



MEMORANDUM

SCM: Kgomotso Monyeke, Senior Procurement Buyer
Date 29 October 2025
Subject: Question and Answers Clarification
Tender Number: COR80322025RFP
Tender Description: The provision of Time and Attendance project to implement a fingerprint-based tracking solution for employee clock-ins and clock-outs for a period of sixty (60) months at Airport Company South Africa

Background

Tender, COR80322025RFP for The provision of Time and Attendance project to implement a fingerprint-based tracking solution for employee clock-ins and clock-outs for a period of sixty (60) months at Airport Company South Africa was published on 15 October 2025 and will be closing on the 13 November 2025.

Questions and Answers

Please see the question and answers below:

1. ISO 27001:2022 - Yes, it is mandatory. However, according to the Chief Procurement Officer, bidders without this certification will not be immediately disqualified, but they will be expected to obtain the certification within a few months of contract award.
2. Do you need employees to be allocated to department as per the org structure? Employees will be allocated per line manager but information like (Employee number, Employee name, Department name, Business Unit name, Location name, Supervisor Name) should reflect on the reports that we will produce from the system.
3. Do you require daily absence reports? – Yes, that will assist to manage attendance effectively. But it must be noted that we will only transfer the information to ORACLE HCM Cloud once per month. After month end, the payroll specialist must be able to run a process whereby we can put start date and end date on the time and attendance system, only transfer information to ORACLE HCM Cloud of the specific period stated on the parameters and only information that is approved by line managers can be transferred to ORACLE HCM Cloud.
4. How many devices are required per airport? Please see below table, we need a total of 100 devices, 76 to be installed and 24 to be spares

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Airports Company South Africa SOC Ltd Reg No 1993/004149/30 VAT no 4930138393 Board of Directors: F Zikalala Mvelase (Interim Chairperson), Dr K Badimo, D Hlatshwayo, A Khumalo, G Mancotywa, L Mbotya (Chief Financial Officer), M Mpofu (Chief Executive Officer), Y Pillay, S Sambo, N Siyotula, F Sefara (Company Secretary)



#	Airport	Devices to be installed	Spares
1	OR Tambo International Airport	24	6
2	Cape Town International Airport	9	3
3	King Shaka International Airport	13	3
4	George Airport	7	2
5	Chief Dawid Stuurman Airport	7	2
6	King Phalo Airport	7	2
7	Kimberly Airport	5	2
8	Braam Fischer Airport	3	2
9	Upington Airport	1	2
	TOTAL	76	24

5. How many employees per airport? It must be noted that information for all ACSA employees both Shift workers and Non-shift workers will be loaded on the Time and Attendance devices but only Shift Workers will register their fingerprints for a purpose of overtime payment. Fingerprints for Non-shift workers will be loaded on Phase B which we are currently not sure when will be that.

OR Tambo Airport – Total employees 1557 (1419 Shift Workers and 138 Non-Shift Workers)
Cape Town Airport – Total employees 831 (707 Shift Workers and 124 Non-Shift Workers)
King Shaka Airport – Total employees 592 (491 Shift Workers and 101 Non-Shift Workers)
Goerge Airport – Total employees 112 (95 Shift Workers and 17 Non-Shift Workers)
Chief Stuurman Airport – Total employees 207 (186 Shift Workers and 21 Non-Shift Workers)
King Phalo Airport – Total employees 140 (115 Shift Workers and 25 Non-Shift Workers)
Braam Fischer Airport – Total employees 128 (115 Shift Workers and 13 Non-Shift Workers)
Kimberly Airport – Total employees 140 (115 Shift Workers and 25 Non-Shift Workers)
Upington Airport – Total employees 73 (62 Shift Workers and 11 Non-Shift Workers)

6. Where are they located? See below:

OR Tambo Airport 24 locations (Fourth Floor, Third Floor, AMC, Cargo Gate, Central Terminal Building, Charlie Gate, Customer Care, Domestic Basement Building Maintenance, Domestic Crew, Domestic Marshall C5, Domestic Terminal Transfer, Echo 1 Safety Office, Fire Station, International Basement Elect., International Building Maintenance, International Departure, International Egress, International Flight Deck, JOC, KB1, Mezzanine M&E, Parking Management and Permit Office)

Cape Town Airport 9 locations (CTB IT, CIA, Dom Security CTB, Fire Rescue Building, Power Lighting, Southern Office Block (SOB)1, Southern Office Block (SOB)2, Trolley5 and OCC ECC 4th Floor)

King Shaka Airport 13 locations (Client, Fire & Rescue, Maintenance, MSO1, MSO2, North Gate, Permit Office, Safety, Security, South Gate, State Protocol, Technical and TOC)

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Goerge Airport 7 locations (Avsec - Security Main Gate, Avsec - Terminal (CSP), Maintenance Engineering – Electrical Complex, Maintenance Engineering – Maintenance Complex, Maintenance Engineering – Terminal (CSP), ARFF: Fire Station and Terminal & Landside: Terminal CSP))

