and when required.		
BR4.1.3	Ad hoc supply and installation of all display technologies.		
BR4.1.4	Loading of ACSA software images and basic PC configuration (imaging, I.P configuration, naming of devices and adding to domain).		
BR4.1.5	The service provider will need to obtain an ACSA permit for all its maintenance and project resources working on this project. The permit granting will require security checks/screening and the successful completion of compulsory airside induction training. The service provider will cover the cost of the permit and the airside induction training.		
BR4.1.6	Installation / replacement of screens will be completed after last flight and concluded before first flight at each airport. Where approval is received from technical lead, can work be done during airport operating hours.		
BR4.1.7	Assets to be provisioned according to ACSA asset management standards. All assets are to be asset tagged and documented on installation. The complete asset capitalisation form to be provided by the Service Provider with the invoice for any payments.		
BR4.1.8	ALL devices (new and returned) remain in the provider's control until handed over to a duly authorised ACSA user/representative. This handover needs to be recorded officially with a signed handover form signed by a duly authorised ACSA employee. The record must be attached to the ASSET record for future reference. The service provider shall request a reference number, from the Service Management System recording the return/decommission of assets.		
BR4.1.9	For approved disposals, the provider must wipe the device; certified proof must be provided at no charge.		
BR4.1.10	All historical information for each device must be kept in the ACSA asset register or Service Management system and CMDB if it is different to the Service Management System		
BR4.1.11	A duly authorised ACSA resource or representative and a provider representative must sign for all deliveries. Planning should consider this when deliveries to onsite are arranged, as this will affect the Service levels		

Annexure A - Scope of Work

BR	Description	MINIMUM REQUIREMENTS		Comply	
				Yes	No
BR4.1.12	Asset tags and tracking - ACSA will provide financial asset tags to the provider for affixing to the devices. Devices must be asset tagged, and details thereof captured before being handed over to ACSA representative, or before being installed. ACSA will provide the asset management process to be followed. Asset capitalisation forms will be required to proceed with invoicing.				
BR4.1.13	Any asset that must be transferred to another ACSA site by the provider for whatever reason must follow the ACSA asset transfer process before the movement.				
BR4.1.14	No device covered under the onsite repair SLA can be removed from an ACSA site to be sent to the OEM or accredited partner for repairs. unless approved by a duly authorised ACSA representative, Assets removed from ACSA site must have the authorised documentation and Service Management System reference number				
BR4.1.15	Any equipment procured under the agreement only transfers ownership to ACSA when delivered to an ACSA site, with the approval from the duly authorised ACSA resource signature confirming receipt.				
BR4.1.16	All equipment warranties and licenses only “start” when the equipment transfers ownership and must be activated with the OEM.				
BR4.1.17	Should any assets be lost, stolen, misplaced, or damaged before being installed and handed over to the duly authorised ACSA resource, with the complete and supporting documentation, the Service Provider will remain accountable to provision the asset to ACSA at no additional cost or time delay to ACSA.				
BR4.1.18	The Service Provider shall deliver the assets to the site of installation as requested by ACSA. Installation should proceed on delivery; no assets will be stored on site at ACSA. There should be no delay between delivery of asset and installation. The Service Provider remains accountable for the asset until installed and handed over to duly authorised ACSA resource.				
BR4.1.19	Equipment to be delivered to the site of installation and be installed in its final location				
BR4.1.20	The Service Provider will assign a project manager to the project phase of the implementation. The Project Manager will implement the project according to ACSA governance requirements (on ACSA templates) which will include completion of project plan and charter, managing a baselined project schedule, keep an updated risk and issues register, ensure current updates are presented at the weekly status update meeting, and support the ACSA PM with minutes of				

Annexure A - Scope of Work

	MINIMUM REQUIREMENTS	Comply	
BR	Description	Yes	No
	meeting. The Service Provider PM will be onsite during the installations to ensure all governance and compliance is adhered to and regular and current updates can be provided to ACSA Project Team.		

