

QUESTIONS and ANSWERS – Batch 10

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.

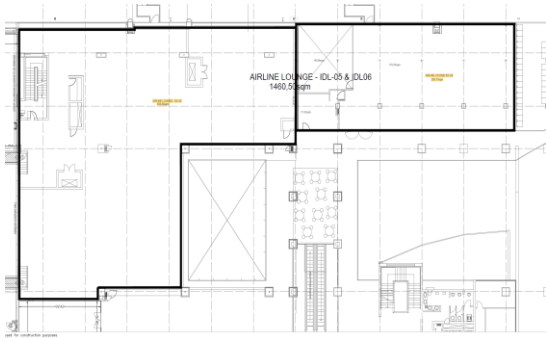
No.	BIDDER QUERY/QUESTION	ACSA RESPONSE
1	Please provide updated drawings for CTIA Lounge 404 and 404a	Provided – refer Drawing DRWG16 and DRWG17. Attached again here-with.
2	We would like to clarify whether, following the submission on 15 November, participants will be required to present their bids to ACSA in person. If presentations are required, please advise on: 1. The likely timelines for such presentations. 2. The expected format, content, and duration. 3. Any specific requirements regarding participants, materials, or supporting documentation. 4. Whether virtual presentations are acceptable as an alternative. 5. Any evaluation criteria specific to the presentation stage. 6.	NB: Tender closes on 14 November 2025 at mid-day and NOT 15 November 2025. Bid Presentation does not form part of this bid.
3	Fit-Out Costs & Lounge Signage: We note the requirement for full responsibility of fit-out costs, including signage. Given the significant capital investment this entails, could you please confirm whether there is any scope for cost-sharing or contribution from ACSA, particularly for infrastructure that enhances the airport's overall offering?	No, there will be no cost sharing.
4	Security & Safety Plans: Kindly provide more detail on the expected scope and standards for the security and safety plans. Additionally, could you share indicative costs or benchmarks for the required security contractor services?	Please be advised that this is required by the successful bidder upon award.

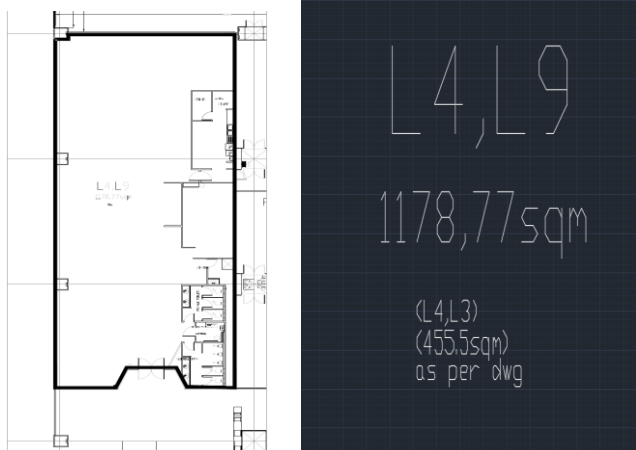
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5	Airside Permits: Please confirm the process, timelines, and associated costs for obtaining airside permits for staff. Understanding the administrative and financial implications will assist in our operational planning.	This will be shared with the successful bidder upon award.
6	Lounge Maintenance: While we acknowledge the responsibility for lounge maintenance, we would like to understand if there are any shared services or support mechanisms provided by ACSA, particularly for core infrastructure (e.g., HVAC, plumbing, etc.).	HVAC if common system will be maintained by ACSA. All other matters will be the responsibility of the successful bidder.
7	Compliance & Spot Fines: Could you provide a copy of the relevant environmental, safety, and security policies, as well as any historical data or guidelines on spot fines? This will help us assess compliance requirements and associated risks more accurately.	This will be shared with the successful bidder upon award.
8	ACSA Site Inspections: We understand the need for inspections; however, we would appreciate clarity on the process and whether any notice period or standard protocol is typically followed.	Already conducted on 6/8/10 October 2025 and information relating to site visits were in the bid document.
9	Security Deposit: A security deposit equivalent to three months' rental of the final year could represent a significant upfront cost. Is there room for negotiation on the amount or a phased payment structure?	No, there is no room for negotiation. This is the security deposit requirement.
10	Lounge Access to All Passengers: We would like to better understand the expectations around access. Will there be any criteria or limitations (e.g., airline partnerships, class of travel, or paid access) to ensure the lounge experience remains premium and manageable?	The tender document is clear that all passengers must be allowed access. The successful bidder will determine how this will work.
11	Fit-Out Timeline: The three-month period for beneficial occupation and fit-out approval is noted. Could you confirm whether this timeline is flexible, particularly in the event of delays outside our control?	No, it is not flexible. It is as stated in the tender document.
12	Please advise the dimensions of the Tender Box insertion slot in order to ensure compliance to the submission instructions.	As indicated in the tender document, each tender package must be the size of an A4 Leverarch File.