Chief Stuurman Airport 7 locations (Terminal and Landside Operations - Outside New parking office situated at the arrivals hall (corner) in the terminal next to the ablutions, Terminal and Landside Operations - Between the information desk and ops coordination office, Security Operations - Security Main gate office by airside, passageway in the office, Security Operations - Security office entrance in the terminal building by the main central screening point, Maintenance and Electrical: Entrance of main entrance door at the maintenance building complex situated on airside, Fire and Rescue - Supervisors' office at Fire and Rescue is situated on the airside and Fire and Rescue - Grade 3 office next to FDC and safety offices on airside)

King Phalo Airport 7 locations (Admin Area: To cover admin personnel and Finance and HR. This would mainly for attendance - Core room 1, ARFF: Fire Station (There is a network switch available), Maintenance Building, PIDS Control Room: PIDS Control room for most security personnel, car park and Maintenance (Building and IMC). - Wire Centre 1, Main Gate (Security) (there is a network switch available at Staff Parking), Count Room: Old Client Managers Office - CUTE and CUSS Wire Centre and Security Area: (CSP and permit office) - CUTE and CUSS Wire Centre)

Braam Fischer Airport 3 locations (Terminal Building, Fire Station and Maintenance and Electrical Building)

Kimberly Airport 5 locations (Maintenance & engineering, Security checkpoint, Cash Office, Fire & Rescue and Admin Building)

Upington Airport 1 location (Domestic Terminal - Closer to the Central Security Point)

7. Are the requirement only to replace existing readers? See below:

For OR Tambo Airport, Cape Town Airport and King Shaka Airport - The new Time & Attendance devices at the three international airports will leverage the existing cable infrastructure and network points, as they will be installed in the same locations as the current devices. In addition, new devices will be installed at the six local airports where none currently exist. In short, the requirement is not only to replace existing readers, but to install new ones at the local airports as well, where they never existed before.

Cable and Network Points at the other regional airports - The below table outlines the BOQ for network cables and network points to be installed at the local airports:

#	Hardware Type	Quantity
1	Network Cables	30 (maximum cable length of 100 m)
2	Network Points	30

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8. Are there new points not part of the current clocking system?
The bidder must provide new network points for the readers at the local airports only as there is no current clocking system and network points installed.
9. Is there existing network points to all existing readers? Yes, only at ORT, CTIA and KSIA
10. If there are new points not part of the current system, will the Airports Co. provide the network points for the new readers?
New points at the local airports are required and are to be provided by the bidder as part of the SOW. The installation must follow ACSA standards.
11. Do you only want a cloud solution or is there existing server infrastructure for the installation of the software? ACSA does not prescribe the hosting environment, the service provider determines the optimal environment for the solution's performance.
12. How many users need to have access to the software / data to approve or adjust clockings? A total of 489 supervisors must have access to approve or adjust clocking's, a total of 276 administrators of departments must have access as they will assist supervisors with adjusting clocking's, a total of 8 Employee Services Centre team must have access as there are the ones who will register employees fingerprints on the system and a total of 8 Payroll team must have access as they will be running the process to transfer the details from Time and Attendance to HCM Cloud.
13. What use roles do we need to provide for? I believe the response provided in #12 should suffice for now, assuming the bidder's query is for pricing purposes. Further details can be discussed at a later stage once the successful bidder has been appointed.
14. Will biometrics be wall mounted (time and attendance only) or on turnstiles or other type of security access and if there are different combinations, kindly indicate this in the numbers breakdown under point 1 above. Wall mounted
15. Of the device number under point 1 above, how many, per region, are indoors and how many are outdoors If I remember correctly, all devices are indoors. This is subject to confirmation with all relevant airports
16. If on LAN, does the existing LAN infrastructure support Power over ethernet (POE) and what is the technical specification of the POE provision? Yes, POE will be provided
17. Will all devices have internet access in order to upload to a cloud system or is the expectation to implement local software agents for biometric device integration? Yes, internet access can be provided, please specify the minimum internet requirements per device
18. How many biometric enrolment stations are required? The Coordinators Employee Services will be responsible for registering the employee fingerprints. Coordinators per airport (2x OR Tambo, 2x King Shaka, 2x Cape Town, 1x Bram Fischer, 1x Chief Dawid Stuurman, 1x George, 1x Kimberley, 1x King Phalo and 1x Upington)
19. Are different airports seen as isolated biometric areas, or are all airports seen as a seamless, single entity. All airports are seen as single entity, if an employee working in King Shaka goes to OR Tambo to work there for certain time, then the employee should be able to clock in and out and the system should recognize the fingerprint enrolled in King Shaka.