Annexure A - Scope of Work

BR	MINIMUM REQUIREMENTS Description	Comply	
		Yes	No
BR4.2	Maintenance and Support: Proactive, Reactive, Corrective		
BR4.2.1	Preventative maintenance includes planned overhauls, neatening of cables, cleaning (dusting) of screens when required, replacements, inspections, tests, software upgrades, firmware upgrades, patch management and any activity aimed at preventing failures through maintaining the condition of the infrastructure or assessing its condition for the purposes of corrective maintenance.		
BR4.2.2	Corrective maintenance includes all activities following a preventative maintenance inspection. All Corrective maintenance to be done during ACSA business hours. Corrective maintenance that can only be completed after hours must be approved by duly authorised ACSA resource before work commences, any associated costs for after hours works must be approved before work commences		
BR4.2.3	The provider must provide standby support for after-hours, weekends, and public holidays at the applicable quoted rate provided in the bid; no additional costs will be entertained for the duration of the contract.		
BR4.2.4	For planned activities, notice will be given to the provider to make available resources as and when required.		
BR4.2.5	The provider must provide after-hours telephone numbers, where support personnel are reachable. It is the responsibility of the Service providers to ensure that their resources are always available and reachable; and that any changes to after-hours telephone numbers are communicated to ACSA.		
BR4.2.6	The preventative maintenance requirements (BR4.2) provide a high-level maintenance schedule and tasks/check. This is not an all-inclusive list, and the Service Provider must ensure a complete and comprehensive maintenance schedule is in place to deliver according to ACSA SLA.		
BR4.2.7	Break/fix includes maintenance that is unforeseen and is necessary to restore the of the display technology infrastructure and functionality of system. Some of the break/fix maintenance could be requested after hours on weekends and public holidays. Service providers will be expected to respond and attend to all the faults within SLA		
BR4.2.8	The provider is expected to provide a detailed preventative and corrective maintenance plan/schedule incorporating the below as a minimum as part of the response to this RFP.		

Annexure A - Scope of Work

BR	MINIMUM REQUIREMENTS Description	Comply	
		Yes	No
BR4.2.9	In the detailed preventative maintenance schedule, the provider must include all remedial actions to be taken (include what communication will be actioned, which provider resource will be responsible for the communication, to which ACSA resource the communication will be addressed to, in what format, what timelines after the incident is detected and what follow up mechanism will be in place) if any issues are found during the maintenance schedule routine.		
BR4.2.10	The service provider to perform preventative and corrective maintenance and support of ALL display technologies, FIDS displays, Video Walls, LED Screens, Televisions and Advertising PODS. The maintenance will be for display technology assets currently in the ACSA environment, or newly replaced through this contract.		
BR4.2.11	Breakdown maintenance which includes maintenance that is unforeseen and is necessary to restore the serviceability of the infrastructure, and functionality of the System. These break down maintenance tasks could be requested after hours on weekends and public holiday. Service Providers will be expected to respond and attend all the faults		
BR4.2.12	The Service Provider will be held liable for any failure to the System that should have been prevented during preventative maintenance. Therefore, the service provider should include any further preventative maintenance recommendations, which in its opinion are necessary for the specific and other failure prevention.		
BR4.2.13	The service provider to maintain detailed records of all preventative maintenance activities, including dates, task performed and outcomes. The detailed records to support the monthly SLA report and invoice		
BR4.2.14	The service provider to diagnose and troubleshoot hardware and software issues to restore functionality as per SLA.		
BR4.2.15	The service provider must maintain an inventory of critical spare parts to ensure they are available for immediate repairs. All ACSA-owned spares should be recorded in the CMDB database for accurate tracking.		
BR4.2.16	The service provider to perform necessary repairs or replacement of faulty components to minimise downtime as per SLA		
BR4.2.17	The service provider is to provide 24/7 support to address and resolve all incidents within SLA target timelines.		
BR4.2.18	The service provider must ensure that all resources are available in accordance with the ACSA Airport operating hours.		