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13	The Original + the Copy of the “Printed Format” will be submitted as follows. Please confirm this approach is aligned with the ACSA expectations. If any deviation from below is mentioned – please explain the requirement in further detail. - The full RFP document will be filled-in on the computer, updating only the necessary fields, making no change to the RFP Document contents. - Digital Signature & Stamp of the authorized signatory of the bidding entity will be provided on all required sections of the document. - All additional documents required in scope of this submission, will be provided additionally to aforementioned.	a. Noted, accepted. b. Noted, accepted. c. Noted. All additional/required information and documents to be provided – as requested in the tender document.
14	Kindly share an Airport Map for all three Airports in scope of the tender with in indication of where each lounge is located. This will assist us in mapping the passenger journey.	We have uploaded all drawings we are able to provide.
15	Kindly share a list of all lounges (in addition to those on tender) within each airport terminal.	See the ACSA website
16	Kindly share the total number of lounge accesses in each terminal in order for us to understand the total number of passengers using lounges. Segregation of lounge user per lounge is not required, but would be beneficial.	See the ACSA website
17	Please indicate for each lounge, the condition that the lounge will be handed over to the successful bidder (as-is / shell & core / as-is excluding movable assets).	ACSA will lead the decommissioning of the current lounge operator.
18	To enable our design and project teams to prepare a technically accurate and fully implementable layout, we kindly request the following documentation and information related to the asset: - As-built drawings – latest revision, including architectural, structural, and MEP layers where available. - Elevations and sections – showing heights, finishes, and existing services. - CAD or Revit files – in editable format (DWG, RVT, or equivalent). - MEP provisions and drainage/trapping points – including HVAC, water, waste, power, and data connections. - Lease line drawings – clearly marked and dimensioned. - Goods-in and waste-out routes – with indication of their access points and proximity relative to the lease area. - Ceiling and slab height details – including bulkheads, beams, and any vertical restrictions. - Existing fire and life-safety systems layout – sprinklers, smoke detectors, alarms, emergency exits, and fire-rated walls. - Finishes schedule – current floor, wall, and ceiling materials within and adjacent to the lease area. - Utility metering points – for water, power, HVAC, and data (if sub-metered or shared). - Airport technical design standards or tenant fit-out guidelines – including any relevant construction or operational restrictions.	We have uploaded all drawings we are able to provide.

