AIRPORTS COMPANY
SOUTH AFRICA

# ANNEXURE C - SCOPE OF WORK

## For

## ACSA O.R. Tambo International Airport (ORTIA) Media Centre, Emergency Command Centre and Airports Meeting Rooms

## Supply, Install, Decommission, Dispose, Move

**Bid Number:** **COR8110/2026/RFP**

**Description:** **Request for Proposal for the Supply, Installation, Decommissioning and Disposal of Audio and Video Conferencing equipment for the OR Tambo International Airport Media Centre, OR Tambo International Airport Emergency Command Centre and various other ACSA Airports Meeting Rooms, for a period of 24 months**

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# 1.0 SCOPE OF WORK OVERVIEW AND OBJECTIVES

## 1.1 Background

Airports Company South Africa (ACSA) is seeking a qualified and skilled service provider to supply, install, configure, decommission, dispose, and move state-of-the-art audio and video conferencing equipment for ACSA's network of airports.

## 1.2 Scope of Work

1.2.1 **Supply -** The provisioning of video and audio-conferencing equipment.

1.2.2 **Install -** The installation of video and audio-conferencing equipment.

1.2.3 **Configure -** The configuration and setup of video and audio-conferencing equipment.

1.2.4 **Move -** The moving and deinstallation of video and audio-conferencing equipment.

1.2.5 **Decommission –** Decommissioning of video and audio-conferencing equipment.

1.2.6 **Disposal -** The process of removal, decommissioning, and disposal of audio and video conferencing equipment that is obsolete or deemed faulty.

1.2.7 **Training -** Provision of user manuals, videos, and on-site training.

1.2.8 **Asset Management -** Create and manage an asset register as well as asset tagging of all new and existing equipment as per ACSA standard template. Asset tagging shall be done as per specification and instructions from ACSA.

1.2.9 **Hand over** - Hand over all support and maintenance and warranties to the current maintenance contractor at the end of the project or when requested.

## 1.3 Service Objectives

The following are the key high-level Service objectives ACSA expects to achieve through this RFP.

1.3.1 Acquire services with service quality guarantees backed by Service-Level Agreements (SLAs) and OEM extended warranties.

1.3.2 Achieve the Service Level Agreement (SLA) specified.

## 1.4 Service Environment

### 1.4.1 Scope of the Infrastructure to be supplied.

1.4.2 NOTE that any procurement quantities mentioned in the Scope of Work and the attached annexures are indicative quantities only. NO procurement is guaranteed to be executed. Procurement will happen as and when needed.

1.4.3 A high-level listing and description of hardware and software to be supplied is provided.

| Category | description | Services |
|---|---|---|
| Audio and video conferencing devices | Communication technologies that enable real-time interactions among participants located in various geographic locations, utilising both auditory and visual components. | Supply, installation, deinstallation, moving, decommission, disposal, asset management |
| Large format screens | Range of large format screens | Supply, installation, deinstallation, moving, decommission, disposal, asset management |
| Room availability displays | Meeting room door displays | Supply, installation, deinstallation, moving, decommission, disposal, asset management |
| Accessories and peripherals | Various accessories and peripherals that are necessary to operate the meeting rooms (e.g., Extra microphones, cables, cable management, mounting equipment, etc) | Supply, installation, deinstallation, moving, decommission, disposal |
| Software | Software needed to operate the meeting rooms if needed | Supply, installation, deinstallation. |

**Table 1 - High-Level List hardware and software to be Supplied.**

## 1.5 **Service locations**

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

| Region | Airports in the regions | Site Code |
|---|---|---|
| Cluster 1 | OR Tambo International Airport; | JNB |
| | Bram Fischer International Airport | BFN |
| Cluster 2 | Cape Town International Airport | CPT |
| | Kimberly Airport | KIM |
| | George Airport | GRJ |
| Cluster 3 | King Shaka International Airport | DUR |
| | King Phalo International Airport | ELS |
| | Chief Dawid Stuurman International Airport | PLZ |

**Table 2 - Regional Distribution of ACSA 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 International Airport , Allister Miller Drive, Walmer, 6070 |
| GRJ | George Airport, Old Mosselbay Road, George, 6529 |
| ELS | King Phalo 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 |

**Table 3 - Detailed site schedule**

# 2.0 REQUIREMENT MANAGEMENT

## 2.1 Requirement 1

### 2.1.1 O.R. Tambo International Media Centre, Emergency Command Centre and Airports Meeting Rooms De-Installation and Clean-Up

a) The existing equipment within all the specified Meeting Rooms will require careful dismantling to facilitate the installation of advanced technology. This process will also include the removal of all associated cabling, accompanied by a systematic approach to cable organisation. This will ensure a clean and efficient setup for the new systems, promoting optimal functionality and usability for future meetings.

b) All equipment must be fully inventoried; the inventory should include at a minimum the following information
   a. *Device Model*
   b. *Device Serial*
   c. *Device Asset tag*
   d. *Original installed room number/asset tag*
   e. *Original installed room name*
   f. *Original Building name*
   g. *Device description*
   h. *Device condition*
   i. *Box/Package number*

c) Inventory must be supplied in both hardcopy and electronically.
d) Inventory must be signed and inspected by the duly authorised ACSA representative.
e) Every device must be accompanied by an ACSA Asset transfer form.
f) All devices must be stored in the ACSA storerooms
g) Arrangements must be made prior to ensure that storage is available and that an ACSA representative is available to sign for the delivery.

## 2.2 Requirement 2

### 2.2.1 O.R. Tambo International Airport - Media Room Audio Visual Solution

### 2.2.2 Display System

#### 2.2.2.1 Primary Display

The Media Room shall be fitted with a modular LED video wall, approximately 5 m (W) × 2 m (H), providing approximately 10 m² of active display area, procured and installed to the technical specification below.

**Display Performance**

| Parameter | Requirement |
|---|---|
| **Pixel Pitch** | ≤ P1.5 |
| **Refresh Rate** | ≥ 3,840 Hz (flicker-free on camera) |
| **Greyscale Processing** | 14–16 bit |
| **Brightness** | 600–1,000 nits, adjustable |
| **Contrast Ratio** | ≥ 5,000:1 |
| **Colour Gamut** | Wide gamut with HDR support |
| **Viewing Angle** | ≥ 160° H / ≥ 160° V |

**Build Quality**

| Parameter | Requirement |
|---|---|
| **Cabinet** | Die-cast aluminium; flatness ≤ 0.1 mm |
| **Panel Gap** | ≤ 0.2 mm seamless splicing |
| **Panel Weight** | ≤ 9 kg per cabinet |
| **Serviceability** | Front-serviceable, magnetic modules |

**Control and Processing**

| Parameter | Requirement |
|---|---|
| **Video Processor** | LED Video Wall Control System |
| **Inputs** | HDMI 2.0, DisplayPort, DVI, SDI |
| **Resolution Scaling** | Native resolution mapping + 4K input scaling |
| **Redundancy** | Dual power supply and dual signal backup |

**Infrastructure**

| Parameter | Requirement |
|---|---|
| **Power** | Dedicated circuit(s); ~2.5 kW average / 8 kW peak per 10 m² |
| **Cooling** | Fanless or ultra-quiet |
| **Mounting** | Wall-mount or floor-standing; structural assessment required (400–500 kg) |
| **Lifespan** | ≥ 100,000 hours (~11 years continuous) |

#### 2.2.2.2 Supplementary Display

The media centre shall be equipped with two supplementary LED flat-panel displays, mounted on either wall of the room, to accommodate users seated at a distance from the main screen, including those with vision impairments, allowing them to view the content presented more closely and comfortably. The supplementary screens shall mirror the content displayed on the main LED wall in real time

**Technical Specification**

| Parameter | Requirement |
|---|---|
| **Display Type** | LED flat panel (LED-backlit LCD, commercial-grade) |
| **Quantity** | 2 |
| **Screen Size** | ≥ 98" diagonal |
| **Resolution** | 4K UHD (3840 × 2160) minimum |
| **Brightness** | ≥ 500 nits, indoor commercial rated |
| **Contrast Ratio** | ≥ 4,000:1 |
| **Viewing Angle** | ≥ 178° H / ≥ 178° V |
| **Operation** | Rated for commercial daily/extended-use operation (16+ hours/day duty cycle) |
| **Input Support** | HDMI 2.0/2.1, DisplayPort; compatible with existing video distribution system |
| **Mounting** | Fixed wall mount, one per side wall |
| **Content Source** | Real-time mirrored feed from main LED display via video processor/distribution system |

#### 2.2.2.3 Multi-Screen Content Behaviour

The display system (primary and supplementary displays) shall support both of the following modes, selectable by the operator via the central control interface specified in Section 2.2.5:

- Extend — distributing different content across the main display and supplementary displays.
- Mirror/Duplicate — displaying identical content in real time across all displays.

### 2.2.3 Audio System

#### 2.2.3.1 Sound Reinforcement (Loudspeakers)

The Media Room shall be fitted with an audio reinforcement system engineered for the room's specific dimensions and acoustics.

| Parameter | Requirement |
|---|---|
| **Speaker Layout** | Strategically positioned loudspeakers providing uniform sound distribution throughout the room, with no dead zones or areas of uneven coverage |
| **Low-Frequency Reinforcement** | Dedicated subwoofer(s) to enhance low-frequency audio reproduction |
| **Coverage Standard** | Even sound pressure level (SPL) across all seating areas, within industry-standard variance |
| **Integration** | Fully integrated with, and controllable from, the central control system specified in Section 2.2.5 |

#### 2.2.3.2 Ambient Ceiling Microphone System

The Media Room shall be fitted with a ceiling-mounted microphone system that provides full-room ambient voice pickup, allowing a speaker to be heard clearly from any location in the room without requiring a handheld or worn microphone for general movement or informal speech.

| Parameter | Requirement |
|---|---|
| **Coverage** | Full-room ambient pickup, free of dead zones |
| **Audio Quality** | Clear, consistent voice reproduction, free of feedback or distortion at operating volume |
| **Control** | Capable of being muted/deactivated via the central control panel specified in 2.2.3.4, independent of the presenter/panel/audience microphone system |

#### 2.2.3.3 Presenter, Panel and Audience Microphone System

The Media Room shall be equipped with a wireless microphone system comprising presenter, panel, and audience components, together with the supporting signal processing infrastructure necessary to manage multiple concurrent audio sources. The system shall be sized for a medium media centre configuration (approximately 50–150 seats, inclusive of a panel/discussion setup).

**Microphone Configuration**

| Function | Type | Quantity |
|---|---|---|
| **Presenter (primary)** | Wireless lapel | 2 |
| **Presenter (roaming)** | Wireless handheld | 2 |
| **Panel / discussion** | Gooseneck or lapel | 2 |
| **Audience Q&A** | Wireless handheld (roaming/staffed) | 2 |
| **Ambient / room pickup** | Ceiling or boundary mic | 2 |
| **Total** | | 10 |

**Signal & RF Infrastructure**

| Parameter | Requirement |
|---|---|
| **Wireless Technology** | UHF or digital wireless, interference-resistant |
| **RF Channels** | Minimum of 12 clean, interference-free channels, plus spare capacity |
| **Signal Processing** | Dedicated digital audio processor (DSP) with auto mixing capability |
| **Coverage** | Full presenter, panel, and audience areas, free of dropout |
| **Audio Quality** | Clear, consistent reproduction, free of feedback or distortion at operating volume |
| **Battery Life** | Sufficient for a full session (approximately 8 hours); rechargeable or field-replaceable |
| **Compatibility** | Full integration with the media centre's audio reinforcement and recording/broadcast systems |

### 2.2.3.4 Audio System Control

A central control panel shall be installed near the podium position to manage all audio functions from a single point.

| Parameter | Requirement |
|---|---|
| **Location** | Mounted at, or immediately adjacent to, the podium position |
| **Ceiling Mic Control** | Mute/unmute and automatic or manual deactivation of the ceiling microphone system while the PA system is actively in use, to prevent feedback or signal conflict |
| **Wireless Mic Control** | Mute/unmute of individual wireless microphones (presenter, panel, audience) |
| **Scope** | All audio control functions required for seamless operation during presentations and events, accessible from this single control point |

### 2.2.4 Wireless Presentation & Content Sharing

The Media Room shall be equipped with a wireless presentation system meeting the following requirements.

| Parameter | Requirement |
|---|---|
| **Casting Protocol Support** | Multiple industry-standard casting protocols, enabling users to connect devices without installing additional software |
| **Device Compatibility** | Full compatibility across Windows, Microsoft Teams, macOS, iOS, and Android devices, and existing ACSA solutions at minimum |
| **Network-Based Projection** | Support for remote content projection to the Media Room screens over ACSA's existing TCP/IP network infrastructure |
| **Security** | Connection and casting process shall not require disabling of standard network or endpoint security controls |

### 2.2.5 System Integration

The proposed solution shall be delivered as a single, integrated AV system, with all components (display, audio, room panel, and signage) centrally controlled, interoperable, and managed through a unified control interface.

| Parameter | Requirement |
|---|---|
| **Control** | Single interface to operate display, audio, and room functions |
| **Interoperability** | Standards-based protocols (AV-over-IP, CEC, or vendor APIs) |
| **Data Sharing** | Room panel and door signage share one scheduling/status source |
| **Vendor Responsibility** | Integrator owns end-to-end interoperability testing before handover |
| **Resilience** | Critical display, control and conferencing systems must include redundancy such that failure of any single component does not render the room unusable. |

### 2.2.6 Meeting Room Door Display

The solution shall include a 40-inch door information display panel mounted on the exterior of the Media Room. The information display shall be content-configurable and capable of displaying any of the following functions, individually or in a scheduled rotation, without requiring hardware modification.