Annexure A - Scope of Work

BR	Description	Comply	
		Yes	No
BR4.2.19	The service provider must ensure that the inventory and configuration management records are updated in the CMDB.		
BR4.2.20	The service provider must provide monthly performance reports including but not limited to the following:		
BR4.2.20.1	System uptime and downtime - detailed logs of system uptime and downtime, with explanations for any outages.		
BR4.2.20.2	Incident reports - comprehensive incident logs, including incident description, severity, response time, resolution time and corrective action taken.		
BR4.2.20.3	Preventative maintenance activities - summary of all preventative maintenance tasks performed, including Airport name, site, date and time, and outcome.		
BR4.2.20.4	Corrective maintenance activities - Summary of all corrective maintenance tasks performed, detailing the issue, corrective actions, and time taken for resolution.		
BR4.2.20.5	SLA compliance - Analysis of SLA performance metrics, highlighting any breaches and responding penalties.		
BR4.2.20.6	Parts and consumables used - record of all parts and consumables used during the maintenance activities, including quantity and costs.		
BR4.2.23	The reports should be provided on monthly basis, on PowerPoint, Excel, and/or PDF. The reports are to be saved to ACSA TEAMS portal.		
BR4.2.24	The service provider is expected to provide a detailed preventative and corrective maintenance plan/schedule incorporating the below as a minimum as part of the response to this RFP.		
BR4.2.24.1	Loading of ACSA approved FIDS images on FIDS pc and local PC configuration.		
BR4.2.24.2	Onsite hardware fixes and swaps out.		
BR4.2.24.3	Update of site hardware audit documentation.		
BR4.2.24.4	Logging\managing\reporting and accepting calls via the ACSA Service Desk.		
BR4.2.24.5	Check and make sure that the FIDS/BIDS screen are working.		
BR4.2.24.6	Neaten cables.		
BR4.2.24.7	Make sure that screens are aligned or mounted straight.		
BR4.2.24.8	Ensure that screens are mounted properly and securely fixed.		

Annexure A - Scope of Work

	MINIMUM REQUIREMENTS			Comply	
BR	Description			Yes	No
BR4.2.24.9	Clean screens	Monthly	Week1- International Departures Week2 – International Arrivals. Week3 – Domestic Departures. Week4 – Domestic Arrivals.		
BR4.2.24.10	Clean brackets	Monthly	Week1- International Departures Week2 – International Arrivals. Week3 – Domestic Departures. Week4 – Domestic Arrivals.		
BR4.2.24.11	Neaten cables	Monthly	Week1- International Departures Week2 – International Arrivals. Week3 – Domestic Departures. Week4 – Domestic Arrivals.		
BR4.2.24.12	Update site audit	Monthly	Week1- International Departures Week2 – International Arrivals. Week3 – Domestic Departures. Week4 – Domestic Arrivals.		
BR4.2.24.13	Check picture quality for burning or ghosting.	Daily	All Terminals.		
BR4.2.24.14	Check device operational	Daily	All Terminals.		
BR4.2.24.15	Check for correct information	Daily	All Terminals.		
BR4.3	Training and documentation				
BR4.3.1	The service provider must provide training across all the 9 Airports including Corporate Offices. It may be necessary for training to be conducted across different shifts.				
BR4.3.2	The service provider to provide specialised training for IT Airports staff on advanced troubleshooting, system configurations and software updates.				
BR4.3.3	The service provider to provide detailed user manuals, training videos and training material for reference. The training documents are to be saved on the ACSA TEAMS portal				

Annexure A - Scope of Work

	MINIMUM REQUIREMENTS	Comply	
BR	Description	Yes	No
BR4.3.4	The service provider to provide comprehensive documentation covering all aspects of the Display Technology system, including but not limited to hardware, software and network configurations.		
BR4.3.5	The service provider to deliver detailed installation guides for all FIDS components, including step-by-step instructions.		
BR4.3.6	The service provider to provide and regularly update the troubleshooting guides to help ACSA IT Airports staff to diagnose and resolve common issues.		
BR4.4	Decommissioning of old equipment		
BR4.4.1	Decommissioning of existing identified equipment to be handed over to ACSA for storage or if the assets are to be disposed, the Service Provider should manage the end-to-end disposal, according to ACSA standards		
BR4.4.2	The service provider to ensure that all relevant data from old display technology units is securely backed up before decommissioning.		
BR4.4.3	The service provider to ensure safe removal of the display technology units from their installations without disrupting the airports operations.		
BR4.4.4	The service provider shall adhere to all relevant safety regulations and standards during the decommissioning process		
BR4.4.5	The service provider shall maintain and provide ACSA with detailed logs of all decommissioned display technology unit, including their serial numbers, ACSA asset number; location of removal, location of storage and dates of removal.		
BR4.4.6	All options to attempt a buyback must be executed, and the value must be offset against the proposal.		
BR4.4.7	No storage space will be provided for any decommissioned equipment. Decommissioned equipment must be handed over to the duly authorised ACSA SCM resource as it is decommissioned. Communication to SCM must be timeous to allow SCM to plan for the receipt of the decommissioned hardware. The Service Provider is accountable for the asset once removed from its location, until handed over and signed for by the duly authorised ACSA SCM resource Should SCM so request, the Service Provider may be requested to provide a buy back offer to ACSA, to buy the assets that are recorded for disposal. Should the buy back procedure be engaged, the assets will be removed from site without delay. ACSA's decommission and disposal procedure must be followed		
BR4.5	Tools of trade		

