AIRPORTS COMPANY
SOUTH AFRICA

Passenger Self-Service (e-Gates) Project

ORTIA & KSIA Hardware Installation

Scope of Work

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Document Review and Distribution

This document will be managed and controlled in terms of the ACSA IT Project Management Office document management procedure.

Glossary

Acronym	Description
ABC e-Gates	Automatic Border Control e-Gates
ACSA	Airport Company South Africa
BOQ	Bill of Quantity
CTB	Central Terminal Building
KSIA	King Shaka International Airport
M&E	Maintenance Engineering
UTP	Unshielded twisted pair
ORTIA	OR Tambo International Airport
SOC	State Owned Company

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1. Introduction

1.1 Purpose of the document

ACSA hereby invites suitably qualified and accredited e-Gates installation bidders to submit quotations for the installation of ABC e-Gates at O.R. Tambo International Airport (ORTIA) and King Shaka International Airport (KSIA). The successful bidder will be responsible for all enablement works, installation of the e-Gates and associated hardware and signage, coordination with relevant technical services, and the safe removal of existing infrastructure where required. The scope further includes all post-installation activities to restore the site to its pre-installation condition, as well as the provision of ongoing support and maintenance for the duration of the contract. All works must be executed in compliance with applicable safety and regulatory standards and with minimal disruption to airport operations.

1.2 Background

Airports Company South Africa SOC Ltd has embarked on a Passenger Self-Service programme aimed at streamlining passenger processing, reducing queues, and enhancing the travel experience. As part of this programme, ACSA plans to roll out multiple self-service solutions across its three international airports, ORTIA, CTIA, and KSIA, with the ultimate objective of expanding the initiative to all ACSA airports. The first phase of the programme entails the installation of 14 EASIER ABC e-Gates at ORTIA (10) and KSIA (4).

2. Scope

2.1 In Scope:

The following activities are in scope for the decommissioning process:

- Planning & Coordination:
  - Coordination and consultations with key stakeholders
  - Communication and approvals
  - Coordination with the installation contractor
- Pre-installation Activities (Enablement Works):
  - Installation of pre-work signage
  - Signage and wayfinding
  - Site clearance and preparation
- Decommissioning and Removal:
  - Safe handling of electrical and network cabling
  - Decommissioning and removal of existing infrastructure into designated storages

- Rehabilitation of existing areas, including tiling, cabling, and minor building works, to restore the area to an acceptable condition.

- e-Gates Installation Activities:
  - Installation of e-Gates hardware including a monitoring station
- Post-Installation Activities:
  - Post-installation restoration activities

3. Enablement Requirements

From the commencement through to the completion of the project, the appointed Service Provider shall work closely with key IT and Airport Operations stakeholders, including the Assistant General Manager (AGM), IT Airport Managers, Terminal Operations Managers, Senior Terminal Operations Coordinator, and the Operational Planning Manager. As part of the enablement works to prepare for the installation of the ABC e-Gates and monitoring stations, the Service Provider shall be responsible for conducting all required activities, including coordination with stakeholders, travel costs, preparation of health and safety files, and obtaining all necessary airport permits:

3.1 Preliminaries & General:

#	High Level Requirement	Detailed Requirements
3.1.1	Travel Costs	❖ The Service Provider will be responsible for all travel-related costs incurred when visiting the sites to be installed.
3.1.2	Healthy and safety:	❖ **Health & Safety Files:** ▪ The Service Provider must submit a comprehensive Health & Safety file for all works. ▪ A separate file is required for each site (OR Tambo and King Shaka). ▪ Files must be approved by ACSA's Health & Safety Officer prior to the commencement of any work.
		❖ **Hot Work & Electrical Tool Permits:** ▪ Before starting any work involving hot works (e.g., cutting, grinding, welding) or electrical tools, the relevant Service Provider must: o Obtain formal permission from the ACSA Permit Office. o Ensure all permits are in place and valid for the duration of the activity. o Comply with all related safety protocols and fire prevention measures.
		❖ **Compliance & Monitoring:**

		▪ The Service Provider must comply with OHS Act, ACSA's Safety Procedures, and airport-specific safety protocols. ▪ Safety Officers may conduct ad hoc audits and inspections during all phases of the project.
3.1.3	Proof of Insurance	▪ The Service Provider will be expected to provide proof of insurance to ensure financial protection against potential accidents, injuries, or damages that may occur during enablement works and equipment installation. This will ensure accountability and that any liabilities arising from incidents are adequately covered.
3.1.4	Permits	▪ Each person accessing the airports for both enablement works and e-Gates installation tasks must have a valid ACSA security permit, obtainable from the Permit Office of each airport. ▪ The permits may only be applied for at the airport where access is required and only functions at that airport. ▪ The Service Provider will be liable for cost of these permits and induction courses.
3.1.5	Parking	▪ The Service Provider will be required to obtain parking permits to access ACSA premises and will be responsible for all associated costs.
3.1.6	Site Preparation	▪ The Service Provider is responsible for ensuring that all work areas are cleared, cleaned, and made safe. ▪ The Service Provider must identify and address any hazards or obstacles that could impede the installation process.