**Functional Requirement**

| Function | Description |
|---|---|
| **Room Schedule Display** | Display the current schedule and bookings for the Media Room |
| **Branding & Theming** | Display custom visuals, animations, welcome screens, branding logos, or themed artwork |
| **Live Status Display** | Indicate in real time whether the room is currently in use or available |
| **Media Room Highlights** | Highlight ongoing or upcoming content, events, or activities taking place in the Media Room |
| **Welcome & Information Panel** | Display a welcome message or instructional information for guests or users |
| **Advertising / Announcements** | Display advertising for upcoming events, promotions, or organisational announcements |
| **Emergency Notifications** | Display emergency information or alerts during critical situations, with priority override of all other displayed content |

## Technical Specification

| Parameter | Requirement |
|---|---|
| **Screen Size** | 40-inch diagonal |
| **Display Type** | Commercial-grade LED/LCD flat panel, rated for extended/continuous daily operation |
| **Resolution** | 4K UHD |
| **Orientation** | Portrait or landscape, to be confirmed at design stage based on door/wall placement |
| **Mounting** | Wall-mounted adjacent to the Media Room entrance |
| **Connectivity** | Network-connected (wired or Wi-Fi) to enable remote content management and calendar/scheduling integration |
| **Content Management** | Centrally managed content/signage platform, supporting scheduled content rotation and manual override |
| **Calendar Integration** | Integration with the room booking/calendar system (e.g. Microsoft Exchange/Outlook or equivalent) to support live schedule and status display |
| **Emergency Override** | Capable of receiving and displaying a priority emergency notification that overrides all other active content |

## 2.3 Requirement 3

### 2.3.1 O.R. Tambo International Emergency Command Centre Screen Replacement

**2.3.1.1** The Airports Emergency Command Centre, often referred to as an Emergency Operations Center (EOC), Command Post, or as part of an Airport Operations Centre (APOC), is a dedicated facility or setup designed to coordinate and manage emergency responses at airports. Its primary purpose is to ensure a rapid, coordinated, and effective response to incidents that may threaten airport operations, safety, or security.

**2.3.1.2** The O.R. Tambo International Emergency Command Centre is in scope to be upgraded. The requirement for the screens to be replaced are as follows:

**2.3.1.3** The existing nine 50-inch video wall screens shall be replaced on a like-for-like basis, in the current wall configuration, with the current 3×3 arrangement to remain unchanged. Replacement panels shall integrate fully with the existing video processing and control infrastructure, without requiring replacement of the processor or control system. The specification for the video wall screens are as follows:

**Technical Specification**

| Parameter | Requirement |
|---|---|
| **Screen Size** | 50-inch, per panel (current configuration unchanged) |
| **Configuration** | 3x3 arrangement (9 panels), unchanged from existing layout |
| **Resolution** | 4K UHD (3840 x 2160) minimum per panel |
| **Bezel Width** | Ultra-narrow bezel, <= 3.5 mm combined, for minimal seam visibility |
| **Brightness** | >= 500 nits, commercial-grade |
| **Operation** | Rated for 24/7 continuous operation, consistent with Emergency Command Centre use |
| **Input Support** | HDMI 2.0/2.1, DisplayPort, and SDI (for live camera feed compatibility) |
| **Control & Processing** | Full compatibility with existing video wall processor and control system; no replacement of processing infrastructure required |
| **Content Sources** | Must support simultaneous display of live camera footage, broadcast/news feeds, and presentation content across the wall |

**Power Operation**

| Parameter | Requirement |
|---|---|
| **Operating Mode** | Displays shall remain continuously operational, consistent with 24/7 Emergency Command Centre monitoring requirements |
| **Auto Power-Off** | Not applicable — the video wall must remain available at all times for live monitoring, and shall not power off automatically |
| **Manual Control** | Manual power control shall remain available to authorised operators for maintenance or exceptional circumstances |

**Warranty & Support Requirement**

| Parameter | Requirement |
|---|---|
| **Warranty Period** | Minimum 5 years, covering parts, labour, and panel defects from the date of installation |
| **Repair Response** | Preferably next business day (NBD) on-site repair or replacement service for any faulty panel |
| **Coverage Scope** | Warranty and preferably NBD service shall apply to all nine panels individually, not the video wall as a single unit |
| **Spares Provision** | Vendor to confirm availability of like-for-like spare panels for the duration of the warranty period, to maintain visual consistency across the wall |
| **Warranty Support & Fault Escalation** | Bidder shall provide a documented fault-logging and escalation process, at no additional cost, for the duration of the warranty period: fault acknowledgement within 1 hour of logging; on-site attendance within 4 hours, given the critical nature of the Emergency Command Centre environment; escalation to a supervisor if unresolved within 4 hours of attendance; and escalation to the account manager if unresolved by the next business day. This clause governs warranty-period support only and does not constitute a post-warranty maintenance agreement. |

**2.3.1.4** The existing four 55-inch screens shall be replaced with four new standalone screens of equivalent size, mounted on the existing wall brackets.

**Technical Specification**

| Parameter | Requirement |
|---|---|
| **Screen Size** | 55-inch (equivalent to existing), per unit |
| **Resolution** | 4K UHD (3840 x 2160) minimum |
| **Brightness** | >= 500 nits, commercial-grade |
| **Contrast Ratio** | >= 4,000:1 |

| Parameter | Requirement |
|---|---|
| **Operation** | Rated for 24/7 continuous operation, consistent with Emergency Command Centre use |
| **Input Support** | HDMI 2.0/2.1, DisplayPort |
| **Panel Type** | Commercial-grade LED-backlit LCD |
| **Mounting** | Existing wall brackets; new screens must be compatible with current bracket VESA pattern and weight rating |
| **Integration** | Standalone operation; no integration with AV control or distribution systems required |

**Power Operation**

| Parameter | Requirement |
|---|---|
| **Operating Mode** | Displays shall remain continuously operational, consistent with 24/7 Emergency Command Centre use |
| **Auto Power-Off** | Not applicable — displays shall not power off automatically |
| **Manual Control** | Manual power control shall remain available to authorised operators for maintenance or exceptional circumstances |

**Warranty & Support Requirements**

| Parameter | Requirement |
|---|---|
| **Warranty Period** | Minimum 5 years, covering parts, labour, and panel defects |
| **Repair Response** | Preferably next business day (NBD) on-site repair or replacement |
| **Coverage Scope** | Applies individually to each of the four screens |
| **Warranty Support & Fault Escalation** | Bidder shall provide a documented fault-logging and escalation process, at no additional cost, for the duration of the warranty period: fault acknowledgement within 1 hour of logging; on-site attendance within 4 hours, given the critical nature of the Emergency Command Centre environment; escalation to a supervisor if unresolved within 4 hours of attendance; and escalation to the account manager if unresolved by the next business day. This clause governs warranty-period support only and does not constitute a post-warranty maintenance agreement. |

## 2.4 Requirements 4

### 2.4.1 ACSA Cluster Airports Standard Boardrooms Audio – Visual & Unified Communications Specifications

#### 2.4.1.1 Scope and Work Package Structure

1. Each boardroom listed in Annexure A constitutes a separate, individually priced work package (WP1–WP39). Each work package shall be treated as an independent workstream, covering the de-installation of existing equipment (where applicable), site cleanup, and the installation of new equipment.
2. The equipment type required for each room (Short-Throw Laser Projector or Screen) is defined in the "Type" column of Annexure A and is not open to bidder interpretation. Where a room is listed as "Screen," the requirements in Section 2.4.1.5. (Displays) apply. Where a room is listed as "Short-Throw Laser Projector," the requirements in Section 2.4.1.4 apply.
3. The quantity of display or projector units required per room is defined in the "Quantity" column of Annexure A and shall be treated as a fixed minimum, not a bidder estimate.
4. Video conferencing and audio conferencing equipment shall be included only in rooms where the corresponding column in Annexure A indicates "Yes." Rooms marked "No" shall be excluded from the conferencing equipment requirement in Section 2.4.1.6, but remain in scope for all other applicable requirements in this document.

#### 2.4.1.2 Electrical, Lighting & Ambience Standards

Applicable to all boardrooms and meeting rooms listed in Annexure A. This section sets out ACSA's mandatory electrical, lighting, and ambience standards. Compliance with these standards is required for all boardrooms in scope; execution of the underlying electrical and lighting work is addressed separately below.

1. All electrical infrastructure within boardrooms and meeting rooms listed in Annexure A shall comply fully with SANS 10142-1: The Wiring of Premises - Part 1: Low-voltage Installations, using SABS-approved materials and components, together with any other applicable South African National Standards, municipal by-laws, and Occupational Health and Safety Act requirements in force at the time of installation.
2. All AV, conferencing, and associated electrical equipment supplied and installed by the Service Provider within boardrooms and meeting rooms listed in Annexure A shall comply with SANS 10142-1: The Wiring of Premises – Part 1: Low-voltage Installations and shall bear valid SABS/NRCS compulsory specification approval marks, including but not limited to safety certification, power rating, and plug/socket type requirements applicable to the site. Equipment that does not meet these standards shall not be installed.
3. The lighting infrastructure within each boardroom and meeting room listed in Annexure A is installed and maintained by ACSA in accordance with SANS 10114-1: Interior Lighting – Part 1: Artificial Lighting of Interiors, and the ACSA Lighting Minimum Functional and

Technical Requirements Guidelines (ACSA Illumination Guidelines, Rev 01, July 2018). The bidder shall not select, position, install, or modify any lighting or lighting control equipment as part of this Scope of Work.

4. The bidder shall ensure that all AV equipment supplied and installed is compatible with, and does not interfere with, the existing lighting installed to SANS 10114-1 and the ACSA Illumination Guidelines, including any dimming or DALI-based lighting control systems present in the room. The bidder shall report, as part of the site survey, any lighting condition that would prevent the AV solution from meeting its display visibility requirements (e.g. excessive glare, insufficient dimming range, fixed non-dimmable fittings), for ACSA's attention and action by ACSA's appointed electrical contractor.
5. Dimmable lighting circuits and any associated control systems shall not introduce electrical interference with AV, conferencing, or network equipment installed under this Scope of Work.
6. All power outlets, circuits, and distribution boards within boardrooms and meeting rooms listed in Annexure A shall be clearly and durably labelled to identify circuit reference, source distribution board, and function, in accordance with SANS 10142-1 labelling requirements.
7. Any new electrical infrastructure required to support the AV equipment specified in this Requirement (including but not limited to dedicated circuits or additional outlets) shall be identified by the bidder as part of the site survey process defined in the Decommissioning of Existing Equipment (section 2.4.1.3) of this requirement and formally submitted to ACSA for actioning by ACSA's appointed electrical contractor.
8. All electrical and lighting work carried out within boardrooms and meeting rooms listed in Annexure A shall have due regard for the health and safety of building occupants and site personnel, in accordance with applicable Occupational Health and Safety (OHS) Act requirements.
9. The bidder's responsibility under this section is limited to: (a) identifying and documenting the power, circuit, and connectivity requirements necessary to support the AV solution specified in this Requirement, in accordance with the standards above; and (b) formally submitting these requirements to ACSA for actioning by ACSA's Maintenance and Engineering department
10. The execution of electrical installation, modification, lighting infrastructure work, and issuance of the Certificate of Compliance (CoC) is EXCLUDED from this Scope of Work and remains the responsibility of ACSA's Maintenance and Engineering Department

### 2.4.1.3 Decommissioning of Existing Equipment

1. Existing equipment in each room in scope (including but not limited to legacy displays, projectors, mounting brackets, cabling, and AV control systems) shall be decommissioned and removed as part of the applicable work package.

2. Prior to commencing any installation work, the bidder shall conduct a site survey of each room and document all existing equipment to be decommissioned, using the format provided in Annexure B.
3. Completed Annexure B schedules shall be submitted to ACSA for review and written approval prior to any decommissioning or removal work commencing in that room.
4. All decommissioned equipment shall be removed and disposed of in accordance with applicable e-waste and environmental disposal regulations, unless ACSA directs in writing that specific items be retained or returned to ACSA stores.
5. Any decommissioned device containing stored data, network credentials, or configuration settings shall be securely wiped prior to disposal or return.
6. Decommissioning shall be sequenced to minimise room downtime. Where feasible, removal of existing equipment and installation of new equipment shall be conducted within the same site visit or work session.
7. The bidder shall provide an issue log with photographic evidence of each room's condition noting any damage prior to decommissioning and following installation, to support the damage and reinstatement provisions set out in item 8 below.
8. Damage and Reinstatement: Any damage caused to building fabric, finishes, or fittings (including but not limited to walls, ceilings, flooring, and cabling conduits) during decommissioning or installation shall be made good by the bidder at its own cost. All affected areas shall be reinstated to match their original condition and finish within 5 working days of the damage being identified, using the photographic evidence in item 7 above as the basis for comparison. Reinstatement work shall be completed to ACSA's satisfaction prior to final sign-off of the applicable work package.