Annexure A - Scope of Work

	MINIMUM REQUIREMENTS	Comply	
BR	Description	Yes	No
BR4.5.1	The service provider should ensure the minimum tools of trade for all requirements, for the full duration of the contract, these tools should include but not be limited to:		
BR4.5.1.2	Appropriate stepladder of required height, with maximum safety requirements (can be used up to a maximum height of six meters); a power drill set with drill bits; screwdrivers; level and measuring tape; cable management tools (such as cable ties, a conduit bender, fish tape, and cable pullers for organizing and running cables neatly); an adjustable wrench with a socket set. Should additional tools be required, the Service Provider should cater for these, per resource, per airport. All tools must be appropriately stored and transported within the airport using a suitable toolbox.		
BR4.5.2	Availability of scaffolding or cherry picker when required with licenced resources to operate the cherry picker when working at heights. The potential service provider should ensure that critical equipment, such as scaffolding and/or a cherry picker, is correctly costed as part of the installation. Where possible, scaffolding and/or a cherry picker cannot be costed; the cost to hire should be presented as part of the proposal.		
BR4.5.3	The contractor requires a personal computer (laptop) to facilitate communication with the customer and perform other necessary tasks.		
BR4.6	Installations, Moves, Additions, Change and De-installation ("IMACD")		
BR4.6.1	From time to time, ACSA may require the service provider to perform new Installations, Moves, Additions, Change and De-installation ("IMACD").		
BR4.6.2	ACSA may request installations, change, de-installation or moves of components of the display technology units, or components thereof, like brackets, screens, and hard drives. IMACD's will follow the same governance procedures as per all BR requirements noted in this table.		
BR4.7	Safety Requirements		
BR4.7.1	The safety of passengers and fire prevention are important in public buildings. Due to the nature of airports, thousands of people pass through the airport, shop outlets, and other public areas every day. Any potential injury to people or property must be prevented;		
BR4.7.2	At each airport, the service provider will be required to provide a completed safety file, per airport, for ACSA approval		

Annexure A - Scope of Work

BR	Description	MINIMUM REQUIREMENTS		Comply	
				Yes	No
BR4.7.3	The Service Provider will ensure all resources always have the necessary personal protective equipment which must be worn at all times.				
BR4.8	Current Landscape				
BR4.8.1	Environmental Influences: Public displays are subject to a variety of environmental influences that are not encountered in a typical office environment. Extreme temperatures, dust, water, and humidity pose challenges to the normal functioning of the units. Additional mechanical stress and vandalism need to be considered. Also, electromagnetic compatibility is an issue in public environments like airports and train stations.				
BR4.8.2	Reliability during operation: A public display system must guide passenger flow through the airport all day. Normally, the display devices must function 24/7/365. Special care must be taken to make the displays function reliably and protect them against excessive wear and tear.				
BR4.8.3	Safety Requirements: Safety of the passengers and fire prevention are critical issues in public buildings. Thousands of people pass through the airport precinct daily, so any potential injury or damage must be prevented at all costs.				
BR4.8.4	Hardware Availability: The lifespan of display devices generally ranges from 3 to 5 years for FIDS, BIDS, commercial, and video wall screens, while large board LEDs and televisions can last between 7 to 10 years. When replacing displays or extending existing installations, the new units must match the original specifications and model. A model change is only permissible if the current model is discontinued. Hence, it is crucial to ensure that a product with the same form, fit, and functionality is available throughout the contract period.				
BR4.9	System documentation requirement				
BR4.9.1	The Service Provider must provide ACSA with system documentation that includes architectural documents, warranty information, or other such information. The documents are to be saved on the ACSA TEAMS Portal. The documents are to be reviewed annually to ensure all are up to date.				
BR4.10	Personnel				
BR4.10.1	The provider will be responsible for professional and appropriately certified staffing to meet the Services Roles and Responsibilities (Annexure A) and SLAs (Annexure B) set forth in this services specification.				