3.2 Planning & Communication:

#	High Level Requirement	Detailed Requirements
3.2.1	Stakeholder Notification	❖ The Service Provider to notify Airport Operations well in advance of any planned works. ❖ The Service Provider must ensure that all necessary operational, safety, and technical approvals are obtained before commencing any work.

		❖ The Service Provider must coordinate with relevant airport departments to schedule works to minimize disruption.
3.2.2	Installation of Signage	❖ Pre-Work Signage (installed 48+ hours prior: ▪ **Location**: Terminal entrances and approach routes to work zones. ▪ **Content**: Inform passengers of upcoming works, e.g., "*Please pardon our progress. We are upgrading your airport experience. Temporary changes ahead*," including visuals of e-Gates. ▪ **Compliance**: Full ACSA branding (logos, colours, fonts) and multilingual (ASQ languages). ❖ Active Work Zone Signage: ▪ **Safety Signage:** Mandatory hard hat areas, no-entry zones, construction noise warnings; compliant with OHS Act. ▪ **Directional Signage:** Clear detour routes for passengers, e.g., "To Passport Control →" with arrows. ▪ **Information Signage:** Explain purpose of works, e.g., "*New Automated Passport Control e-Gates for a faster arrival*." ❖ Post-Installation / Operational Signage: ▪ **Instructional Signage:** At e-Gates, guide passengers with simple steps and pictograms. ▪ **Directional & Promotional Signage:** Lead passengers to e-Gates, e.g., "*For faster clearance, use the e-Gates*." ❖ Brand & Compliance Governance: ▪ All signage must be pre-approved by ACSA Marketing/Brand department. ▪ Use ACSA brand guidelines for colours (Pantone codes), logos, and typography. ▪ Use ACSA brand guidelines for colours (Pantone codes), logos, and typography. ❖ Signage Removal: ▪ Temporary signage must be removed within 24 hours of work zone clearance. ❖ General Requirements for the Service Provider: ▪ Install clear and visible signage prior to commencement of works. ▪ Ensure signage informs, directs, and communicates ongoing enablement and installation activities to all passengers.

		▪ Ensure signage is accessible to all, meeting airport branding, safety, and accessibility standards.

3.3 Decommissioning Existing Booth Counters (NB: *For KSIA please refer to **Appendix A***)

#	High Level Requirement	Detailed Requirements
3.3.1	Decommission Plan	❖ The Service Provider shall document the dates and duration of decommissioning per airport and record the temporary storage location of any decommissioned booths at the airport (if required) pending removal from site. ACSA/BMA will advise on whether storage is required and designate the approved storage location accordingly. ❖ The Service Provider shall list any ACSA supporting resources needed during the decommission. ❖ The Service Provider shall list all ACSA supporting resources needed during the decommission
3.3.2	Barricade	❖ The Service Provider shall put up a barricade around the area of works, where dismantling will take place. Ensure the area is secure for full duration of the decommissioning process.
3.3.3	Number of booths to be decommissioned	▪ **International Departures:** o One booth will be decommissioned, and another will be moved back to function as a monitoring station. ▪ **International Arrivals**: o One booth will be decommissioned, and another will be moved back to function as a monitoring station. ▪ **NB:** Please note that at KSIA International Departures, the decommissioning of the booth counter will take place at a later stage, with the timeline to be communicated to the Service Provider by KSIA Airport Operations at the right time. Only the International Arrivals booth will be decommissioned as currently planned and will not be deferred.