#### 2.4.1.4 Short-Throw Laser Projector Specification

Applicable to all rooms designated "Short-Throw Laser Projectors" in Annexure A.

| Parameter | Requirement |
|---|---|
| ***Projector*** | |
| **Light Source** | Solid-state laser; minimum rated lifespan of 20,000–30,000 hours |
| **Brightness** | Minimum 4,000–6,000 ANSI lumens |
| **Resolution** | 4K UHD; higher resolution required for detailed content applications |
| **Throw Ratio** | 0.22:1 to 0.8:1, enabling large image projection from a short distance |
| **Contrast Ratio** | Minimum 3,000:1 |
| **Connectivity** | HDMI (multiple ports), LAN, USB, Wi-Fi, HDBaseT, and screen mirroring support |

| Parameter | Requirement |
|---|---|
| ***Projector*** | |
| **Lens Features** | Manual or digital zoom, lens shift (vertical ±50%, horizontal ±20%), keystone correction, corner correction |
| **Screen Size Support** | 50" to 200" or greater |
| **Integrated Audio** | Built-in speaker, minimum 10–15W output |
| **Power & Noise** | Power consumption 280–350W; noise level below 38dB (economy mode: 27dB or lower) |
| **Physical Size / Weight** | Lightweight and compact, suitable for flexible mounting |
| **Warranty** | Minimum 2–3 years on the projector unit and laser light source |
| ***Screen*** | |
| **Screen Type** | Ambient Light Rejecting (ALR), fixed-frame projection screen |
| **Screen Surface** | High-contrast angular-reflective ALR surface, specifically compatible with short-throw/ultra-short-throw (UST) projection angles matching the projector's 0.22:1-0.8:1 throw ratio |
| **Gain** | 0.8 – 1.2 |
| **Viewing Angle** | ≥ 160° half-gain viewing angle |
| **Aspect Ratio** | 16:9, matched to 4K UHD source |
| **Screen Size** | Matched to each room per Annexure A/B, within the 50"–200"+ range supported by the projector |
| **Ambient Light Rejection** | Minimum 0.6 ALR rating; screen shall preserve contrast under normal boardroom lighting without requiring blackout conditions |
| **Frame / Mounting** | Fixed-frame, wall-mounted, professionally installed; tensioned surface, flat and wrinkle-free |
| **Border / Masking** | Black masking border, minimum 2"–3", to enhance perceived contrast |
| **Fire / Safety Rating** | Screen material to comply with applicable SANS fire-retardant standards for commercial installations |
| **Compatibility** | Screen coating/design confirmed by the bidder as compatible with the specific projector throw ratio and mounting position used in that room |
| **Warranty** | Minimum 2–3 years, aligned with the projector warranty period |

#### 2.4.1.5 Display Specification

1. The number of displays required per room shall be as stated in the "Quantity" column of Annexure A.
2. Where a room requires only one display, it shall be mounted on the room's main wall, facing the primary seating arrangement.

3. Where a room requires more than one display, the bidder shall determine and propose the mounting location of each supplementary display, subject to ACSA approval prior to installation. The purpose of supplementary displays is to allow meeting attendees seated farther from the main wall to view content from a closer viewing distance than the primary display alone would provide.

**Display Technical Specification**

| Parameter | Requirement |
|---|---|
| **Primary Display — Size** | Minimum 70 inches |
| **Primary Display — Resolution** | Full 4K resolution support |
| **Supplementary Display(s) — Size** | Minimum 50 inches |
| **Supplementary Display(s) — Resolution** | Full 4K resolution support |
| **Warranty** | Minimum 5 years, with preferably next-business-day (NBD) on-site repair or replacement service |
| **Duty Cycle** | Rated for sustained operation exceeding 12 hours of continuous daily use |
| **Power Management** | Displays shall be programmed to power off automatically when not in use and power on automatically when in use |

#### 2.4.1.6 Conferencing Equipment

Applicable to all rooms marked "Yes" for Video Conferencing and/or Audio Conferencing in Annexure A.

1. All conferencing equipment shall be interoperable with, and fully manageable through, the existing Microsoft Teams environment.
2. The complete boardroom solution: audio, visual, and video conferencing components shall be fully integrated and operable from a single, centralised control interface.
3. Equipment selection shall account for the specific dimensions and seating capacity of each room, as stated in Annexure A, to ensure appropriate coverage and performance.
4. Selected audio equipment shall ensure clear, consistent speech capture for all attendees. The bidder shall determine and propose the quantity and placement of additional speakers and microphones required to achieve this for each room, based on the room's size and seating capacity as stated in Annexure A.
5. Cabling shall be kept to the minimum necessary and shall follow the cabling routes provided by ACSA.
6. Where no cabling route exists for a given room, this shall be reported to ACSA, with proposed options, prior to any installation work commencing in that room.
7. All cabling should be installed in accordance with ACSA cabling standards.
8. Wireless presenting device including 1 additional dongle

9. A backup HDMI port shall be provided at the table in every room in scope of this section.
10. Table connectivity should be provided via a pop-up connectivity module, fitted with the required ports.
11. VGA ports should NOT be included in any installation.
12. A power outlet shall be included within the pop-up connectivity module.
13. A touch-enabled control tablet or display shall be installed in every room with a seating capacity greater than ten (10) participants, as stated in Annexure A.
14. All devices shall be registered in comprehensive management mode in accordance with the Microsoft Teams compliance framework.
15. All devices shall be configured exclusively via the Microsoft Teams Manager system. Manual, local, or out-of-band configuration is expressly prohibited.

#### 2.4.1.7 Meeting Room Door Display (Room Panels)

1. Every room listed in Annexure A shall be fitted with one Room Panel device to display real-time room availability, regardless of that room's display or conferencing classification.

Each Room Panel device shall meet the following minimum specifications:

| Parameter | Requirement |
|---|---|
| **Certification** | Microsoft Teams Room Panel Certified |
| **Booking Functionality** | Allow a room to be booked at the door, subject to availability |
| **Network Connectivity** | Must support both UTP (wired) and Wi-Fi connectivity |
| **Power** | Must support Power over Ethernet (PoE) |
| **Room Status Indication** | High-visibility RGB LED bars indicating room status |
| **Sensors** | Embedded ambient light and proximity sensor |
| **Screen Finish** | Anti-fingerprint screen coating |
| **Administration** | Configured as a Room Panel within the Microsoft Teams admin console |

#### 2.4.1.8 Installation and Mounting

1. Cable routing to each door location shall be assessed individually; where no existing cable route exists, this shall be addressed per the mounting requirements below.
2. Where a cable route to the door does not exist, a mounting pole shall be used, professionally installed, constructed of stainless steel, with a maximum diameter of 40mm.
3. All pole installation designs shall be submitted to and approved by ACSA prior to any orders being placed.
4. The mounting pole shall run the full length from ceiling to floor.
5. The pole and installation shall be consistent with the existing aesthetic of the building at each location.

6. Any damage or marking to building fittings (including but not limited to ceilings and carpets) arising from installation shall be repaired at the provider's expense, in accordance with ACSA specifications.

#### 2.4.1.9 Warranty & Support Summary

| Equipment | Warranty / Support Requirement |
|---|---|
| **Short-Throw Laser Projector** | Minimum 5 years on projector unit and laser light source |
| **Displays (Primary & Supplementary)** | Minimum 5 years, with preferably next-business-day (NBD) on-site repair or replacement |
| **Room Panel Devices** | Minimum 5 years, with preferably next-business-day (NBD) on-site repair or replacement |

## 2.5 Testing & Commissioning Requirements

The Service Provider shall test, commission, and demonstrate all audio and video conferencing equipment prior to acceptance. Testing shall verify that the system functions according to the specified requirements and delivers a consistent user experience in real meeting scenarios:

**Pre-Testing**

**2.5.1** Testing shall not commence until electrical and lighting conformance is confirmed under Section 2.4.1.2.

**2.5.2** The Service Provider shall submit a test plan per work package to ACSA for written approval, covering methodology, duration, required attendees, and pass/fail criteria.

**System Testing**

**2.5.3** Conduct full-system tests for audio and video quality, including clarity, volume, echo cancellation, microphone coverage, camera tracking and resolution, and field of view, using a minimum of one simulated meeting per room of no less than 15 minutes' duration, with a minimum of six participants in the room and a minimum of 1 participant remote.

**2.5.4** Verify device integration: all equipment (microphones, cameras, displays, speakers, control panels) shall operate together without technical fault, and shall be fully compatible with, and certified for, Microsoft Teams, consistent with the platform requirements specified elsewhere in this Scope of Work.

**2.5.5** Simulate typical meeting activities: test presentation sharing, remote participant joining, speaker tracking, recording/playback, and switching between input devices, confirming each function operates without fault or noticeable delay.

**2.5.6** Assess user controls: confirm that touch panels, apps, or remote controls allow users to initiate calls,

adjust volume, switch video, and share screens, with each function completing successfully within three user actions or fewer.

**2.5.7** Review network connectivity: confirm performance over both wired and wireless networks, and verify cable management and security practices in accordance with the standards specified elsewhere in this Scope of Work.

**Non-Conformance & Documentation**

**2.5.8** Document test results: prepare a test report for each room, listing all tests performed, results, any non-conforming items identified, and final compliance status against the applicable technical specification.

**2.5.9** Any failed item shall be logged as a non-conformance, remediated within a timeframe agreed with ACSA, and retested. No room proceeds to sign-off with an open non-conformance.

**Acceptance**

**2.5.10** Equipment is accepted only once all criteria in this section are met, confirmed by a successful demonstration and an ACSA-approved test report, with no open non-conformances.

## 2.6 Training

Following the installation and commissioning of each audiovisual solution for boardrooms, Media Room, and Emergency Command Centre, it is imperative that ACSA end-users, IT administrators, and facilities/support personnel are adequately prepared to operate, manage, and perform first-line troubleshooting on the installed systems independently. Given the extensive nature of this rollout, which encompasses 36 boardrooms across nine airport locations, as well as the Media Room and Emergency Command Centre, the Service Provider shall implement a structured, role-appropriate training program. This program will be a mandatory component of the system handover for each work package.

**Training Tracks**

| Track | Audience | Content |
|---|---|---|
| **End-User** | General ACSA staff using the rooms | Starting/joining meetings, wireless casting, extend/mirror display modes, volume/mute control, booking a room at the door panel |
| **Administrator / IT** | ACSA IT and AV support staff | Microsoft Teams admin console configuration, room panel management, DSP/audio processor configuration, video wall control and calibration, system monitoring |
| **Facilities / First-Line Support** | ACSA facilities and helpdesk staff | Basic troubleshooting (e.g. power cycling, device reconnection, microphone battery replacement), escalation procedure, use of the warranty support process |
| **Train-the-Trainer** | Designated ACSA “super users” per airport/cluster | Full end-user and first-line support competency, sufficient to train other staff locally at their site, without requiring the Service Provider to deliver end-user training at every individual room |

### 2.6.1.1 Delivery Requirements

**2.6.1.2** Training shall be delivered on-site, following installation and commissioning, on a per work package per airport basis, as agreed with ACSA at project kick-off.

**2.6.1.3** Training shall be hands-on and practical, using the actual installed equipment, and shall not be limited to slide-based presentation.

**2.6.1.4** Training shall be delivered in English, and in any other language formally specified by ACSA.

### 2.6.1.5 Training Materials

**2.6.1.6** The Service Provider shall provide written user guides and quick-reference materials, in both printed and digital format, covering end-user and administrator functions for each system installed.

**2.6.1.7** The Service Provider shall provide recorded video walkthroughs for on-demand reference, covering the same content as the live training sessions.

**2.6.1.8** All training materials shall be delivered to ACSA in an editable, source format, to enable ACSA to update and reuse the materials after handover.

**2.6.1.9** A copy of a high level “How to” guide for end users is required per boardroom, which should be attached to each boardroom table.

### 2.6.1.10 Timing & Acceptance Criteria

**2.6.1.11** Training for a given work package, shall be completed prior to that unit being signed off as complete under Section 2.7 (Commissioning Sign-Off), within a timeframe agreed with ACSA following installation completion.

**2.6.1.12** Training is deemed complete when: end-user, administrator, and first-line support training sessions have been conducted and attendance formally recorded; all training materials have been delivered to ACSA in the specified format; and ACSA’s designated representative has confirmed written sign-off of the training deliverable for that unit.

## 2.7 Commissioning Sign-Off

**2.7.1** System handover for a work package shall occur only once: (a) all applicable tests under Section 2.5 have passed with no open non-conformances; (b) the training requirements specified in Section 2.6 (Training) for that work package have been completed and recorded; and (c) ACSA’s designated representative has witnessed successful operation of all features and has signed the test report and job card.