Annexure A - Scope of Work

BR	Description	Comply	
		Yes	No
BR4.10.2	Suitably certified resources are required onsite for preventative and corrective maintenance at some locations. Airport operating hours will prevail, but after-hours requirements may extend due to window periods of downtime required for specific areas of maintenance and disruptive incidents.		
BR4.10.3	Providers should adapt their resourcing model to meet the SLA, which includes either permanent on-site or variable off-site resources for preventative and corrective maintenance, respectively.		
BR4.10.4	The service provider will propose dedicated on-site resources for operations, adhering to the stipulated SLAs.		
BR4.10.5	All resources must sign the ACSA non-disclosure agreement (NDA) as supplied in this tender. The successful service provider must obtain permits (e.g., access control), for which security vetting and background checks will be prerequisites.		
BR4.10.6	The service provider will provide the required resources to meet and deliver on the stipulated SLAs.		
BR4.10.7	The provider will be liable to pay office rental space for any resources that are deemed necessary to be located onsite at any ACSA premises. The provider and the ACSA Property Department must agree on the applicable rates.		
BR4.10.8	The provider will be liable to pay parking fees for any necessary resources to be located onsite or perform work under this contract at any ACSA premises.		
BR4.10.9	The provider will be liable for any fees and training necessary to obtain ACSA Security and Access Permits for any resources necessary to be located onsite or perform work under this contract at any ACSA premises.		
BR4.10.10	Technical resources will be required for support, preventative, and corrective maintenance of the services during the coverage windows per table 4 of this SOW.		
BR4.10.11	The provider should ensure a resourcing model is in place that allows the achievement of the SLAs and ensures the ability to deliver service during the defined Service Coverage Windows. The provider is to always ensure a full complement of resources.		
BR4.10.12	If a resource is unavailable at their designated site, the service provider must promptly replace them with an equally skilled and qualified individual. The substitute must possess the necessary access permits, training, and site knowledge. There should be no gap in coverage; if the assigned resource is unavailable, the replacement should be ready to step in immediately.		
BR4.10.13	The Service Provider must have resources dedicated solely to service management and maintenance activities related to the display technology service.		

Annexure A - Scope of Work

	MINIMUM REQUIREMENTS	Comply	
BR	Description	Yes	No
BR4.11	EQUIPMENT AND SPARES HOLDING REQUIREMENTS	Yes	No
BR4.11.1	The service provider must ensure that all service technicians have the appropriate tool kits and testing equipment to perform their functions without delay.		
BR4.11.2	The provider is required to ensure that enough critical spares are available for the maintenance of the environment to meet the SLAs at all locations.		
BR4.11.3	The provider should honour the SLA and must have its own backup/ loan stock available to restore service within the specified maintenance SLA.		
BR4.11.4	The replacement and/or repair of faulty or malfunctioning components shall be performed by the provider using original parts and/or components, each guaranteed as new by its manufacturer and of the same grade or release as the part or component which requires replacement; if such a component is not available, it shall be replaced by a component of a higher grade. Any replaced part or component shall be certified by the device manufacturer.		
BR4.12	Roles and responsibilities Annexure	Yes	No
BR4.12.1	The Service Provider agrees to the defined roles and responsibilities matrix in Annexure A. Any roles and responsibilities not relative to this contract will be clearly noted and submitted back with the tender response pack to SCM. The service provider will clearly record this prior to the tender evaluation process. Any roles and responsibilities not clearly noted as not applicable will be in scope and to be delivered throughout the duration of the contract.		
BR4.13	Meetings and report requirements	Yes	No
BR4.13.1	All reports must be submitted as defined throughout this SOW, and according to the report frequency as recorded in table 2 of this SOW. If reports are not delivered within the stipulated times, ACSA will withhold invoice payment for the month until the reports are submitted.		
BR4.13.2	Maintenance and Support Meetings: These meetings will be held as defined in table 1 of this SOW. ACSA and provider will ensure the required attendees are present at the meetings for the duration of the contract. The purpose of these meetings is to provide the provider a platform to report on their performance.		
BR4.14	Special Terms	Yes	No
BR4.14.1	Rate of exchange: The following terms will be used to deal with Rate of exchange during the term of the awarded contract for items affected by rate of exchange as per the pricing files.		

