

BID CLARIFICATION RESPONSE: FIRST QUESTIONS & ANSWERS

RE: REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE PROVISION OF FACILITIES MANAGEMENT SERVICES FOR A PERIOD OF 36 (THIRTY-SIX) MONTHS AT AIRPORTS COMPANY SOUTH AFRICA (ACSA) WESTERN PRECINCT.

REFERENCE NUMBER COR 7632/2025/RFP.

Questions	Answers
Question 01: Site visit arrangements	Site Visit is non-compulsory. Bidders who require a site visit of the premises are requested to choose any one of the following dates and times: 11 June 10:00am – 11:30am 12 June 10:00am -11:30am Bidders who opt to visit the site must present themselves at Reception Help Desk on the Third Floor, Abie will receive all visitors. Visitors will be escorted for security clearance. Visitors are requested to email Patricia Nkambule the day before the visit with a copy of their ID and full names of visitors to initiate security clearance.
Question 03: Guidelines on the maintenance schedule	Frequency of Cleaning - Refer to Clause 10, Cleaning, in Annexure A: ACSA Western Precinct Facilities Management Specification/Scope of Works, in the RFP (Clause 10). What is the Maintenance Scheduling - ACSA subscribes to the ISO standards for maintenance. Bidders are advised to be guided by the ISO standards, and the following: maintenance frequencies: HVAC Systems: Monthly: Filter changes, checking for leaks, and inspecting condenser units. Quarterly: Inspections, particularly for larger systems or in dusty/humid environments. Annually: Professional inspections and tune-ups. Refrigerant Checks: Every 6 months. Electrical Systems: Annually: Inspection and testing of protective relays. Regularly: Fixed wire testing, with frequencies influenced by building age and conditions. Plumbing Systems:

	Monthly: Checking for leaks and fixing them. Annually: General inspections and maintenance. Building Exterior: Annually: Painting, exterior repairs, and facade checks. Regularly: Cleaning windows and floors. Lifts: Regularly: Maintenance and inspection based on usage and manufacturer recommendations. General Maintenance: Daily: Cleaning floors, bathrooms, and public areas. Weekly: Cleaning windows and other surfaces Bidders to note that Annexure A: ACSA Western Precinct Facilities Management Specification/Scope of Works, must be read in conjunction with the above.
Question 05: Format and number of tender submissions.	• Bidders to provide physical documents- one (1) Original and two (2) copies. • Bidders to email one (1) copy considered as original copy.
Question 06: Clarification on the required hard copies and electronic copies of the tender submissions.	• Tender submissions must be both in hard copy delivered at the address provided and electronic versions via email. Submitted before the closing date & time.