**2.7.2** ACSA shall confirm or reject sign-off within a timeframe agreed with the Service Provider at contract stage, following test report submission. Where sign-off is withheld, ACSA shall provide written reasons to enable remediation.

## 2.8 Handover to incumbent service provider

**Handover of Boardroom A/V Equipment to the Support and Maintenance Service Provider**

**Purpose**

This section defines what the Installing/Commissioning Service Provider (the party that supplied, installed, configured and commissioned the boardroom audio-visual (A/V) equipment) must deliver to formally hand over each boardroom to the incumbent Support and Maintenance Service Provider. The intent is a clean, auditable transfer of the installed A/V estate — including all documentation, warranties, licences, source code, spares and knowledge — with no gap in service continuity and full visibility of the "as-built" environment.

**Scope of the Handover**

The handover covers all boardroom and meeting-room A/V equipment and associated infrastructure commissioned under the installation contract, including but not limited to: video-conferencing systems and codecs, controllers/touch panels, cameras, microphones, speakers, DSP/audio processors and amplifiers; displays/large-format screens, projectors and mounting structures; content-sharing, switching and control equipment; integration with the existing Microsoft Teams Rooms platform and any device-management/monitoring tooling; structured A/V cabling, containment, rack elevations and PDUs; and room automation and power sequencing. Each boardroom is treated as a discrete work package, and handover may be executed per room or as a consolidated batch, as agreed with ACSA.

**Pre-Handover Conditions (Commissioning Completion)**

Before handover, the Installing Service Provider must demonstrate, and ACSA must accept, that for each room:

- Commissioning and functional testing is complete and documented, confirming all A/V functions operate to specification (audio pickup and clarity, camera framing/presets, display output at the required resolution — minimum 4K where specified, content sharing, Teams call join, room control and automation).
- All critical and major defects are resolved; residual minor snags are documented with agreed remediation dates.
- Display and equipment power management is verified (auto power-on/off, sustained operation profiles) and configured to ACSA standards.
- Integration with the existing Microsoft Teams estate is tested and confirmed.
- The site is clean, with all packaging, debris, redundant cabling and decommissioned legacy equipment removed.

**Acceptance Test Standards**

Acceptance must be measured against objective, documented benchmarks. The Installing Service Provider must test and record each room against recognised A/V performance standards (e.g. AVIXA/ANSI audio-coverage, speech-intelligibility and display-calibration standards) as agreed with ACSA, provide measured baseline values per room (audio levels, display calibration, camera presets,

Teams-call network latency), and record the firmware/software version installed on every device.

**"As-Built" Documentation Deliverables**

The Installing Service Provider must hand over a complete documentation pack per room, in editable and PDF format, comprising at minimum:

- As-built drawings: rack elevations, cabling schematics, signal-flow diagrams, connectivity/patch schedules, and room layouts showing device positions.
- Configuration and programming files: control-system code, DSP/audio configuration files, display and codec settings, and Teams Rooms configuration.
- Commissioning test results and signed acceptance sheets per room.
- O&M manuals, OEM datasheets, and user quick-reference guides.
- Firmware/software version baseline for each device.
- Network information: IP addressing, VLANs, MAC addresses, DNS/host entries, and firewall/port requirements per device.
- A known-limitations/open-items register with recommended future actions.

**Control-System Source Code and Intellectual Property**

The Installing Service Provider must transfer the editable source/programming files (control-processor code, DSP files, automation logic) — not only compiled or running code; grant ACSA the intellectual-property rights or a perpetual licence to use, modify and re-commission the programming without recourse to the original installer; and provide all administrative credentials, programming-software details and licence keys needed to edit and re-deploy the configuration.

**Cybersecurity, Device Hardening and POPIA**

At handover the Installing Service Provider must provide: a device-hardening record confirming default/OEM passwords changed, unused ports and services disabled, and administrative credentials rotated and re-issued only to the Support Provider; confirmation of network segmentation/VLAN placement and firewall rules per device. All devices must meet ACSA information-security standards.

**Asset Register and Tagging**

The Installing Service Provider must provide a complete, ACSA-standard asset register for all new and existing equipment, with financial asset tags affixed per ACSA specification. The register must record, at minimum: serial and model number; ACSA finance asset tag number; PO number, invoice number and initial asset value; device type and full specification; installation completion date; warranty start date, end date and period; and room/location and delivery accepted/requested by. The register must be reconciled against the physical estate, and the signed handover form (or end-user issue form) must be attached to each asset record for audit.

**Warranty and Licence Transfer**

The Installing Service Provider must hand over all OEM warranties and licences to the Support and Maintenance Service Provider, confirmed as activated with the OEM and with correct start/end dates recorded (warranties "start" only once installation is complete and ownership has transferred to ACSA). A warranty schedule must list, per device: the OEM; warranty type/level (including extended warranty and next-business-day repair/replacement terms); coverage period; and the claim/escalation process and contacts. Any software subscriptions, cloud management-portal access or SaaS entitlements (e.g. device management) must be transferred or re-pointed to ACSA/Support Provider administration, with credentials handed over securely and renewal responsibility and dates defined.

**Spares, Consumables and Special Tools**

Any spares, consumables, remote controls, cables, licences, mounting hardware and special tools supplied under the installation contract must be itemised, quantified and physically handed over. Where the ongoing SLA requires critical spares, their availability and location must be confirmed and recorded. An end-of-life/obsolescence roadmap for the installed models must be provided so the Support Provider understands spares availability and the refresh horizon.

**Data Sanitisation and Disposal of Legacy Equipment**

For any legacy A/V equipment removed during installation, the Installing Service Provider must provide certified proof of data wipe/sanitisation for storage-bearing devices, and disposal/e-waste certificates for all removed equipment, disposed of per ACSA's asset disposal process and applicable environmental regulations. Both records must be retained for audit, and the history of every device retained in the asset register.

**Knowledge Transfer and Training**

The Installing Service Provider must conduct formal knowledge transfer to the Support and Maintenance Service Provider, including: a technical walkthrough of each room's design, configuration and integration points; handover of programming logic, control interfaces and troubleshooting/diagnostic procedures; provision of user manuals, training videos and on-site training for support staff and, where required, end users; and a documented Q&A/issues-log session for clarifications before support responsibility is accepted.

**Support Readiness and Service Continuity**

To avoid any lapse in support coverage, the Installing Service Provider must ensure: the equipment baseline is captured in the Support Provider's preventative maintenance schedule (patch/firmware updates, health checks, boardroom equipment checks); the estate is aligned to the applicable

SLAs/Service-Level Requirements, including incident priorities, response and restoration times, and after-hours/emergency callout arrangements; support staff hold the necessary safety certifications, PPE, working-at-height competencies and site access/permits for ceiling-mounted and elevated equipment; a valid Health and Safety file is in place and all residual works comply with the OHS Act; and monitoring tools, service-desk asset/CI records and escalation contact lists are updated to reflect the new estate.

**Defects-Liability and Fault Demarcation**

A defined defects-liability/warranty period must apply to the Installing Service Provider, during which latent installation defects found after handover are rectified at that provider's cost within an agreed timeline. A clear demarcation must distinguish faults that remain the Installing Provider's responsibility (installation defects, dead-on-arrival, warranty repairs) from those under the Support Provider's operational maintenance scope.

**Handover Acceptance and Sign-Off**

Handover is complete only once a formal handover form is signed by a duly authorised ACSA representative, the Installing Service Provider, and the Support and Maintenance Service Provider. Until the signed handover/issue form is obtained, the equipment remains under the control and accountability of the Installing Service Provider, and any losses before sign-off are for that provider's account. The signed handover record, snag-closure evidence, as-built pack, asset register and warranty schedule must be attached to the asset records and retained for audit.

# 3.0 RATE OF EXCHANGE, QUOTATIONS AND INVOICES

The following terms will be used to deal with the rate of exchange during the term of the awarded contract for items affected by the rate of exchange as per the pricing files. System handover shall only proceed upon confirmation from the client or their designated representative regarding the successful operation of all audiovisual (AV) features. Furthermore, the aforementioned parties must endorse the test reports, job card, and resolutions of any issues prior to handover. It also details the requirements for quotations if applicable.

## 3.1 Rate of exchange

3.1.1 All pricing must be supplied in ZAR and will be fixed for this contract. No rate of exchange will be entertained.

## 3.2 Invoices

3.2.1 All invoices are to be accompanied by

a) Copy of the purchase order
b) Proof of delivery, signed by both the Service Provider and a duly authorised ACSA representative, that also includes the relevant serial numbers.
c) The asset list is in excel format according to the template provided by ACSA.
d) The invoice should have the ACSA purchase order number coded on it.

3.2.2 All invoices not in dispute will be paid according to payment terms.

# 4 ASSET MANAGEMENT, TRACKING AND LOSSES

Due to the nature of the equipment related to the services covered by this RFP, the following should be noted for special attention.

## 4.0 Asset management

4.0.1 Special attention should be made to **Roles and Responsibilities - Asset Management**

4.0.2 All devices (new and returned) remain in the Service Provider's control until handed over to a duly authorised ACSA representative. This handover needs to be recorded officially with a signed handover form or end user issue form signed by the authorised ACSA employee. The record must be attached to the **ASSET** record for future reference.

4.0.3 The Service Provider is to provide **ASSET** management details that record ALL aspects of an asset. This should, at minimum include (where applicable)

a) Serial number
b) ACSA finance asset TAG number
c) PO number
d) Invoice number
e) Installation Completion date
f) Warranty start and end date
g) Warranty Period
h) Model number
i) Type of device
j) Device Specification
k) Delivery accepted by
l) Delivery requested by
m) Initial value of the asset

4.0.4 All deliveries must be signed for by the duly authorised ACSA representative and the service provider representative. Planning should consider this when deliveries to onsite are arranged, as this will affect the Service levels.

## 4.1 Asset Tags and Tracking

4.1.1 ACSA will provide financial asset tags to the Service Provider for affixing to the devices.

## 4.2 Losses

4.2.1 Any loss must be formally reported to ACSA within one day of being detected.

4.2.2 Any device, whether new, decommissioned, operational, or damaged, that is lost for whatever reason and is in the Service Provider's control must be replaced at the Service Provider's cost.

4.2.3 The replacement process must be actioned within five days after either party detects the loss.

4.2.4 Any loss where the Service Provider does not have enough proof that the device was NOT in their control (Issue forms, transfer forms) will be deemed in their control.

4.2.5 The following table lists the value and terms of the replacements

| Device Age | Replacement Terms |
|---|---|
| <=12 months | Replacement of the device with a new device at the current prevailing ACSA standard |
| 12 to < 18 months | Monetary Replacement of 90% of the original device's cost |
| 18 to < 24 months | Monetary Replacement of 70% of the original device's cost |
| 24 to < 30 months | Monetary Replacement of 60% of the original device's cost |
| 30 to < 36 months | Monetary Replacement of 50% of the original device's cost |
| 36 to < 42 months | Monetary Replacement of 30% of the original device's cost |
| 42 to < 54 months | Monetary Replacement of 15% of the original device's cost |
| 54+ months | Monetary Replacement of 10% of the original device's cost |

**Table 13: Loss replacement terms and values**

4.2.6 Monetary values must be credited to ACSA's account and will be used to procure new devices.

4.2.7 Monetary values cannot be allocated to outstanding monies for other invoices.

### 4.3 Equipment Ownership Transfer

4.3.1 Any equipment procured under the agreement only transfers ownership when it is delivered to an ACSA site and signed for by the duly authorised ACSA resource.

4.3.2 The Service Provider must ensure offsite storage is available for the bulk of the equipment.

4.3.3 All warranties and licenses of equipment only "start" when the equipment installation is complete and must be activated as such with the OEM as well.

4.3.4 Although equipment ownership transfers, it is still the responsibility and accountability of the Service Provider to manage the onsite equipment. Until such time an issue form is obtained from an ACSA resource or representative, the equipment is in the control of the Service Provider.

4.3.5 Any losses or damages occurring before obtaining the issue forms, are for the Service Provider's account.

### 4.4 Equipment Deliveries

4.4.1 All delivery arrangements must be done with the ACSA Project Manager, ahead of time, according to the approved project schedule, whilst in implementation phase. Any deliveries during maintenance & support phase should be arranged with the duly authorised ACSA representative.

4.4.2 Deliveries cannot be scheduled for a timeslot longer than three hours.

4.4.3 Unforeseen changes must be communicated in a timely manner and be re-planned.

4.4.4 Deliveries will NOT be accepted if not planned.

4.4.5 Assets must be delivered directly to the site in scope. The assets cannot be delivered to a central location at ACSA and then reshipped to the site of installation. ACSA will not pick up delivery costs that are not presented in the tender response

## 5.0 ACSA MEETING ROOM AND TECHNOLOGY ECO-SYSTEM

ACSA currently employs the Poly X30 for its six-seater boardrooms and the Poly X50 for its larger boardrooms, which accommodate eight to twelve participants. Each of these advanced video conferencing systems is equipped with an intuitive control panel, the Poly TC8, positioned centrally on the conference table. This setup enables users to seamlessly manage their Microsoft Teams meetings with ease and efficiency. To enhance functionality, the boardrooms are also fitted with a Yealink room panel, which provides real-time information regarding the availability of the meeting spaces. For optimal visual presentation, connectivity to the large LCD displays is facilitated through HDMI cables, ensuring high-quality audio-visual performance during meetings.