Annexure A - Scope of Work

BR	Description	Comply	
		Yes	No
BR4.14.2	All initial quotations for engagements will use a fixed rate of exchange. This rate will be communicated by ACSA to the provider on a 3 Monthly basis. This rate will not be used for placing an order.		
BR4.14.3	Once scoping for an engagement is completed and funds secured. The provider will provide a final quote for the scope. This quotation must be fixed for a period of 7 days.		
BR4.14.4	The final quotation will be reviewed by the ACSA internal treasury department to approve the quoted rate of exchange.		
BR4.14.5	ACSA will proceed with the order issuing process after treasury approval.		
BR4.14.6	Should a purchase order not be provided during the quote validity period, the provider must supply ACSA with a variance order quote once the purchase order is received. This quote must clearly show the original rate of exchange and the actual rate of exchange.		
BR4.14.7	The Variance order quotation will also be approved by the ACSA treasury department before any orders should be placed with the provider's suppliers.		
BR4.14.8	All prices are to be in ZAR, both inclusive and exclusive of VAT.		
BR4.14.9	Pricing must show the cost of the asset, the cost of shipping, cost of installation, and other costs separately, the costs should not be bundled		
BR4.14.10	Pricing must include all applicable taxes and shipping to the implementation location. Shipping must include any clearing agent fees, transport to location fees or any other. The costs must be to each location		
BR4.14.11	Pricing must consider site establishment, permits and induction training.		
BR4.14.12	The pricing must provide for after-hours, weekend, and public holiday support on a callout basis for incidents that impact the systems. Hourly rates and call-out fees, if applicable, must be provided in the pricing schedule. No calls will be charged during normal business hours.		
BR4.14.13	The service provider's proposal must cater for short-notice callouts in an emergency where the supported system may be affected by other interruptions or change processes within the airport (e.g., power). The pricing must provide a call-out basis and hourly rate at the specific site. For planned activities advance notice will be given to the service provider.		
BR4.14.14	The Services shall be delivered in terms of SABS standards, OHS Act, manufacturer's specifications, and other statutory regulations		

Annexure A - Scope of Work

	MINIMUM REQUIREMENTS	Comply	
BR	Description	Yes	No
BR4.14.15	<p>All invoices to be accompanied by:</p> <ul style="list-style-type: none"> • Copy of Purchase order • Proof of delivery, signed by the provider and an ACSA representative, includes the relevant serial numbers. • The asset list is in Excel format according to the template provided by ACSA. • Invoice to have the ACSA purchase order number coded on it. 		
BR4.14.16	<p>The pricing must make provision for enough personnel at each airport, during normal working hours to perform maintenance and support of the display devices. The number of resources allocated should consider the SLA requirements as stipulated below to ensure that SLA targets are met</p>		
BR4.14.16	<p>ACSA would not be liable for any additional costs the potential service provider didn't include or omitted in his/her proposal unless the potential service provider can prove beyond reasonable doubt that this was unforeseen.</p>		
BR5.15	Implementation penalties		
BR5.15.1	<p>Where implementation of new assets is delayed, the service provider will pay delay damages for late completion at 0.05% per day up to a maximum of 10% of the value of the delayed services. This will be measured against the baselined project schedule</p>		
BR15.2	<p>Where there are quality of service or asset issues, the Service Provider will at their own cost, without extension to the project timeline remediate such issues. Any delays in the project timeline due to quality issues will be supported by the delay damages per BR1.15.1</p>		

5. Reporting definitions

Meeting Name and frequency	Participants and roles	Documents to be produced after meeting by Service provider
Project Status Meeting – weekly until all old devices are replaced	<ul style="list-style-type: none"> • ACSA PM • Service Provider PM • Technical Lead • Contract Manager 	<ul style="list-style-type: none"> • Minutes of meeting • Project schedule • Risks and Issues register
Project Board – Monthly until all old devices are replaced	<ul style="list-style-type: none"> • ACSA PM • Service Provider PM • Technical Lead • Contract Manager • Project Sponsor 	<ul style="list-style-type: none"> • Minutes of meeting • Project Board presentation • Project schedule • Risks and Issues register
Monthly Care Review	<ul style="list-style-type: none"> • ACSA-IT Engineer (chair) • Provider Senior Site Manager 	<ul style="list-style-type: none"> • Minutes of meeting • Action register for any open actions to be addressed
	<ul style="list-style-type: none"> • Provider relationship Manager 	<ul style="list-style-type: none"> • Risks and Issues register
	<ul style="list-style-type: none"> • Provider administrator 	<ul style="list-style-type: none"> • Service Credit Report
Quarterly review meeting	<ul style="list-style-type: none"> • ACSA-IT Engineer (chair) • Provider Senior Site Manager • Provider Relationship Manager • Provider administrator • Senior Manager Applications and Electronics 	<ul style="list-style-type: none"> • Minutes of meeting • Action register for any open actions to be addressed • Risks and Issues register