3.3.4	Booth decommissioning	❖ The Service Provider shall dismantle booth structures carefully to prevent damage to surrounding infrastructure. ❖ The Service Provider shall ensure that all exposed cabling is neatly tied off or capped to eliminate safety hazards. ❖ The Service Provider shall remove all booth components, including: ▪ Countertops, panels, framework, and any associated hardware. ❖ Post-Decommissioning Requirements: ▪ The Service Provider shall transport all decommissioned equipment to the designated ACSA storage facility. ▪ The Service Provider shall ensure that work area is: o Clean, level, and free of obstructions. o Clean for installation of new equipment. ▪ The Service Provider shall remove all debris and ensure the site is left safe and tidy.
3.3.5	Disconnecting Electrical	❖ The Service Provider shall consult with the Maintenance Engineering (M&E) team to determine the proper method for safely disconnecting electrical power and to ensure compliance with all safety regulations. ▪ Disconnect any power supply cables to the booth, these must be moved to nearest safest location (i.e. if cabled from ceiling, roll up and hang in ceiling, if underfloor routing, move out of the way of removals. ▪ Disconnect any power supply cables to the booth, these must be moved to nearest safest location (i.e. if cabled from ceiling, roll up and hang in ceiling, if underfloor routing, move out of the way of removals underfloor routing, move out of the way of removals. ▪ Pull back any electrical cabling to nearest safest location. ▪ If poles are used to channel electrical and network cables, these must be removed. ▪ If underfloor routing is used for electrical and network cables, these must be assessed and confirm if they can remain or be removed. ▪ Assess for any other utilities than run to the booth to be disconnected and pulled back to nearest safest location. ❖ The M&E Team must sign off on the disconnection work before installation of the new equipment begins.

3.3.6	Network Cable Disconnection	❖ The Service Provider (SP) shall consult with the ACSA IT Network team as well as BMA IT team prior to any network-related work. ▪ **Before disconnection, the SP shall:** o Identify all active and redundant network connections associated with the existing booth counters. o Obtain clear instructions from the ACSA & BMA network teams regarding which cables can be safely disconnected. o Ensure proper labelling and documentation of disconnected cables. ▪ **During disconnection**: o All network cables shall be neatly coiled, secured, and tagged to prevent hazards and allow for future identification. o Cables shall not be cut, damaged, or left exposed. ▪ **After disconnection:** o The SP shall ensure the area is clear of loose or hanging cables. o Any cable terminations shall be properly sealed or capped, as per ACSA Network Team standards. ❖ The Network Team must sign off on the disconnection work before installation of the new equipment begins.
3.3.7	Tile Removal	❖ Service Provider must consult with Building & Maintenance prior to removing any floor tiles at both OR Tambo and King Shaka sites. ❖ **Before Removal:** ▪ A site inspection must be conducted with Building & Maintenance to: o Assess the type, colour, make, and pattern of existing tiles. o Determine the correct removal method to avoid damaging adjacent tiles. o Confirm the source and availability of matching replacement tiles. ❖ **During Removal:** ▪ Tiles must be carefully removed to prevent unnecessary breakage or damage to the subfloor.

		▪ Any damaged adjacent tiles must also be replaced to maintain a consistent finish. ▪ The work area must be clearly marked and secured to prevent safety hazards.

4. Installation of the e-Gates:

NB: For KSIA, please refer to ***Appendix A***)

4.1. Pre-Installation Process:

#	High Level Requirement	Detailed Requirements
4.1.1	Inventory Check:	The Service Provider shall verify the quantity, condition of all gate components in storage.
4.1.2	Packaging Inspection:	The Service Provider shall inspect all packaging to ensure it is intact, and suitable for safe delivery and handling.
4.1.3	Access Approval:	The Service Provider shall arrange for site access permissions, vehicle clearances, and security checks at the destination (e.g., airport or secure facility).
4.1.4	Route Planning	The Service Provider shall plan the safest and most efficient transport route, considering height/weight restrictions and timing.
4.1.5	Loading- Use Proper Equipment:	The Service Provider shall use forklifts, pallet jacks, or cranes depending on gate size and weight.
4.1.6	Secure the Load:	The Service Provider shall ensure all items are firmly strapped and cushioned to prevent movement during transit.
4.1.7	Transport Vehicles:	The Service Provider shall use suitable vehicles (e.g., flatbeds or enclosed trucks) based on gate size, fragility, and weather conditions.
4.1.8	Unloading at Site	The Service Provider shall inform the site contact ahead of arrival to ensure unloading zone readiness.
4.1.9	Safe Handling:	The Service Provider shall unload using appropriate equipment and safety precautions to prevent damage or injury.
4.1.10	Responsibility for Damage	The Service Provider shall be fully responsible for any loss or damage to hardware during transport to the installation sites.
4.1.10	Required Equipment for Deliver	The Service Provider must be equipped with all necessary tools and equipment to safely handle and deliver the gates from storage to the installation site.