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20. Questions about the integration:

1. Is an existing integration architecture available to receive employee data and send Punch data to the ORACLE HCM payroll system hosted in Frankfurt, or will this be developed as new as part of this project? **This must be developed as new as part of the project. IT please assist me in adding your feedback.**
2. Please confirm the ORACLE HCM system hosted in Frankfurt is the primary source of employee onboarding and offboarding at all times. Employee data maintained in the new time and attendance system will only be received from this one system and punches will only be sent to this one system. **Yes.**

26. Questions about functionality:

1. Will daily attendance tracking include a plan vs actual track? If yes, what is the requirement for planning staff attendance? **We only require actual track.**
2. What is meant by "Employee Attendance Entry Adjustment"? Does this indicate the ability to adjust the start, end or break punch times? **We only need start time and end time of the day, employees will not clock out when they go on lunch or clock in when they come back from lunch as they will still have their access cards for opening doors, the time and attendance devices is strictly for managing overtime payment. The time we want is clock-in time when the shift starts and clock-out time when the shift ends. The only adjustment is for clocking-out on behalf of an employee should they forget to clock out. All employees will be advised that it is their responsibility to ensure that they clock-in and out every day. You can also activate clock-in adjustments which can be used when there is a real need to adjust clock-in time.**
3. Will employee punch for break times or are break times assumed? **No as explained above.**
4. Kindly list the required reports and explain their use. My Understanding is the following reports at least:
 - a. Biometrics Report (who has biometric templates enrolled?) **We require this report.**
 - b. Clock Event Report **We require this report**
 - c. Employee Not Clocked Report (but against what plan?) **We require this report but it must only reflect employees whose fingerprint are enrolled.**
 - d. Employees with no supervisors, this report will assist to ensure that all employees are assigned to line managers as only records approved by line managers will be paid as overtime therefore all employees must be linked to a supervisor.
5. Kindly list the onboarding and offboarding notification requirements. **No notification is required as we will have reports to run to see who are the new employees loaded and who are the terminated employees.**
6. The requirements refer to a comment section. Will this be per punch, per day, per timesheet or separated from any timestamp event? **This will be punched only when there is a manual adjustment on the Clock-in and out time just to provide a reason why manual adjustment has been done.**

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27. Questions about costing and communications:

1. Will updates to the tender requirement be emailed to all contacts who participated on the online briefing session? **Kgomotso to answer.**
 2. Will the recording of the online briefing session be distributed to all participants of the briefing session? **Kgomotso to answer.**
 3. Will ACSA consider a monthly Software-as-a-service usage fee as opposed to an outright or upfront License fee? If yes, how will this cost be indicated on the pricing schedule in annexure C? **IT to answer. Upfront licence fee is preferred.**
 4. The tender document refers to Annexure C (Pricing Schedule), but not to Annexure A (IT Standards) or Annexure B (Service Management) or Annexure E (Security Standards) which are provided without reference or context. These Annexures might have a direct implication on adherence, cost to achieve and time to implement. Kindly elaborate on relevant sections of these Annexures and pls indicate how ACSA will verify adherence to the specifications of these relevant sections. If the annexures are to be interpreted and adhered to in its entirety, please state this. **The other annexures are referenced in the Statement of Work (SOW), which forms part of the tender. They are not intended for evaluation but are provided to outline the standards and service levels that the successful service provider will be expected to adhere to. Some requirements in these annexures may not be applicable to this specific project or solution. However, bidders are expected to review them carefully and ensure compliance with those requirements that are relevant to this project and solution.**
- 28 Does any of the access control points require replacement door peripherals like power supplies, door closers, magnetic locks etc? **The solution is not intended for access control purposes. It is solely to track employee attendance and therefore does not require replacement or installation of door peripherals such as power supplies, door closers, magnetic locks, or similar hardware.**
 - 29 Are there any turnstiles at the sites with access readers? **Yes.**
 - 30 Are there any vehicle barrier booms on site with access readers? **Yes**
 - 31 Will you provide the network backbone for the access control system? I.e. network cable, switches and cabinets, UPSs **Network Switches and cabinets are existing. UPS power to switches are existing and will supply POE power only. Network Cables need to be provided by the bidder at the local airports.**
 - 32 Will you provide 220v power points for the access control points? **There is no access control required. POE will be provided to biometric readers via lan cable that is installed at international and bidder to install at local airports. Any other power requirements, must be specified and not catered for by ACSA.**
 - 33 What is the name of the HCM system the proposed Time and Attendance system needs to integrate to. Also would an API be made available? **ORACLE Human Capital Management Cloud. Yes, the API will be provided.**
 - 34 Must we provide hosting and backups? Or will ACSA host the system on site? Bidders are **expected to recommend the environment in which the solution will perform optimally. To ensure fair evaluation, bidders should provide pricing for both cloud and on-premises deployment options, so that no bidder is disadvantaged based on their chosen hosting model.**

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- Signature: 

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