Table 1: Reporting definitions

6. Reporting frequency

Frequency	Report Name	Report Content	Due date	Submit to	Format	Meeting Name and frequency
Daily	Fault Summary	Reported faults summary (resolved and outstanding)	Start of business every date	ACSA Technical Lead	Email written report summary with supporting tables.	Weekly Service Review
		Weekly to review previous weeks' reports				
	Fault Summary escalation	Outstanding faults and notification. Weekly to review previous weeks' reports.	Start of business every date.	ACSA Technical Lead	Email written report summary with supporting tables.	Weekly Service Review
	Re-opened fault summary	Re-opened reported faults Weekly to review previous weeks' reports. Weekly to review previous weeks' reports.	Start of business every date.	ACSA Technical Lead	Email written report summary with supporting tables.	Weekly Service Review
Weekly	Project status update report	Status of project delivery Risks and issues Timelines Billing schedule	Weekly, in line with project status update meeting	ACSA PM	Power Point, MSP, Word	Weekly project status update meeting
Monthly	Project board meeting	Status of project delivery Risks and issues Timelines Billing schedule	5 days prior to Project Board	ACSA PM	Power Point, MSP, Word	Monthly project board meeting
	Consolidated Care Report	Monthly consolidated report Spares Usage Calendar month Incidents	3 days before meeting	ACSA Technical Lead	Email presentation with attached supporting information.	Monthly Care Review

Frequency	Report Name	Report Content	Due date	Submit to	Format	Meeting Name and frequency
		Payment Monthly services deliverables SLA Report (performance against SLR's) SLA improvement plan Service Credits				
	Preventative maintenance	Schedule of preventative maintenance for the following month for all sites.	3 days before meeting.	ACSA Technical Lead	Email Excel schedule document.	Monthly Care Review
	Asset Data	Asset Register	3 days before monthly account meeting.	ACSA Technical Lead	Email Excel document.	Monthly Care Review
Quarterly	Stock levels	BOM register documenting stock levels on hand.	3 days before quarterly review.	ACSA Technical Lead	Email Excel document.	Quarterly review meeting
	Contract appendix review	Review updates to contract appendixes are completed.	3 days before Quarterly review meeting.	ACSA Technical Lead	Email PDF document	Quarterly review meeting
	Design documents for audit	Design document audit.	3 days before Quarterly review meeting.	ACSA Technical Lead	Email Word document on ACSA template	Quarterly review meeting
	Transformation	Performance, financial and development report of all transformation partners.	3 days before Quarterly review meeting.	ACSA Technical Lead	Presentation detailing performance and transformation progress, financial report.	Quarterly review meeting

Table 2: Reporting Frequency

7. Current Installed Equipment

Airport	Type	Quantity
OR Tambo International Airport	LCD	925
OR Tambo International Airport	LED	50
Cape Town International Airport	LCD	297
Cape Town International Airport	LED	47
King Shaka International Airport	LCD	245
King Shaka International Airport	LED	6
Port Elizabeth local airport	LCD	55
Kimberly local airport	LCD	21
George local airport	LCD	43
East London local airport	LCD	42
Bloemfontein local airport	LCD	23
Upington local airport	LCD	6

Airport	Video Wall Clusters
OR Tambo International Airport	Airport Management Centre - 20 screens
OR TAMBO International Airport	Baggage Monitoring Centre - 8 screens
Cape Town International Airport	Airport Management Centre -28 screens
Cape Town International Airport	Emergency Crisis Centre – 16 screens
Cape Town International Airport	Integrated Management Centre – 12 screens
King Shaka International Airport	Retail Cluster – 12 screens

Table 3: Equipment currently installed

8. Service Coverage Window

Service Class	Service Coverage Window
Standard	Normal Office Hours - 06:00 - 18:00 on Mon - Fri, excluding public holidays.
Weekday After Hours	After Hours – 18:00 – 06:00 on Mon – Fri, excluding public holidays.
Weekends	Weekend and Public Holidays – 24 Hours Saturday and Sunday, including public holidays.

