

QUESTIONS and ANSWERS

Tender Ref No	COR7646/2024/RFP
Tender Description	REQUEST FOR PROPOSAL (RFP) FOR THE ACQUISITION OF E-HAILING OPERATORS AT ALL ACSA'S AIRPORTS FOR A PERIOD OF THREE (3) YEARS.

NB: Tenderers to acknowledge this Q&A in their tender submission in the table for RECORD OF ADDENDA TO TENDER DOCUMENTS.

NUMBER	BIDDER QUERY/QUESTION	ACSA'S RESPONSE
1.	Given the scale of some e-hailing operations, will ACSA have capacity for the training? Are virtual alternatives being considered?	Yes, Training for Pride in Action can be arranged whenever there is training need and it will be face-to-face training.
2.	Is this Tender meant for UBER and BOLT only?	No, the tender is open to all e-hailing companies/operators.
3.	Is there a specific car/mode of transport needed?	No, there is no specific car/ model required. The only requirement is that the car must be roadworthy and meet the criteria for the e-hailing company.
4.	What is difference between this bid and the current operation at the airports. Besides the staging yard issue.	The current operation is based on staging and free pick-up while the new model requires a pick -up fee.
5.	Will the appointed Tenderer run all Airports or Airports will be split to more than one Tenderer?	This will depend on the bidder's/operator's response to the Bid. A bidder might be interested in one airport and another bidder might be interested in more than one airport - this will depend on the companies' interest. The <u>successful bidder/s</u> will be appointed for the airport/s they tendered for.
6.	Will the App be White-Labelled to ACSA or it will be on the Service Provider Branding?	No, the App will be for the service provider branding not ACSA.
7.	Are the rate per km regulated by ACSA or are determined by the Service Provider?	This is Service Provide business model, ACSA has no interest in involving themselves in pricing model, each e-hailing operator has their own pricing model and will determine their own rates.

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8.	With the experience what if I just recently registered as a company but have been a e-Hailing driver for years how will this affect my scoring?	Refer to the bid document, all the tender requirements are listed. This tender is for E-Hailing operators and not the driver.
9.	Will airport accept aggregated driver info/behaviour for privacy considerations during monthly reporting? Noting that passengers will have access to the specific driver they use's details on their app?	Yes, ACSA will accept monthly reporting with consolidated driver information.
10.	What proof do you require for experience. Is it transport permit?	No, Refer to the Bid document for experience requirements.
11.	Does the system need to be available at tender point?	Yes, Part of the tender evaluation process will be for the bidder to demonstrate how their system is operated. The bid must have a system that is in operation. Refer to Bid document, functionality criteria.
12.	Some Ridehailing entities have a local entity and foreign entity.... (both of which pay taxes in RSA) should they bid jointly or as a local entity?	The tender is open to companies based in South Africa. Should the bidder choose, they can bid as a joint venture. The bid must have documentation to conduct business in Republic of South Africa, refer to bid document.
13.	What will the overall minimum requirement be for the specific goals section be if any?	No minimum requirement for specific goal.
14.	Should the bidder also be the owner of the vehicles?	Not necessarily, the operating company does not need to own vehicles if they have drivers in their e-hailing platform.
15.	Who are the current e-hailing operators?	Currently at the ACSA airports, there is Bolt SA and Uber SA.
16.	How many cars can a company bid for?	Not Applicable (N/A), refer to bid document. There is no minimum requirement for the number of vehicles.
17.	Is there a profit-sharing model of the e-Hailing service provider with Acsa? Or Acsa simply retains the R10 parking fee escalating at 8% pa?	There is no profit-sharing, ACSA will only charge a <u>pick-up</u> fee of R10.00 escalating at 8% per annum.

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18.	I am not sure if this was covered earlier, but we had a question – does this mean when a service provider is appointed, is this to the exclusion of others?	Yes, those e-hailing operators that are not successful or do not bid for this tender, will not be allowed to operate at ACSA airports. All successful bidders will be appointed for the airport/s they tender for. ACSA may appoint more than one e-hailing operator per airport.
19.	Second question, is ACSA contracting directly with a service provider, or will it be like how the service currently exists?	ACSA will enter into service level agreement with successful e-hailing operating entities, not drivers.
20.	Please clarify between e-hailing operators and service providers because there seems to be the misunderstanding on who must tender the service provider of E-hailing (app companies) and e-hailing operators (drivers and vehicle owners)	The tender requires an entity with the e-hailing system, not drivers or vehicle owner to tender.
21.	I would like to suggest a better information session be physical. Can it be held at various airports.	All clarification must have been sought via e-mail by the query closure date which is 2 June 2025 – as per tender document.
22.	If ever u already running a shuttle service at the airport, does this mean the service that we were rendering is been closed or will be working ?	No, this e-hailing tender has nothing to do with shuttle services or meter taxi operations. The shuttle and metered taxi services will continue as per usual.
23.	(CSD) is not directly required for traditional e-hailers to operate. How will that be an objective criteria to qualify experience?	For a state owned entity to contract with a supplier or service provider company, they must be registered on National Treasury's Central Supplier Database (CSD).
24.	In the case of South African companies there are no experienced companies other than uber and bolt. I therefore think it will be best to give time as we have Apps but never operated.	There were some other South African companies that approached ACSA indicating that they had e-hailing operating systems. So no, Uber and Bolt are not the only companies. This tender will allow all interested parties to bid. The Bidder must comply with the requirements of the bid document in order to be considered to operate at the airport/s.