In the newly inaugurated conference centre at ACSA, an array of technology solutions has been introduced to elevate and enrich ACSA's existing systems. This advanced technology is designed to foster a seamless and efficient experience for all attendees, promoting enhanced communication, collaboration, and sustainability throughout the venue. The following state-of-the-art technological innovations have been put into place:

- LED wall panel.
- Q-Sys - Core 610 - Network Core For Av&C Processing Built On Dell Poweredge Server
- Q-Sys - Slmst-610-P - Q-Sys Core 610 License For Microsoft Teams Room Software Features. Enables Bot
- Q-Sys - Sldan-16-P - Q-Sys Software-Based Dante 16X16 Channel License. Perpetual 4K Hdbaset Video Over Cat System
- Shure - Mxa920W-S-60Cm - 920 Ceiling Array. White. Square. 60 Cm
- Q-Sys - Nv-21-Hu - 4K60 4:4:4 Network Video Endpoint For Q-Sysecosystem. Software Configurable As En
- Q-Sys - Nv-21-Psu - 12V 10A Aux Power Supply For Nv-21-Hu To Enable Usb-C Device Charging
- Q-Sys - Slqbr-P - Q-Sys Av Bridging Feature License. One License Is Required Per Tsc Series Gen 3
- Barco - Clickshare Cx-20 Gen2 Eu Set Including 1 additional Button

- Q-Sys - Nl-C4-Wh - 4In Full-Range. Low-Profile Ceiling-Mount Network Loudspeaker. Poe/Poe+ Powered.
- Q-Sys - Tsc-70-G3 - Q-Sys 7” Poe Touch Screen Controller For In-Wall Mounting. Color - Black Only
- Q-Sys - Tsc-710T-G3 - Table Top Mounting Accessory
- Q-Sys - Nc-12X80 - 12X Optical Zoom 80° Horizontal Field Of View. Ptz Network Camera. Poe. With Hdmi

# 6.0 ROLES AND RESPONSIBILITIES

In this SOW, we use the RASCI ("responsible, accountable, supporting, consulted and informed") chart approach for all roles and responsibilities matrices.
The RASCI terminology is as follows:

| Code | Role | Role Detail Description | |
|---|---|---|---|
| **R** | Responsible | Individual operationally responsible for performing a sourcing activity. Responsible individuals report to the Accountable individual. | Only one individual is accountable for any given activity.<br><br>Responsible is a proactive role. |
| **A** | Accountable | Individual with final accountability for the results of a sourcing activity. Accountability includes a mandate to dismiss or accept the results by activity as realised by the Responsible individual. This individual also holds the budget to back the mandate. | Only one individual is accountable for any given activity.<br><br>Accountable is a reactive role. |
| **S** | Supporting | Individuals who support the Responsible individual in realising the sourcing activity. They actively participate in realising/executing/performing the activity. Supportive individuals report to the Responsible individual. | Multiple individuals can participate in support of the Responsible individual for any given activity.<br><br>Supporting is a proactive role. |
| **C** | Consulted | Individuals who should be consulted in realising/executing/performing the activity, on the scope, budget, time and value of the activity. | Multiple individuals can be required to be heard for any given activity.<br><br>Consulted is a reactive role. |
| **I** | Informed | Individuals who need to be informed but have no role in the realisation/execution/performance of an activity, other than being informed of the result of the activity. | Multiple individuals can be informed of the results of any given activity.<br><br>Informed is a passive role. |

**Table 14: Definition of RASCI Model**

The following tables identify the roles and responsibilities associated with this SOW:

## 6.1 Roles and Responsibilities - Acquisition and Management

The acquisition and management process includes the purchase of all service equipment, including new equipment, upgrades to existing equipment, or purchases resulting from a service or repair request. Also, maintains buying catalogue, execution of purchase orders, provides quotations, deals with goods handling.

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| Demand Management | 1. | Escalate any acquisition and management issues to the ACSA PM, notify ACSA PM immediately upon learning of item shortages, and notify ACSA PM of out-of-line (e.g., out-of-stock occurrences) deliveries. | R,A | C,I |
| | 2. | Attend monthly review sessions to understand estimated consumption forecasts where available to ensure achievement of timelines | R,A | C,I |
| | 3. | Address any acquisition and management escalations from the Service provider | C,I | R,A |
| | 4. | Quarterly, ACSA shall provide the Service provider with its estimated consumption forecast of all in-scope infrastructure equipment. The forecast process will be a joint effort between ACSA and the provider using historical data. | C,I | R,A |
| Equipment Delivery | 5. | Ensure all equipment is delivered as scheduled. No uncommunicated delays in delivery will be accepted by ACSA-IT. Any delays are to be communicated in writing and in the relevant meeting (project meeting) to allow for review and any possible business impacts | R,A | C,I |
| | 6. | Request updates on equipment delivery timelines in the relevant meetings (project meetings etc.) | C,I | R,A |
| Standards Compliance | 7. | Ensure that new equipment/ hardware complies with established ACSA standards and architectures | R,A | C,I |
| | 8. | Ensure all procured hardware and software is listed as part of the ACSA architecture technology standards | C,I | R,A |

**Table 15: Roles and Responsibilities - Acquisition and Management**

## 6.2 Roles and Responsibilities - Project Management Services

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| Project Management Approach | 1. | Utilise project management methodologies, knowledge, skills, tools, and techniques consistent with leading internationally recognised and accepted project management practices such as those contained in the Guide to the Project Management Body of Knowledge (PMBOK) or Prince2 | R,A | C,I |
| | 2. | Perform project management review and oversight, attend scheduled project meetings, ensure key milestones are achieved by the Service provider, ensure all ACSA project governance processes are in place and are being achieved throughout the project | C,I | R,A |
| Define Project Plan | 3. | Provide project definition and plan, identify major critical milestones, ensure delivery within budget and project deliverables aligned and approved by the ACSA Project Manager | R,A | C,I |
| | 4. | Provide, maintain and update detailed project planning, identify critical path dependencies. | R,A | C,I |
| | 5. | Approve project plan, critical milestones, budget forecast, and project deliverables | C,I | R,A |

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| | 6. | Attend scheduled weekly project meetings to review the detailed project plan and critical path dependencies | C,I | R,A |
| Manage Execution of the Project | 7. | Manage, follow up and track execution of project plan. | R,A | C,I |
| | 8. | Ensure project plan management activities are carried out and ensure updated communication to project stakeholders is done. | C,I | R,A |
| Monitor Project Progress | 9. | Report on project progress, budget, risk, issues | R,A | C,I |
| | 10. | Review and escalate any issues, risks etc. for action to higher governance authorities as required | C,I | R,A |

**Table 16: Roles and Responsibilities - Project Management Services**

### 6.3 Roles and Responsibilities - Documentation

Documentation Services are the activities associated with developing, revising, archiving, maintaining, managing, reproducing, and distributing information (e.g., project planning materials, System design specifications, Procedures Manuals, operations guides) in hard copy and electronic form.

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| Documentation | 1. | Ensure that the entire in-scope infrastructure is well documented and constantly updated | R,A | C,I |
| | 2. | Compile a checklist and all documentation for carrying out of maintenance tasks related to in-scope infrastructure (detailed maintenance plan). Provide exception reports where risks and issues cannot be addressed via the maintenance plan | R,A | C,I |
| | 3. | A detailed checklist template will be presented to the ACSA for approval. | R,A | C,I |
| | 4. | Specify the content, purpose, format and production schedule of all documents | R,A | C,I |
| | 5. | Store all copies of documents on ACSA Microsoft Teams sites provided. | R,A | C,I |
| | 6. | Review and approve in scope documentation to ensure infrastructure is well documented and constantly updated | I | R,A |
| | 7. | Review checklist and implement action plans based on any exception reports and recommendations | I | R,A |
| | 8. | Work with the provider to specify the content, purpose, format and production schedule of all documents within the scope | C,I | R,A |
| | 9. | Provide space to store physical copies of all documents and share folders for digital copies of the documents | I | R,A |
| | 10. | Provide timely creation, updating, maintenance and provision of all documentation (design documents; architectural diagrams; as-built documents; test plans; all ACSA required project documentation; technical specifications, preventative and corrective maintenance plans and checklist; escalation reports; daily service request report; floor layout diagrams; OEM and third party documentation and management reporting in a form/format that is acceptable to ACSA for Service Projects and major Service activities | R,A | C,I |

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| | 11. | Manage all documentation in accordance with Configuration Management standards and guidelines | R,A | C,I |
| | 12. | Document standard operating procedures (e.g., boot, failover/disaster recovery, spool management, backup) | R, A | I |
| | 13. | Review and approve standard operation procedures Documentation | I | R,A |

**Table 17: Roles and Responsibilities – Documentation**

### 6.4 Roles and Responsibilities - Infrastructure Build and Change

Managing all infrastructure changes [standard, low, med, high risk] within all operations and projects of the airports. This includes initiating change requests and closing out change requests

IMACDs will be treated as projects when the following is met:

- Ad hoc IT related installation requests from IT Commercial
- Upgrades to any existing or live facility
- Hardware decommissioning
- Hardware installation

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| Installations and Additions | 1. | Complete IMACD plan per installation and addition | R,A | C,I |
| | 2. | Present IMACD plan to ACSA for approval | R,A | C,I |
| | 3. | Complete IMACD (including but not limited to, appliances, switches, fibre link etc. Installations and additions per approved IMACD plan (timelines / tasks / pre-installation checks / UAT etc.) | R,A | C,I |
| | 4. | Receive and review IMACD plan per installation and addition presented by Service provider | I | R,A |
| | 5. | Approve IMACD plans received from the Service provider | I | R,A |
| | 6. | Approve and sign off IMACD installations and additions in alignment with approved plans | I | R,A |
| Moves | 7. | Complete IMACD plan per installation and addition | R,A | C,I |
| | 8. | Present IMACD plan to ACSA for approval | R,A | C,I |
| | 9. | Complete IMACD (including but not limited to, appliances, switches, fibre link etc. Installations and additions per approved IMACD plan (timelines / tasks / pre-installation checks / UAT etc.) | R,A | C,I |
| | 10. | Receive and review IMACD plan per installation and addition presented by Service provider | I | R,A |
| | 11. | Approve IMACD plans received from the Service provider | I | R,A |
| | 12. | Approve and sign off IMACD installations and additions in alignment with approved plans | I | R,A |
| Changes | 13. | Recommend changes to meet service requirements | R,A | C,I |
| | 14. | Perform changes to meet business requirements (including but not limited to e.g., switch replacement, Ethernet and fibre modules etc.) | R,A | C,I |
| | 15. | Review and approve recommended changes presented by the service provider where required | I | R,A |
| | 16. | Sign off implemented changes | I | R,A |
| Decommission | 17. | Complete IMACD plan per decommission requirement | R,A | C,I |
| | 18. | Present IMACD plan to ACSA for approval | R,A | C,I |

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| | 19. | Complete IMACD decommission per approved IMACD plan (timelines / tasks / pre-decommission checks / UAT etc.) | R,A | C,I |
| | 20. | Disposal of equipment and materials in accordance with ACSA policies upon request. | R,A | C,I |
| | 21. | Receive and review IMACD plan per decommission by Service provider | I | R,A |
| | 22. | Approve IMACD plans received from the Service provider | I | R,A |
| | 23. | Approve and sign off IMACD decommission in alignment with approved plans | I | R,A |
| | 24. | Sign off the disposal of equipment and materials in accordance with ACSA policies with the Service provider, and ensure financial asset disposal tasks are completed | I | R,A |
| **IMACD Completion Sign-Off** | 25. | Conduct and document production acceptance tests and provide results to obtain signed completion form (production acceptance) from ACSA | R,A | C,I |
| | 26. | All works must have before, during and after photos taken, which will be submitted with the handover pack. This applies to every task, including removal of old electrical cabling and piping, new installations, upgrades to existing facilities, etc. Photographs may be combined with video recordings. This form of documentation will be required during audits, meetings, etc. | R,A | C,I |
| | 27. | Maintain and update records to ensure baseline CMDB is always up-to-date | R,A | C,I |
| | 28. | Review acceptance test and results for sign off | I | R,A |
| | 29. | Review before, during and after photos taken during changes | I | R,A |
| | 30. | Review CMDB baseline reports quarterly as defined in the report schedule | I | R,A |

**Table 18: Roles and Responsibilities - Infrastructure Build and Change**

### 6.5 Roles and Responsibilities - Account Management

Account Management Services are the activities associated with the ongoing management of the Service environment.