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19	Regarding point 2.4.2.10 – please confirm the security deposit will be required at time of award and there is no requirement for any kind of deposit to be submitted together with the RFP submission.	Security deposit is due on signature of the lease agreement with the successful bidder.
20	Regarding point 2.4.2.13 – please confirm when the beneficial occupation period will start. Please indicate this in relation to the letter of award & signing of the contract (including but not limited to the approval of the detailed designs).	Beneficial occupation will start on signature of the lease agreement.
21	Please confirm the amounts mentioned (“ACSA Minimum Rate in Year one”) for each lounge – is the Monthly Rate / sqm. It is not clearly stated whether this amount is a Monthly or a Yearly rate.	This is provided in the tender document. Please read carefully. The minimum rental in the tender rent schedule is monthly.
22	Please share whether any documentation is required to provide evidence for section 3.6 Stage 4 – Objective Criteria Evaluation – Number ii (“A negative outcome on Credit Vetting”).	Refer Addendum-5 regarding Objective Criteria being removed from this tender . All information relating to this tender (including Questions and Answers, Addenda etc) has also been uploaded on www.etenders.gov.za .
23	With reference to many of the questions below, we would like to highlight the fact that information held by any of the bidders, that is not protected by Intellectual Property rights, or POPPI regulations, should be available to all bidding parties. Current service providers are at a large advantage in many aspects, due to their current tenure, and in order to ensure that the tender process is fair, it is vital that effort is made to level the playing field wherever reasonably possible.	In complying with section 217 of the Constitution of South Africa, ACSA has embarked on an open, fair and transparent process for these opportunities. Information has been provided to all bidders equally. Site meetings were also held so that bidders can view the lounge spaces.
24	Section 1 of the Functionality Evaluation Criteria focuses on Methodology and Design approach, critically, Architectural Design and Spatial Planning. In order to properly submit a complete and accurate proposal, it is vital that we have access to better resources with regard to drawings, elevations and services. With this in mind, we would like to request the following: ○ CAD format floor plans and drawings, with current walls, windows, access, kitchens, stairways, mezanines, etc marked clearly upon them. These drawings require measurementss and scale in order to render correctly. ○ Elevations marking ceiling heights and services. ○ Plans that include current services such as plumbing, electrical, HVAC, extraction, etc. ○ Current Kitchen Layouts marking fixed installations that will be remaining with the tender award, such as stores, cold rooms and freezers. ○ Access routes and delivery / staff entrances.	We have uploaded all drawings we are able to provide.

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25	Please clarify expected minimum operating hours of each lounge. As this is tied to departure volumes and times, a breakdown of timed departures per terminal, with an indication of average number of passengers/ flight capacities would be appreciated.	Operating times varies across the airports based on the first and last flights scheduled for the day.
26	Are we able to receive an indication of average footfall / access to each lounge, and the average length of stay / dwell time of the guests?	We do not have this information as the lounges are run by the lounge operators.
27	A point of clarification, CTIA Domestic CTB Airside Lounge 404 and 404a are denoted as 1 Opportunity. As this is a double volumes space, is it correct to assume that this counts as a single bid?	Yes, further drawings provided and attached here-with.
28	Award and Occupation Timelines: - Once the tenders are Awarded, what would be the lead time between the date of confirmation/award and the start of the beneficial occupation? - Is this timing driven by existing leases? And if so, what are the end dates of these leases? - Should one service provider be awarded multiple opportunities, would there be any staggering, intentional or otherwise, of the start dates of beneficial occupation for each opportunity?	- Refer Batch 7 Q & A - At the time of award all leases will be on a month to month basis. - You will only be awarded max 1 opportunity on domestic and one on international. ACSA will determine details upon award aligned to the beneficial occupation period in the bid document.
29	Please can we get clarification on what is meant be "Supplier Compliance Status", is this related to the Central Supplier Database (CSD) ?	If this is in reference to page 4 of the bid document, then "Supplier Compliance Status", is related to Tax and Central Supplier Database (CSD).
30	Can you please send me the layout for the Durban lounge.	It is uploaded on the www.etenders.gov.za website.
31	We will be submitting bids for the lounge tenders and would like to request that you share the floor plans for the various lounges included in the tender. Specifically, we are interested in the below: CTIA – Domestic Departures KSIA – Domestic Departures ORTIA – International Departures x 2 & Domestic Departures x 2	We have uploaded all drawings we are able to provide.
32	Where must we insert the electronic copy of the tender documents? Do we put it in with the original documents or the copy documents or do we put it in its own envelope?	It is up to the bidder, either one is fine.
33	And if a document expires after submission and we waiting to know if awarded how would we then provide the renewed document?	During evaluations, the Bid Evaluation Committee may elect to request for replaced of expired documents via e-mail or other.