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25.	The CSD is primarily for government suppliers and is not related to the practice of e-hailing.	CSD applies to suppliers and service providers. Refer point 23 above.
26.	Will passenger guidance to the Pick-Up area be included within this tender?	Yes, Proper marketing tools will be utilised to inform Airport Community about the e-hailing pick-up area.
27.	Any possibility of the deadline being extended?	No. ACSA has provided sufficient time for an e-hailing service provider to tender for this bid.
28.	Can one then bid by using a Bolt or Uber system even though one doesn't own it?	The bidder must own an e-hailing operating system to bid. Refer to bid document.
29.	But Uber and Bolt are not registered with CSD	Refer to bid document, for bid to be successful they must comply with bid requirements. Also refer point 23 above.
30.	I think this tender bid is confusing. Why didn't you ask e-hailing companies directly via e-hailing forum?	As a public entity ACSA is required to follow a public process as per section 217 of the constitution to contract with 3 rd party organisations for commercial rights within a public space. ACSA has taken the approach of an open tender to give all existing and new e-hailing operators in the market a chance to tender.
31.	Will the e-hailing branding embargo be lifted after the tender process is complete?	Successful e-hailing operator will be allowed to brand the pick-up slot that will be allocated to them for pick-up purpose.
32.	Does ACSA have a view on timeline for the review and awarding post the submission?	This would depend on the number of responses ACSA receives.
33.	Our e-hailing company has been working with an E-hailing company that owns the App and we work hand in hand with solving issues, attending to queries etc. But we do not own the App but have full access to reports and are the ones that attend to all issues that comes during pick-ups and drop offs. Are we standing any chance/ do we qualify to apply for the tender?	The bidder must own an e-hailing operating system to bid. Refer to bid document. Should it be found that the bidder/successful bidder does not own the system – contract will be terminated accordingly.

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34.	How will ACSA introduce the appointed E-hailing company to it's passengers?	We will use Airport Platform to introduce the successful e-hailing operator to airport community.
35.	Manase, you misunderstood the comment. Procurement Act allows you to invite companies directly. I don't mean consult but invite e-hailing service operators directly because you invited wrong audience, metre taxi operators/shuttle services not e-hailing service operators	An open tender is far reaching. This tender is meant for e-hailing service operators. ACSA offers different services to it's passengers and it's the passenger's choice as to which option to choose.
36.	Is it possible to get recording?	Presentation will be shared.
37.	What specific information/data does the airport require for the driver portfolio/classification?	Refer bid document, functionality criteria.
38.	Is the airport open to having aggregated driver ratings to show behaviour of drivers conducting Pick Ups?	Yes.
39.	Are driver ratings sufficient as a proxy for behaviour on the platform?	Yes, driver rating can indicate the driver behaviour.
40.	Currently cannot see which service is where at the airports, how will ACSA manage this.	All services will have it's own designated area with the necessary signage.
41.	Dropping off – not all e-hailing drivers can pick-up if not allocated this tender. How will ACSA control this.	Compliance will be managed by ACSA Security.
42.	Pick-up area Is it only for those bidders who are awarded	Once tender concluded, space for successful e-hailing operators will be made available.
43.	If drivers are allowed to drop-off but not pick-up. Drivers will be asking for more compensation for empty return trips.	This is a Pick-up tender. Where company 'B' is successful for this tender, all drivers under company 'B' will be allowed to pick-up and drop-off. An amount of R10 (8% annual increase) per pick-up will be charged by ACSA. No charge for drop-off.

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44.	What are the pick-up charges for those operators that are not successful for this tender.	Those e-hailing operators that are not successful for this tender, will not be allowed to operate at ACSA airports. The e-hailing operators that are successful to operate at the airport/s they tendered for will be charged R10 per pick-up with an annual increase of 8%. NB: Successful bidders will only be allowed to operate in the airports that they tendered for.
45.	E-hailing tenderers have ownership of platform are you looking for complete accessibility of the system. These platforms can be owned or leased how do you prove ownership of a platform ?	The bidder must own an e-hailing operating system to bid. Refer to bid document. Should it be found that the bidder/successful bidder does not own the system – contract will be terminated accordingly.
46.	Permit Requirements	Legislation has recently changed to incorporate E-hailing service. ACSA will require e-hailing operators and their drivers to adhere to any such requirements when they become effective.
47.	We would like to know if we would qualify if our company does not have insurance but one of our requirements for our operator drivers is that they must have insurance. Will this be a problem for our submission?	Insurance requirements in the bid document: Operators of e-hailing services must have a comprehensive car insurance cover and comply with South African laws for carrying paying passengers. Operators must ensure that the vehicles operating under their name/banner must have a comprehensive car insurance cover and comply with South African laws for carrying paying passengers. ACSA may do a random check.

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