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| **Meetings** | 1. | Actively participate in meetings as defined in the report and meeting schedule. | R,A | I |
| | 2. | Ensure any planning is done prior to the meetings | R,A | I |
| | 3. | Ensure reports and any required documents are circulated prior to the meeting | R,A | I |
| | 4. | Ensure all actions documented from the meetings are addressed | R,A | I |
| | 5. | Produce minutes of the meetings | R,A | I |
| **Risk Management** | 6. | Participate in regular reviews of the risk exposure of the relationship and overall transaction between ACSA and Service provider. | R,A | I |
| | 7. | Inform ACSA of any immediate risks requiring urgent attention | R,A | I |
| | 8. | Co-develop risk mitigation strategies | R,A | I |

**Table 19: Roles and Responsibilities - Account Management**

### 6.6 Roles and Responsibilities - Service-Level Monitoring and Reporting

Service-Level Monitoring and Reporting Services are the activities associated with the monitoring and reporting Service Levels with respect to Service-Level Requirements (SLRs). In addition, the provider shall report system management information (e.g., performance metrics and system accounting information) to the designated ACSA representatives in a format agreed to by ACSA.

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| Service-Level Monitoring and Reporting | 1. | Define Service-Level requirements | I | R, A |
| | 2. | Define Service-Level Monitoring and Reporting requirements | I | R, A |
| | 3. | Develop, document and maintain in the Standards Process and Procedures Manual Service-Level Monitoring and Reporting procedures that meet requirements | R, A | I |
| | 4. | Review and approve Service-Level Monitoring and Reporting procedures | C | R, A |
| | 5. | Report on SLR performance and improvement results | R, A | I |
| | 6. | Coordinate SLR monitoring and reporting with designated ACSA representative and Third Parties | R, A | I |
| | 7. | Measure, analyse and provide management reports on performance relative to SLRs | R, A | I |
| | 8. | Conduct SLR Improvement Meetings to review SLRs and recommendations for improvements | R, A | I |
| | 9. | Review and approve SLR improvement plans | I | R, A |
| | 10. | Implement SLR improvement plans | R, A | I |
| | 11. | Review and approve SLR metrics and performance reports | C, I | R, A |
| | 12. | Provide ACSA access to performance and SLR reporting and monitoring system and data | R, A | I |

**Table 20: Roles and Responsibilities - Service-Level Monitoring and Reporting**

### 6.7 Roles and Responsibilities - Financial Management

Manage the financial aspects of the contract. This involves reconciling of billing and internal chargeback. This also includes Processes for maintaining financial management of the contract through unnecessary cost elimination

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| Financial Management | 1. | Provide timely and correct invoices to ACSA and/or respective ACSA Operating Divisions | R, A | I |
| | 2. | Identify billing disparities and work with the provider to identify corrective actions | I | R, A |
| | 3. | Assist in monitoring and manage charging/invoicing | R, A | I |
| | 4. | Maintain an audit trail and records of all costs incurred under the agreement | R, A | I |
| | 5. | Participate in financial review meetings | R, A | I |
| | 6. | Identify areas for potential cost savings and provide input for innovation process where appropriate | R, A | I |
| | 7. | Signoff all delivery notes/proof of delivery | I | R, A |
| | 8. | Review and approve records of all costs incurred by the provider under the Agreement | I | R, A |

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| | 9. | Proactively ensure that all unnecessary costs are eliminated and that costs are managed in an efficient manner | I | R, A |

**Table 21: Roles and Responsibilities - Financial Management**

### 6.8 Roles and Responsibilities - Asset Management

Asset Management Services are the activities associated with the process of the ongoing management and tracking of the life cycle of existing Service components (e.g., hardware, software and software licenses, maintenance, circuits) and their attributes (i.e., location, costs, depreciation, contracts, vendor, serial numbers, etc.).

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| Asset Management | 1. | Define Asset Management requirements | C, I | R, A |
| | 2. | Recommend improvements to Asset Management requirements | R, A | C, I |
| | 3. | Maintain the accuracy of the data of in-scope assets in the Asset Management system, according to SLRs | R, A | I |
| | 4. | Establish, update and maintain the asset database to include, at a minimum, the following asset attributes:<br>• Manufacturer<br>• Model<br>• Serial number<br>• Asset Tag number<br>• Location<br>• Ownership information<br>• Cost information<br>• Maintenance information and history, including the age of the asset<br>• Warranty information<br>• Other billing information (e.g. Purchase order number, Invoice number )<br>• Transaction edit history (e.g., locations, billing and user) | R, A | I |
| | 5. | Update in-scope asset records related to all approved change activities (e.g., install/move/add/change activities, break/fix activities, company reorganisation and Change management) | R, A | I |
| | 6. | Affix FINANCE Asset Tags supplied by ACSA according to the relevant procedures. | R, A | I |
| | 7. | Provide the requirements for a QR code tag for every device | C, I | R, A |
| | 8. | Ensure Asset QR Code is affixed to devices by the OEM | R, A | C, I |

**Table 22: Roles and Responsibilities - Asset Management**

### 6.9 Roles and Responsibilities - Change Management

Change Management Services are activities to ensure that standardised methods and procedures are used for efficient and prompt handling of all changes, to minimise the impact of change upon service quality, and to improve the day-to-day operations of ACSA consequently.

Change Management covers all aspects of managing the introduction and implementation of all changes affecting all Towers and in any of the management processes, tools and methodologies designed and utilised to support the Service components.

The Change Management processes and activities are interrelated and complementary with Release Management, Configuration Management, Incident Management, and Problem Management.

The Change Management process includes the following process steps:

- Determining metrics for measuring the effectiveness of a change
- Request for change (RFC) process
- Recording/tracking process
- Prioritisation process
- Responsibility assignment process
- Impact/risk assessment process
- Participation in IT service continuity and DR planning
- Coordination of the Change Advisory Board (CAB)
- Review/approval process
- Establishing and managing the schedule of approved changes
- Implementation process
- Verification (test) process
- Closure process

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| Change Management | 1. | Receive and document all RFCs and classify proposed changes to the Services, which shall include change cost, risk impact assessment and system(s) security considerations | R, A | I |
| | 2. | Review and validate that RFCs comply with Change Management policies, procedures and processes | I | R, A |
| | 3. | Ensure that appropriate back-out plans are documented and in place in the event of systems failure because of the change | R, A | I |
| | 4. | Provide Change Management plan to ACSA for review | R, A | I |
| | 5. | Approve Change Management plan | I | R, A |
| | 6. | Develop and maintain a schedule of planned, approved changes (Forward Schedule of Changes [FSC]) for ACSA to review | R, A | I |
| | 7. | Participate in CAB meetings as ACSA deems appropriate or necessary | I | R, A |
| | 8. | Provide change documentation as required, including proposed metrics as to how the effectiveness of the change will be measured | R, A | I |
| | 9. | Review and approve change documentation and change effectiveness metrics | I | R, A |
| | 10. | Review and approve any RFC determined to have a cost, security or significant risk impact on ACSA's IT systems or business | I | R, A |
| | 11. | Authorise and approve scheduled changes or alter the schedule change requests as defined in the Change Management procedures | I | R, A |
| | 12. | Publish and communicate the approved FSC to all appropriate IT and business unit stakeholders within ACSA of change timing and impact | I | R, A |
| | 13. | Oversee the approved change build, test and implementation processes to ensure these activities are appropriately resourced and completed according to the change schedule | R, A | I |

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| | 14. | Ensure that thorough testing is performed prior to release and assess ACSA business risk related to any change that is not fully tested prior to implementation | I | R, A |
| | 15. | Participate in business risk assessment for change to be introduced without being fully tested | R, A | I |
| | 16. | Monitor changes, perform change reviews and report results of changes, impacts and change effectiveness metrics | R, A | I |
| | 17. | Verify that change met objectives based upon predetermined effectiveness metrics, and determine follow-up actions to resolve situations where the change failed to meet objects | R, A | I |
| | 18. | Review and approve Change Management results | I | R, A |
| | 19. | Closeout RFCs that met the change objectives or changes that were abandoned | R, A | I |
| | 20. | Perform Change Management quality control reviews and audits of Change Management processes and records | c, I | R, A |
| | 21. | Provide ACSA Change Management reports as required and defined by ACSA | R, A | c, I |

**Table 23: Roles and Responsibilities - Change Management**

## 6.10 Roles and Responsibilities - Training and Knowledge Transfer

Training and Knowledge Transfer Services consist of the following type of training providers will provide:

- Training for ACSA-retained technical staff for the express purpose of exploiting the functions and features of the ACSA computing environment. Delivery methods may include classroom-style, computer-based, individual or other appropriate means of instruction.

| Sub area | Number | Task/Activity | provider | ACSA |
|---|---|---|---|---|
| Training and Knowledge Transfer | 1. | Develop and deliver a training program to instruct ACSA personnel on the provision of provider Services (e.g., “rules of engagement,” requesting Services) | R, A | C, I |
| | 2. | Review and approve a provider-developed training program | I | R, A |
| | 3. | Develop, document and deliver training requirements that support the ongoing provision of ACSA Services, including refresher courses as needed and instruction on new functionality | R, A | C, I |
| | 4. | Provide training when substantive (as defined between ACSA and provider) technological changes (e.g., new systems or functionality) are introduced into the ACSA environment in order to facilitate full exploitation of all relevant functional features | R, A | C, I |
| | 5. | Provide training materials for ACSA technical staff for Level 1-supported applications | R, A | C, I |
| | 6. | Provide ongoing training materials for help desk personnel on ACSA business and technical environments, as defined by ACSA | R, A | C, I |
| | 7. | Provide ACSA-selected classroom-style and computer-based training (case-by-case basis) for standard Common Off The Shelf (COTS) applications, as requested by ACSA | R, A | C, I |

**Table 24: Roles and Responsibilities - Training and Knowledge Transfer**

# 7.0 SERVICE MANAGEMENT

## 7.1 Objectives

- A key objective of this Managed Service agreement is to attain SLRs.
- SLRs applicable are identified in this Service Management SOW below.
- Specific Service Management SLRs are specified with Fee Reductions, where business is impacted through failure to meet their respective SLRs. SLRs are detailed in the Service-Level Requirements section, and those associated with Fee Reductions are identified in section 8.0 SERVICE CREDITS.
- Provider shall provide written reports to ACSA representative regarding provider's compliance with the SLRs specified.

## 7.2 Reports

- The service provider shall report to ACSA its performance of the Services against each SLA monthly beginning on the Effective Date, along with detailed supporting information. As part of the standard monthly Service Level reports, the service provider shall notify ACSA of any
    - Service Level Failures, and
    - Penalties to which ACSA becomes entitled.
- The service provider shall provide such reports and supporting information to ACSA no later than 5 (five) Business Days following the end of the applicable Measurement Interval. The raw data and detailed supporting information shall be Confidential Information of ACSA.

## 7.3 Support services

- This refers to day to day support activities performed to resolve incidents that are logged by users of the system or logged by the monitoring tools or alarm and error logs generated by the system's internal monitoring.
- The service provider will be required to attend to and resolve all incidents in line with ACSA incident management processes.
- The response and resolution times depicted below must be adhered to. This will form part of the SLAs that will be agreed to between the service provider and ACSA.
- Penalties will be incurred by the service provider if the agreed SLA times are not met.

- A good performance on an SLA cannot compensate for a bad performance on another one
- The fact that an SLA is not associated with a specific service does not mean that this SLA is not important to ACSA.

- **SERVICE-LEVEL REQUIREMENTS (SLRs)**

The following Service-Level Requirements (SLRs) represent the minimum Service levels required. Providers must consistently meet or exceed the following SLRs.

## 7.4 IMACDs

- Any physical installation, dismantlement, relocation of hardware, and any hardware or software installation, upgrade, or update in accordance with Change Management policies. IMACDs are usually planned and scheduled in advance.

- Should The service provider not be able to fulfil the IMACD requirement, in the required timeline, the service provider must provide ACSA with a proposal stating the committed time to complete the IMACD. ACSA has based on their sole discretion, the right to accept the proposal or engage an alternative (internal or external) provider to provide the service.

| Service Measure: | Performance Target: | SLR Performance % |
|---|---|---|
| Receipt of IMACD the installation / decommission / move / change plan According to ACSA standards. | IMACD plan to be received by ACSA within 5 days of request.<br><br>No IMACD plan or written confirmation that the service provider cannot achieve the required timelines will be deemed as a missed SLA | 98% |
| On receipt of approval to proceed with IMACD, the service provider is to complete the IMACD on time as per the approved plan | Each IMACD milestones not delivered on time as per the approved IMACD plan will be deemed a missed SLA | 98% |
| | SLR Element Weighting Factor Allocation | 50% |

**Table 25: IMACD SLR**

## 7.5 Asset management

- Within five days after the first day of each calendar quarter, the provider shall select a statistically valid sample according to the agreed process to measure the provider's compliance with the following SLRs pertaining to the accuracy of individual data elements in the asset tracking database. Accuracy of data shall adhere to the following SLR.