Project & IMAC	All project and IMACD tasks impacting the live environment will occur after the last flight has departed and before the first flight departs/arrives in the morning. These hours vary from airport to airport, but generally, the provider can plan to run project tasks between 22h00 and 05h00, times are subject to change and will be communicated timeously.			
ON SITE SUPPORT	Airport Weekdays - on site support		Afterhours - standby support	Weekends – standby support
	OR Tambo International	Normal Office Hours - 06:00 - 18:00 on Mon - Fri, excluding public holidays.	After Hours – 18:00 – 06:00 on Mon – Fri, excluding public holidays.	Weekend and Public Holidays – 24 Hours Saturday and Sunday, including public holidays.
	Cape Town International	Normal Office Hours - 06:00 - 18:00 on Mon - Fri, excluding public holidays.	After Hours – 18:00 – 06:00 on Mon – Fri, excluding public holidays.	Weekend and Public Holidays – 24 Hours Saturday and Sunday, including public holidays.
	King Shaka International	Normal Office Hours - 06:00 - 18:00 on Mon - Fri, excluding public holidays.	After Hours – 18:00 – 06:00 on Mon – Fri, excluding public holidays.	Weekend and Public Holidays – 24 Hours Saturday and Sunday, including public holidays.
	Local Airports (BFN, ELS, GRJ, KIM, PLZ and UTN)	Normal Office Hours - 07:00 - 18:00 on Mon - Fri, excluding public holidays.	After Hours – 18:00 – 07:00 on Mon – Fri, excluding public holidays.	Weekend and Public Holidays – 24 Hours Saturday and Sunday, including public holidays.

Table 4: Service Coverage Windows

9. Recommended resource compliment

The following is a **recommended resource compliment** to achieve the stipulated SLA's – **this however is up to the discretion of the Service Provider**. The Service Provider must ensure the required resources are qualified and available to achieve the SLA

Role	Location	High-Level Function	Coverage	Recommended
Engineer	ORTIA, KSIA, CTIA	Provide 3rd-level support to troubleshoot complex issues, including diagnosing and resolving network & connectivity issues, integration issues, and FIDS hardware and equipment failures related to P1 or P2 incidents across all airports.	As per Airport Operations timelines.	One resource on site.

Role	Location	High-Level Function	Coverage	Recommended
Technicians	ORTIA, KSIA, CTIA	For maintenance And support (L1 – L2 faults).	As per Airport Operations timelines.	Two resources on site.
Assistant Technicians	Regional Airports (BFN, ELS, GRJ, KIM, PLZ and UTN)	Quarterly preventative and corrective maintenance and support, including callout basis. (L1 – L2 faults).	As per Airport Operations timelines.	Minimum two resources per site as and when required.

Table 5: Recommended resource compliment to support ACSA SLA

10. Service locations

A description and location of all ACSA facility and office locations requiring in-scope services.

Region	Airports in the regions	Site Code
North and Central Provinces (Cluster 1)	OR Tambo International Airport;(Including Aviation Park)	JNB
	Kimberley Airport	KIM
	Bram Fischer International Airport	BFN
Western and Northern Cape Provinces (Cluster 2)	Cape Town International Airport	CPT
	George Airport	GRJ
	Upington International Airport	UTN
Eastern Cape and KZN Provinces (Cluster 3)	King Shaka International Airport	DUR
	King Phalo Airport	ELS
	Chief Dawid Stuurman Airport	PLZ

Table 6: Service Locations

SITE CODE	ADDRESS
JNB	OR Tambo International Airport, Airport Rd, Johannesburg, 1627
CPT	Cape Town International Airport, Matroosfontein, Cape Town, 7490
DUR	King Shaka International Airport, La Mercy, 4407
PLZ	Chief Dawid Stuurman (Port Elizabeth) International Airport, Allister Miller Drive, Walmer, 6070
GRJ	George Airport, Old Mosselbay Road, George, 6529
ELS	King Phalo (East London) Airport, Settlers Way, East London, 5200

KIM	Kimberly Airport, Compound Patterson Road, Kimberly, 8300
BFN	Bram Fischer International Airport, Bloemfontein, 9300
UTN	Upington International Airport, Diedericks Street, Upington, 8801
	Future ACSA operated airports in RSA. Any new airports that ACSA operates will be brought into this scope of works

Table 7: Detailed Site Schedule

11. Out of Scope

ACSA will provide the below equipment and services, and are therefore noted as out of scope:

- 11.1 Network Infrastructure.
- 11.2 Facilities (Power, UPS power and cooling)
- 11.3 Servers.
- 11.4 Creating FIDS Images and pages.

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