Annexure D

Proposal Format and Response Form

For

Display Technologies

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# Introduction

* This Proposal Response Template provides Bidders with the basis for submitting a formal proposal to ACSA. The proper use of this template will ensure a clear response to ACSA's.
* The response should follow the structure as outlined in this Proposal Response Template.
* The Bidders are requested to keep any additional appendices to a minimum and only attach material if it is deemed essential for the evaluation and understanding of this proposal.
* Any submitted appendices must be clearly referenced and numbered throughout this response.

# General Instructions

* The Bidder agrees to perform the required services as defined in the scope of work and associated annexures to enable ACSA to achieve the required service objectives and deliverables as mapped for the duration of the contract, as well as performing preventative maintenance tasks and day to day service requests, at the defined service levels outlined in the Scope of Work.
* Bidders are required to complete the tables below with respect to their proposed solution, indicating whether the specifications below are met.

* The Bidders are requested to provide documentation in support of the responses in the tables below. If supporting documentation and/or proof thereof is not provided, the information will be considered as a non-response.
* All the supporting documents and/or proof thereof must be properly indexed under a separate Appendix, together with page numbers indicating the location of such supporting document and /or proof.
* Failure to clearly index and paginate may lead to sections not being evaluated due to not being located by the evaluation team and therefore be considered non-responsive.
* These requirements will be re-tested as part of the monthly SLA report and the provider should be compliant to meet the SLA.

# Functional & Technical Criteria

* 1. **Resources**
     1. **Electronics Engineer**

**Instructions to Bidders:** The Electronic Engineer must be certified in Audio Visual Technology or certified by the OEM of the equipment being supplied and must have 5 years’ experience in installation, maintenance, and support of Display Technology systems. Please do not provide CV’s. Prove years of experience via client reference letters for projects worked on. The reference letter MUST refer to the resource of whose certification is provided.

**Please ensure POPI compliance**

Minimum 1 resource per International Airport is required. Additional can be supplied.

**Provide Proof under Appendix S**

| **Resource #** | **Certification** | | **Year Obtained** | **Years of Experience** | **Reference in Document** |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |

* + 1. **Technical Resources**

**Technician** - The Technician must be trained in Audio Visual technology or by the OEM of the supplied equipment and must have 3 years’ experience in installation, maintenance, and support of Display Technologies. Please do not provide CV’s. Prove years of experience via client reference letters for projects worked on. The reference letter MUST refer to the resource of whose certification is provided.

**Assistant Technician** - The Assistant Technician must be trained in Audio Visual technology or by the OEM of the supplied equipment and must have 1 years’ experience in installation, maintenance, and support of Display Technologies. Please do not provide CV’s. Prove years of experience via client reference letters for projects worked on. The reference letter MUST refer to the resource of whose certification is provided.

A copy of the Certificate (Training attendance, Certificate of completion, OEM Certification) for each of the resources that is being submitted is required.

Please include a full reference to the section and page number for the certificates and references

**Please ensure POPI compliance**

**Provide Proof under Appendix S**

**Technical Resources – ORTIA - On-site**

| Certification | Minimum Quantity of Certified Resources Required | Minimum years of experience | Qty Available | Certification or Training Name | Expiry Date | Years of Experience | Proof Provided (YES/NO) | Reference in Submission |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Technicians | 1 |  |  |  |  |  |  |  |
| Assistant Technicians | 1 |  |  |  |  |  |  |  |

**Technical Resources – CTIA - On-site**

| Certification | Minimum Quantity of Certified Resources Required | Minimum years of experience | Qty Available | Certification or Training Name | Expiry Date | Years of Experience | Proof Provided (YES/NO) | Reference in Submission |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Technicians | 1 |  |  |  |  |  |  |  |
| Assistant Technicians | 1 |  |  |  |  |  |  |  |

**Technical Resources – KSIA – On-site**

| Certification | Minimum Quantity of Certified Resources Required | Minimum years of experience | Qty Available | Certification or Training Name | Expiry Date | Years of Experience | Proof Provided (YES/NO) | Reference in Submission |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Technicians | 1 |  |  |  |  |  |  |  |
| Assistant Technicians | 1 |  |  |  |  |  |  |  |

**Technical Resources – Regional Airports (KIM, ELS, PLZ, GRJ, BFN, UTN) As per SLA**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Certification | Minimum Quantity of Certified Resources Required | Minimum years of experience | Qty Available | Certification or Training Name | Expiry Date | Years of Experience | Proof Provided (YES/NO) | Reference in Submission |
| Technicians | 1 |  |  |  |  |  |  |  |
| Assistant Technicians | 1 |  |  |  |  |  |  |  |

* 1. **Proven Experience – Supply, Installation, Support and Maintenance (Company level)**
     1. **Display Technologies**

**Instructions to Bidders:** Provide contactable reference letters with name & surname, email address and mobile numbers in a company letterhead as proof of supply, installation, support and maintenance experience for LCD's, LED’s, and Video Walls Device.

Include a minimum of:

• 2 reference clients with 250 or more devices installed (LCD’s, LEDs, and Video Walls) at each Client with minimum 3-year contract of supply, installation, support and maintenance.

Please cover all the mandatory information in the tables below in the reference letters.

**Provide Proof under Appendix T**

* + - 1. **Installation reference (250 or more displays)**

| **Information Requirement** | **Mandatory** | **Reference Details 1** | **Reference in Submission** | **Reference Details 2** | **Reference in Submission** |
| --- | --- | --- | --- | --- | --- |
| **Company Name** | **Y** |  |  |  |  |
| **Industry** | **N** |  |  |
| **Scope of services provided** | **Y** |  |  |
| **Environment size (Numbers of displays)** | **Y** |  |  |
| **Start Date** | **Y** |  |  |
| **Contract Term** | **Y** |  |  |
| **Contact Person** | **Y** |  |  |
| **Contact Telephone Number** | **Y** |  |  |
| **Contact Position/Job Title** | **Y** |  |  |
| **Contact e-mail address** | **Y** |  |  |
| **Information Requirement** | **Mandatory** | Reference Details 1 | Reference Details 2 |
| **Company Name** | **Y** |  |  |
| **Industry** | **N** |  |  |
| **Scope of services provided** | **Y** |  |  |
| **Environment size (Numbers of displays)** | **Y** |  |  |
| **Start Date** | **Y** |  |  |
| **Contract Term** | **Y** |  |  |
| **Contact Person** | **Y** |  |  |
| **Contact Telephone Number** | **Y** |  |  |
| **Contact Position/Job Title** | **Y** |  |  |
| **Contact e-mail address** | **Y** |  |  |