- Historical information may not be available, and exclusion of certain data elements will be granted at the discretion of ACSA

| Asset Tracking SLR | | | |
|---|---|---|---|
| | **Service Measure** | **Performance Target** | **SLR Performance %** |
| **Accuracy of Data in Asset Tracking Database** | Accuracy | Accuracy percentage of each of the following data elements as determined by the audit: | |
| | | **Data Element** | **Accuracy Percentage** |
| | | ACSA asset tag number, Serial Number, Model number, PO number, Invoice number | 99% |
| | | Location (Room tag number, Site) | 99% |
| | Formula | Number of tracked assets where the data element is determined to be correct ÷ Total number of tracked assets audited | |
| | Measurement Interval | quarterly as of Effective Date | |
| | Measurement Tool | Physical Audit. | |
| | SLR Element Weighting Factor Allocation | 50% | |

**Table 26: Asset Management SLR**

## 7.6 Configuration management

- Configuration Management Services are the activities associated with providing a logical model of the infrastructure service by identifying, controlling, maintaining and verifying installed hardware, software and utility versions.

- Within five (5) days after the first day of each calendar quarter, the service provider shall select a statistically valid sample for assessment and SLA review.

| Configuration Management SLR | |
|---|---|
| **Service Measure:** | **Performance Target:** |
| **Configuration Record Accuracy:** Data accuracy – chosen sample of all configurations (hardware and software) tracked by the ACSA NMS tools | 98% |
| **Timelines of updates:** Time to update configuration records | 1 day after change to configuration |
| **Measurement Interval:** | Electronic audit, conducted quarterly from date of contract commencement |
| **Measurement Tool:** | ACSA endpoint management Tool |
| SLR Element Weighting Factor Allocation | 30% |

**Table 27: Configuration Management SLR**

# 8.0 SERVICE CREDITS

The Service Credit Methodology aims to be an appropriate and adequate remedy for non-performance by the Service provider. The philosophy of the Service Credit Methodology is such that it should drive positive behaviour by encouraging compliance with the Service Level Requirements (SLRs) and be consistent with the outcomes required by ACSA. The Service Credit Methodology has been designed recognising this philosophy and incorporates:

- The need to match Service Credit payments to the severity of the failure/defect.
- The need to provide appropriate incentives based on regimes to cure any defect or failure as quickly as possible.
- The need to avoid an inappropriate impact on Service provider funding.
- The need to be easily understood and unambiguous.
- The need to be administratively manageable.
- The need to avoid consistent non-performance.

## 8.1 Principles

The principles for the calculation of the credits are described below:

8.1.1 Service Credits only occur as a result of Service Level Failures.

8.1.2 The Service Levels are calculated for each SLR according to the measurement interval specified in each SLR table (monthly by default),

8.1.3 The Service Credits are calculated according to the formula associated with the SLR as specified in each SLR table.

8.1.4 The Service Credits are totalled for each SLR and valued using the contractual value of a Service Credit.

8.1.5 A good performance on an SLR cannot compensate for a bad performance on another one

- The SLRs that are considered as critical by ACSA will always be associated with Service Credits assigned. The other set of SLRs can be subject to Service Credits mechanisms, if they are included in a quality improvement plan, or if the Service Levels attained are periodically below requirements.
- The fact that an SLR is not associated with a Service Credit does not mean that this SLR is not important to ACSA.
- ACSA reserves the right to associate the Services Credit mechanism to SLRs where the Service provider would have been in failure over several consecutive months.

- ACSA reserves the right to not apply some or any Service Credits that may occur at its sole discretion.
- The service provider will be allowed a grace period of three ninety (90) Days (to familiarise itself with the operations at all airports) before the implementation of service credits will commence. SLA's will be measured and reported on during the grace period, however, no credits will apply

8.2 **Definitions**

8.2.1 **Total Per Site Monthly Fee -** means the monthly service fixed fee per ACSA Site payable by ACSA to the Service provider for the Services.

8.2.2 **At Risk Amount -** means, for any month during the term, fifty percent (50%) of the monthly fixed Service Fees per ACSA Site.

8.2.3 **Weighting Factor** - means, for a Service Level Requirement (SLR), the portion of the At-Risk Amount used to calculate the Service Credit payable to ACSA in the event of a Service Level Failure with respect to that SLR.

8.2.4 **Monthly Service Credit Pool** - means two hundred percent (200%).

8.2.5 **Service Level Failure(s)** - means whenever the Service provider actual level of performance for a particular Service Level metric (as calculated by that particular metrics service level calculation) is worse than the Target Performance adjusted by the Minimum Performance Percentage (%) for that Service Level.

8.2.6 **Service Credit** - means a calculated value based on the percentages in Weighting of Monthly Service Credit Pool in Section 3 of this document.

8.2.7 **Service Level Requirement Categories** – SLRs are allocated against the following categories:

8.2.7.1 **Primary Category: Has a direct impact on ACSA business. Service Credits will be applied.**

8.2.7.2 **Secondary Category:** Has some direct impact on ACSA business, no service credits are applicable to these SLRs, which have a Weighting Factor of zero percent (0%).

8.3 **Methodology**

8.3.1 **Monitoring; reports; root cause analysis.**

8.3.1.1 **Monitoring**

The Service provider shall utilise ACSA measurement and monitoring tools and produce the metrics and reports necessary to measure its performance against the Service Levels.

Additional Tools may be implemented by the service provider at its own costs should the ACSA tools not be enough.

Upon request and at no additional charge to ACSA, the Service provider shall provide ACSA or its designees with information and access to the tools and procedures used to produce such metrics.

#### 8.3.1.2 **Reports**

The Service provider shall report to ACSA its performance of the Services against each SLR on a monthly basis beginning on the Effective Date, along with detailed supporting information. As part of the standard monthly Service Level reports, the Service provider shall notify ACSA of any

(i) Service Level Failures, and

(ii) Service Credits to which ACSA becomes entitled.

The Service provider shall provide such reports and supporting information to ACSA no later than 5 (five) Business Days following the end of the applicable Measurement Interval. The raw data and detailed supporting information shall be Confidential Information of ACSA.

#### 8.3.1.3 **Root cause analysis**

The Service provider shall promptly investigate and correct Service Level Failures in accordance with the procedures for Root Cause Analysis set forth in the agreement.

### 8.3.2 **Calculating service credits**

For each Primary Service Level Failure, the Service provider shall pay or credit to ACSA a Service Credit that will be computed by multiplying (a) the Weighting Factor Allocation for such Service Level by (b) the At-Risk Amount.

For example, assume for purposes of illustration only, that the Service provider fails to meet a Service Level with a Weighting Factor of 10% (ten percent) and that the monthly Fees equal R100,000 (one hundred thousand rand) and the At Risk Amount is 20% (twenty percent). The Service Credit due to ACSA for such Service Level Failure would be: 10% * (20% * R100,000.00) = R2,000.

### 8.3.3 **Service breach**

If a Service Level Failure recurs **in more than four consecutive** Measurement Intervals, then such Service Level Failure shall constitute a material breach entitling ACSA to the rights set out in the agreement.

### 8.3.4 **Several service level failures**

Subject to Section 9.3.5, if more than one Service Level Failure with respect to Service Levels has occurred in a single month, the sum of the corresponding Service Credits shall be credited or paid to ACSA.

### 8.3.5 Successive service level failures

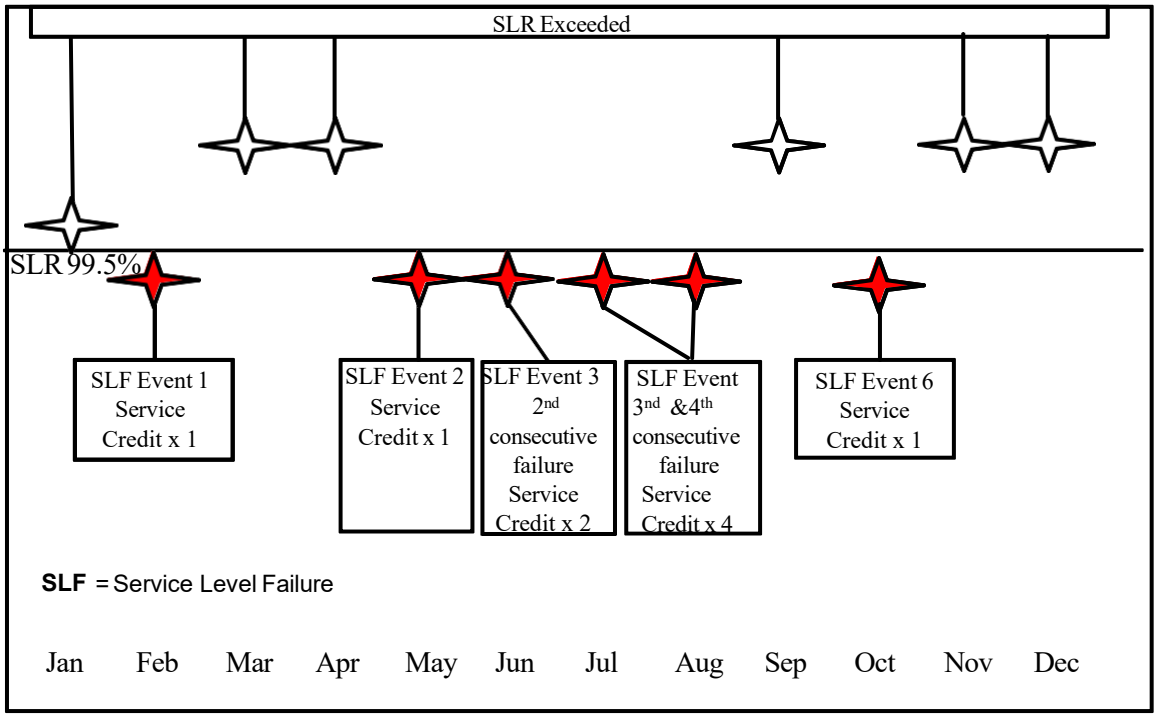
If a Service Level Failure with respect to a given Service Level recurs in consecutive Measurement Intervals, the amount of the applicable Service Credit payable to ACSA shall be multiplied by the following factors for subsequent Measurement Intervals:

(i) Service Level Failure in two consecutive Measurement Intervals, then **twice (x2)** the amount of the Performance Credit as originally calculated; and

(ii) Service Level Failure in three or more consecutive Measurement Intervals, then **four times (x4)** the amount of the Service Credit as originally calculated.

The Service Credit for any given Service Level shall only be increased as described above, and such increase shall be payable for all consecutive Service Level Failures with respect to such Service Level.

**Figure 1. Service Credit for Successive Failures Example**




### 8.3.6 Service credits cap

In no event shall the aggregate amount of Service Credits credited or paid to ACSA with respect to all Service Level Failures occurring in a single month exceed the At-Risk Amount.

### 8.3.7 Payment/credit of service credits

The Service provider shall itemise the total amount of Service Credits it is obliged to credit to ACSA with respect to Service Level Failures occurring in each month on the invoice that contains charges for such month. The Service provider shall credit the total amount of such Service Credits related to a given month in the subsequent monthly invoice after ACSA signoff of the Service Credits for the applicable Measurement

Interval. Upon termination or expiration of the term, the Service provider shall pay to ACSA the amount of any Service Credits not so paid or credited to ACSA's account or any unused portion of such Service Credits.

#### 8.3.8 Non-exclusive remedy

The Service provider acknowledges and agrees that the Service Credits shall not be deemed or construed to be liquidated damages or a sole and exclusive remedy or in lieu of any other rights and remedies ACSA has under the agreement, at law or in equity.

#### 8.3.9 Earn-Back

Following any service-level failure, ACSA may allow the service provider the opportunity to earn back the service credits charged in one or more measurement period.

If all the service levels for the relevant service and any others agreed to be associated with that service are exceeded, during each of the **three** measurement periods following the service-level failure, ACSA may, at its sole discretion, return half of the service credits paid to the provider.

If all the service levels for the relevant service and any others agreed to be associated with that service are exceeded, during each of the **six** measurement periods following the service-level failure, ACSA may, at its sole discretion, return the remaining half of the service credits paid to the provider.

The service provider may, where the requisite levels of performance are exceeded, make representations to the Company in this regard.

### 8.4 Changes to performance measurements

#### 8.4.1 Changes to weighting factors

ACSA may request changes to the Weighting Factors for any Service Level by sending written notice to the Service provider. These requested changes will be negotiated through the appropriate Relationship Management structures to gain mutual agreement on such changes prior to them taking effect during the next full measurement interval pertaining to such changed metrics.

#### 8.4.2 Additions

No more than once quarterly, ACSA may add Service Levels by sending written notice to the Service provider at least 30 (thirty) days prior to the date that such added Service Levels are to be effective. The target performance levels for such additional Service Levels shall be determined by mutual agreement of the Parties using industry standard measures.

#### 8.4.3 Deletions

ACSA may delete Service Levels by sending written notice to the Service provider at least thirty (30) days prior to the date that such deletions are to be effective.