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34	Thank you for the updated drawings for the Cape Town International Lounge. When will the drawings for King Shaka and ORT lounges be made available and if they will be on the portal?	We have uploaded all drawings we are able to provide.
35	Detailed Functionality Criteria / Page 20 refers: Can you please advise whether all lounges must be completely refurbished from scratch, or if Architectural Design Concept, Design and Spatial Planning can incorporate the current fit-out of the lounges?	Please comply with what the bid states.
36	Please provide the as-built architectural GA plan, including the Airport Master Plan in PDF and CAD format.	We have uploaded all drawings we are able to provide.
37	Please provide the as-built MEP drawings showing all existing services and demarcation between Landlord Vs Tenants, in PDF and CAD format.	We have uploaded all drawings we are able to provide.
38	Please provide the existing lounge layouts for all the tenders in both PDF and CAD formats.	We have uploaded all drawings we are able to provide.
39	Please provide the latest Airport Building / Renovation / Fitout Guidelines/ Construction House Rules in PDF format.	This will be shared with the successful bidder upon award.
40	Please provide the Airport nominated / preferred General Contractor list, including contact details (if available)	This will be shared with the successful bidder upon award.
41	What is the capacity (amps, pipe size, BTU) of these utility stubs? Is this capacity sufficient for a high-end lounge, or will the Airport pay for the upgrades?	This will be shared with the successful bidder upon award.
42	What are the specific rules and hours for construction? Are there limitations on noisy work?	At this stage this is not required for bid submission. However, construction will occur outside of airport operational hours.
43	For the tender of JNB International Departures IDL05 & 06, the RFP states a total area of 1,460.5 sqm. However, according to the layout drawing, the combined area of the two lounges is approximately 893.66 sqm (IDL05: 633.89 sqm and IDL06: 259.77 sqm). Could you please clarify whether the boundary shown in the layout is incorrect, or if there are additional spaces included that make up the total 1,460 sqm stated in the RFP? 	Refer uploaded drawings and the information included in Pricing Schedules.

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44	For the tender of JNB Domestic Departures L4,L9, the RFP states a total area of 1,178.77 sqm. However, according to the layout drawing, the area of the lounge is approximately 455 sqm. There is also a small text in the drawing showing "L4,L3 455.5SQM as Per DWG") Could you please clarify whether the boundary shown in the layout is incorrect, or if there are additional spaces included that make up the total 1,178.77 sqm stated in the RFP?  The image shows an architectural floor plan of a lounge area on the left. To its right is a dark rectangular box with white handwritten text that reads: 'L4,L9', '1178,77sqm', and '(L4,L3) (455,5sqm) as per dwg'.	Refer uploaded drawings and the information included in Pricing Schedules.
45	Detailed Functionality Criteria, Item 3.2 / Page 23 Can you please clarify if the pricing model that must be included in the submission refers to walk-in rates or B2B pricing?	Bidder must determine their pricing model.
46	Detailed Functionality Criteria, Item 3.2 and Price and Preference, Item 3.5 / Page 24 & Page 25. Can you please clarify if the evaluation after passing the Functionality Criteria will be based pure on the Price and Preference Score or if it will be a combination between the Detailed Functionality Criteria score and the Price and Preference Score? If it is a combination of the two Scores, can you please advise the weight for each respective score?	Evaluation is a staged approach. Once bidder passes/qualifies in the Functionality stage, they will then be evaluated on Price and Preference.
47	What are the licenses or permits, such as liquor license that is required for the operation of an airport lounge? Any references from neighboring airport lounges?	Whilst ACSA is not the lounge operator we would assume that the following must be obtained:- 1. Business License 2. Certificate of Acceptability for Food Premises 3. Liquor License Above is not an exhaustive list.
48	Please advise the estimated award date, handover date and the date of opening	Refer Batch 7 Q & A
49	Please confirm the current seating capacity for all lounges at ORTIA, CTIA, and KSIA that are included in the tender under BID number COR7901/2025/RFP. This information will assist us in aligning our planning and resource requirements accordingly.	Bidder to determine optimal seating capacity.
50	We request an extension of 2 weeks for the submission of this tender.	Extension will not be granted as sufficient time has been provided for bid responses.

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

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