## 9.0 MEETING AND REPORT REQUIREMENTS

- The following section defines the meeting and report requirements for all services.
  - All reports must be submitted as defined in the below table. If reports are not delivered within the stipulated times, ACSA will withhold invoice payment for the month until the reports are submitted

| Meeting Name and frequency | Participants and roles | Documents to be produced after meeting by Service provider |
|---|---|---|
| Weekly Service Review | ACSA-IT Engineer (chair) · Service provider Senior Site Manager<br>Service provider administrator | • Minutes of meeting<br>• ·Running Action register for any open actions to be addressed |
| Weekly Project status update | ACSA-IT PM (chair)<br>ACSA SME<br>· · Provider Senior Site Manager<br>· Provider Project Manager<br>· Provider Administrator | · Minutes of meeting<br>· Updated project schedule<br>· · Action register for any open actions to be addressed<br>· Risks and Issues register |
| Ad-Hoc Care Review | · · ACSA Technical Operations Manager (chair)<br>· provider relationship Manager<br>· provider administrator | · Minutes of meeting<br>· Action register for any open actions to be addressed<br>· Risks and Issues register |
| Quarterly review meeting | · · ACSA Technical Operations Manager (chair)<br>· provider Relationship Manager<br>· provider administrator<br>· Senior Manager IT Infrastructure | · Minutes of meeting<br>· Action register for any open actions to be addressed<br>· Risks and Issues register<br>- Account Summary Report |
| Annual review meeting | · · ACSA Technical Operations Manager (chair)<br>· Senior Manager IT Infrastructure<br>· provider Senior Site Manager<br>· provider Relationship Manager<br>· provider administrator<br>· Senior Manager IT Infrastructure | · Minutes of meeting<br>· Action register for any open actions to be addressed<br>· Risks and Issues register |

**Table 28: Meetings definitions**

| Frequency | Report Name | Report Content | Due date | Submit to | Format | Meeting Name and frequency |
|---|---|---|---|---|---|---|

| | | | | | | |
|---|---|---|---|---|---|---|
| Monthly | Consolidated Care Report | Monthly consolidated report<br>· Payment<br>· Delivered Asset Report | 5 Days after month end | Technical Operations Manager | Email presentation with attached supporting information | Ad-hoc Care Review |
| Quarterly | 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 |

| Frequency | Report Name | Report Content | Due date | Submit to | Format | Meeting Name and frequency |
|---|---|---|---|---|---|---|
| | Baseline (CMDB) information | Review updates to Baseline CMDB | 3 days before Quarterly review meeting | ACSA Technical Lead | Email Excel document | Quarterly review meeting |
| | Proposed improvements report | Proposed improvements or enhancement report | 3 days before annual review meeting | ACSA Technical Lead | Email Word document | Quarterly review meeting |
| Annual | Annual report | Consolidation of previous 12 months Consolidated Care Report | 3 days before annual review meeting | Technical Operations Manager | Email PDF document | Annual review meeting |
| | Contract adherence review | Summary of contract requirements and adherence thereof<br><br>Also modifications | 3 days before annual review meeting | Technical Operations Manager | Email PDF document | Annual review meeting |

**Table 29: Reporting definitions**

# 10 PERSONNEL REQUIREMENTS

The bidder is required to provide the following resources at minimum for this project:

- **1 x Project Manager:** Coordinates timelines, budget, and stakeholder communications over the 24 months**.**

  **<u>Qualification and Experience:</u>**

  Valid PMBOK and/or PRINCE2 certification and a minimum of two (2) years' project management experience.

- **1 x AV Solutions Architect/Designer:** Designs the technical blueprint for the new systems across different boardroom layouts**.**

**Qualification and Experience:**

Valid Vendor-Specific Architectural or Design related Certification(s) and a minimum of two (2) years AV Solutions Architecture experience.

## 11 INSURANCE REQUIREMENTS

a. The bidder must be aware that, in the event of their bid being successful, the necessary insurance requirements shall be met prior to signing of the contract (refer to attached Annexure D)

b. The bidder/contractor shall ensure that all potential and appointed Sub-Contractors are aware of ACSA's insurance requirements and enforce the compliance by sub-contractors where applicable.

**c. Proof of insurance must be submitted by the bidder to the satisfaction of ACSA, upon award.**

## ANNEXURE A

### Room Inventory: All Boardrooms and Meeting Rooms in Scope (WP1-WP39)

This Annexure forms an integral part of Requirement 4 and provides the definitive room-by-room inventory referenced throughout Sections 2.4.1.1 – 2.4.1.8. Equipment type, quantity, and conferencing requirements per room are as stated below and are not open to bidder interpretation.

### O.R. Tambo International Airport

| Work Package | Room Number | # Of Seats | Name | Location | Type | Quantity | Video Conferencing required | Audio Conferencing required |
|---|---|---|---|---|---|---|---|---|
| WP1 | P1 | 14 | Car Park Operations Boardroom | MSP 1 Level 1 | Screen | 1 | Yes | Yes |
| WP2 | P2 | 10 and 18 | Cargo Boardroom, Double Room | 11th floor, Cargo Building | Screen | 3 | Yes | Yes |
| WP3 | P3 | 10 and 12 | Charlie 24 Boardroom Double Boardroom | Airside Charlie 24 | Screen | 2 | Yes | Yes |
| WP4 | P4 | 10 | CTB Baggage Basement | CTB Baggage Basement | Screen | 1 | Yes | Yes |
| WP5 | P5 | 4 | Passenger Service Boardroom | Coordination Terminal | Screen | 1 | Yes | Yes |
| WP6 | P6 | 100 | Security Parade Room | 3rd Floor (Next to IT Service Desk) | Short-Throw Laser Projector | 1 | No | No |
| WP7 | P7 | 16 | Ground Transport Boardroom | Parkade 2, Level. Parking Management Office Floor | Screen | 2 | Yes | Yes |
| WP8 | P8 | 12 | Security Boardroom | 4th Floor O.R. Tambo Airport | Screen | 1 | Yes | Yes |
| WP9 | P9 | 12 | Fire and Rescue Boardroom | New Complex, Airside | Screen | 1 | Yes | Yes |
| WP10 | P10 | 24 | Fire and Rescue Lecture Room | New Complex, Airside | Short-Throw Laser Projector | 1 | Yes | Yes |
| WP11 | P11 | 8 | Ground Transport Boardroom | Multi-Storage Parking P1, Level 3 | Screen | 1 | Yes | Yes |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| WP12 | P12 | 8 | Permit Office Boardroom | Domestic Arrivals, ACSA Permit Office | Screen | 1 | Yes | Yes |

**Table 4: Oliver Tambo International Airport – Meeting Room High-Level Summary**

## Aviation Park

| Work Package | Room Number | # Of Seats | Name | Location | Type | Quantity | Video Conferencing required | Audio Conferencing required |
|---|---|---|---|---|---|---|---|---|
| WP13 | P8 | 16 | ICC Security Boardroom | Building C, ICC. Visitor's Entrance on Ground Floor, Aviation Park | Screen | 2 | Yes | Yes |
| WP14 | P9 | 18 | Operation Boardroom | Building A, 5th Floor, Aviation Park | Screen | 2 | Yes | Yes |

**Table 5: Aviation Park – Meeting Room High-Level Summary**

## Bloemfontein Airport

| Work Package | Room Number | # Of Seats | Name | Location | Type | Quantity | Video Conferencing required | Audio Conferencing required |
|---|---|---|---|---|---|---|---|---|
| WP15 | P8 | 20 | Maintenance Complex Boardroom | Ground Floor | Screen | 2 | Yes | Yes |
| WP16 | P9 | 10 | VIP Room | Ground Floor | Screen | 1 | Yes | Yes |

**Table 6: Bloemfontein Airport – Meeting Room High-Level Summary**

## Cape Town International Airport

| Work Packages | Room Number | # Of Seats | Name | Location | Type | Quantity | Video Conferencing required | Audio Conferencing required |
|---|---|---|---|---|---|---|---|---|
| WP17 | P10 | 20 | Project Boardroom | Central Terminal Building, 2nd Floor | Screen | 1 | Yes | Yes |
| WP18 | P11 | 25 | Airport Management Centre | Central Terminal Building, 4th Floor | Short-Throw Laser Projector | 1 | Yes | Yes |
| WP19 | P12 | 16 | Media Centre | Central Terminal Building, Ground Floor | Screen | 2 | Yes | Yes |
| WP20 | P13 | 25 | Fire and Rescue Boardroom | Airside | Screen | 1 | Yes | Yes |
| WP21 | P14 | 10 | Airside Safety Boardroom | Airside | Screen | 1 | Yes | Yes |
| WP22 | P15 | 10 | Power and Lighting Boardroom | Power and Lighting Office | Screen | 1 | Yes | Yes |
| WP23 | P16 | 40 | Security Parade Training Centre Room | Central Terminal Building, Ground Floor | Short-Throw Laser Projector | 1 (LP) | Yes | Yes |
| WP24 | P17 | 60 | Faranani Conference Room | Southern Office Block, 3rd Floor | Short-Throw Laser Projector | 1(LP) | Yes | Yes |
| WP25 | P18 | 25 | Executive Boardroom | Southern Office Block, Ground Floor | Short-Throw Laser Projector | 1(LP) | Yes | Yes |
| WP26 | P19 | 100 | CIP Lounge | Central Terminal Building | Short-Throw Laser Projector | 1(LP) | Yes | Yes |

**Table 7: Cape Town International Airport – Meeting Room High-Level Summary**

## George Airport

| Work Package | Room Number | # Of Seats | Name | Location | Type | Quantity | Video Conferencing required | Audio Conferencing required |
|---|---|---|---|---|---|---|---|---|
| WP27 | P20 | 30 | Fire Station Boardroom | Airside Fire and Rescue | Short-Throw Laser Projector | 1 | Yes | Yes |
| WP28 | P21 | 40 | Wimpy Boardroom | Next to Wimpy Restaurant | Short-Throw Laser Projector | 1 | Yes | Yes |

**Table 8: George Airport – Meeting Room High-Level Summary**

## Kimberley Airport

| Work Package | Room Number | # Of Seats | Name | Location | Type | Quantity | Video Conferencing required | Audio Conferencing required |
|---|---|---|---|---|---|---|---|---|
| WP29 | P22 | 25 | Restaurant Boardroom | Ground Floor Terminal Building | Short-Throw Laser Projector | 1 | Yes | Yes |

**Table 9: Kimberly Airport – Meeting Room High-Level Summary**

## King Shaka International Airport

| Work Packages | Room Number | # Of Seats | Name | Location | Type | Quantity | Video Conferencing required | Audio Conferencing required |
|---|---|---|---|---|---|---|---|---|
| WP30 | P23 | 20 | Firestation Training Room | Airside Ground Floor, Firestation | Screen | 1 | Yes | Yes |
| WP31 | P24 | 20 | Izulu Boardroom | MSO, Level 3 | Screen | 1 | Yes | Yes |
| WP32 | P25 | 10 | MB2-Maintenance Boardroom | Airside, Ground Floor | Screen | 1 | Yes | Yes |
| WP33 | P26 | 10 | Isigodlo Boardroom | MSO, Level 4 | Screen | 1 | Yes | Yes |

**Table 10: King Shaka International Airport – Meeting Room High-Level Summary**

## Chief Dawid Stuurman International Airport

| Work Packages | Room Number | # Of Seats | Name | Location | Type | Quantity | Video Conferencing required | Audio Conferencing required |
|---|---|---|---|---|---|---|---|---|
| WP34 | P27 | 20 | Training Boardroom | Block B Aero Park | Screen | 1 | Yes | Yes |
| WP35 | P28 | 10 | Hangar 2 Boardroom | TMB, First Floor | Screen | 1 | Yes | Yes |
| WP36 | P29 | 20 | ECC Boardroom | TMB | Screen | 2 | Yes | Yes |
| WP37 | P30 | 20 | Firestation Boardroom | Airside | Screen | 2 | Yes | Yes |

**Table 11: Chief Dawid Stuurman International Airport – Meeting Room High-Level Summary**

## King Phalo International Airport

| Work Packages | Room Number | # Of Seats | Name | Location | Type | Quantity | Video Conferencing required | Audio Conferencing required |
|---|---|---|---|---|---|---|---|---|
| WP38 | P31 | 10 | Maintenance and Engineering Boardroom | Airside, Ground Floor | Screen | 1 | Yes | Yes |
| WP39 | P32 | 20 | Hangar 2 Boardroom | TMB, First Floor | Screen | 2 | Yes | Yes |

**Table 12: King Phalo International Airport Meeting Rooms Summary**

## ANNEXURE B

## Decommissioning Schedule: Existing Equipment for Removal

This Annexure forms an integral part of Requirement 4, Section 2.4.1.3. No pre-existing equipment inventory is available at the time of publication; the bidder shall complete this schedule, on a per-work-package basis, following the mandatory site survey required under Section 2.4.1.3. Completed schedules shall be submitted to ACSA for written approval prior to the commencement of any decommissioning or removal work.

**Decommissioning Schedule Template (to be completed per Work Package, WP1–WP39)**

| WP | Room Name | Equipment Description | Type | Qty | Condition | Disposal Action | ACSA Approval |
|---|---|---|---|---|---|---|---|
| WP__ | [Room Name] | [Equipment description] | [Display / Projector / Mount / Cabling / Control System / Other] | [Qty] | [Good / Fair / Poor / Non-functional] | [Dispose / Return to ACSA Stores] | [Pending] |

Note: The row above is a template row illustrating the required fields. The bidder shall reproduce this table for each of the 36 work packages listed in Annexure A, with one row per item of existing equipment identified during the site survey.

- Typical Cable routing