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4.2 Installation Process: (NB: For KSIA please refer to ***Appendix A***)

4.2.1	**Electrical Requirements:**	❖ Please refer to **Appendix B**: ***Specifications for Low Voltage Installations.*** ❖ **E-Gates Power Redundancy:** ▪ The Service Provider must ensure that the ABC e-Gates are configured to automatically and seamlessly connect to ACSA's backup power supply systems, including UPS and generator infrastructure, in the event of a power outage, thereby ensuring uninterrupted operation and system continuity.
4.2.2	**Network Requirements**	❖ Please refer to **Appendix C**: ***IT Standards***
4.2.3	**Hardware Installation**	❖ **Operational & Safety Compliance** ▪ Installation must follow all airport operational and safety protocols. ❖ **Positioning & Anchoring:** ▪ Align the e-Gate units at their designated locations and securely anchor them to the floor. ❖ **Hardware Assembly:** ▪ Attach gate panels, sensors, and access control components to the main frame. ❖ **Branding & Signage:** ▪ Install all ACSA corporate branding and signage according to specifications. ❖ **Coordination with Operations:** ▪ Work closely with ACSA Operations to ensure installation considers passenger flow, queuing, and operational processes, preventing future operational conflicts. ❖ **Calibration & Mechanical Testing:** ▪ Check sensors, doors, and access mechanisms for smooth operation. ❖ **Final Inspection:** ▪ Ensure gates are stable, all components are correctly installed, and the site is safe and clear.

4.2.4	Network Installation Requirements	❖ The e-Gates network cabling shall be installed in accordance with the cabling standards. ❖ **NB**: The Service Provider shall refer to the ACSA ***IT Standards*** (accompanying this document) to ensure that all cable installations comply with ACSA standards.

4.3 Installation Locations and BOQs: (**NB**: *For KSIA please refer to **Appendix A***)

Site	Location	Number of Gates	Monitoring Stations
ORTIA	International Departures	6	1
	International Arrivals	4	0
KSIA	International Departures	2	1
	International Arrivals	2	0

Figure 1: Installation Locations and Hardware BOQs

5. Post-Installation - Restoration & Cleanup:

#	High Level Requirement	Detailed Requirements
5.1	Final Area Restoration	❖ After the installation is complete, the Service Provider shall: ▪ Clean the work area thoroughly. ▪ Reinstate all affected tiles, ensuring the same make, colour, and finish. ▪ Ensure all tile work is completed to a high-quality standard, leaving no visible inconsistencies. ▪ All tile work must be signed off by Building & Maintenance upon completion.

6. Project Completion & Handover:

#	High Level Requirement	Detailed Requirements
6.1	Project Completion Report & Handover:	❖ The report shall comprise the following: ▪ **Installation Completion Verification:** o Verification that all installation steps, hardware assembly, and cabling have been completed. ▪ **Post-Installation Site Restoration.** o Confirmation that the site has been cleaned, tiles reinstated, and all post-installation work signed off by Building & Maintenance. ▪ **Issues & Resolution** o Any issues encountered and how they were resolved. ▪ **Submit Completion Report to ACSA Operations**. o The Completion Report shall be submitted to ACSA Operations for review and formal handover of the site

7. Support & Maintenance Requirements

The Service Provider will be responsible for providing support and maintenance for the e-Gates and monitoring stations. This support and maintenance will minimise downtime, ensure operational continuity, and protect ACSA's investment. As a minimum, the Service Provider will be expected to deliver the following services to ensure ongoing operability and compliance with OEM and ACSA standards:

- **Operational hardware support**:
  - Provide first- and second-line support for hardware-related faults and issues.
- **Preventive and corrective maintenance:**
  - Perform scheduled maintenance and repair or replace faulty hardware components.
- **Hardware health monitoring:**
  - Monitor gate status and performance to identify and address issues proactively.
- **Infrastructure and connectivity support:**
  - Support power, cabling, and physical network connectivity up to the system handover point.
- **Compliance and safety assurance:**
  - Ensure adherence to OEM requirements, ACSA standards, and airport safety regulations.
- **Documentation, knowledge transfer, and training:**
  - Provide as-built documentation and basic training for ACSA personnel.
- **Spare parts and warranty management:**
  - Manage spare parts and administer OEM hardware warranties.

Exclusion - Software Support and Maintenance:

The appointed Service Provider will not be responsible for software support and maintenance, as their scope is limited to the installation, support, and maintenance of the e-Gates hardware and monitoring stations only.

APPENDIX A: KSIA e-Gates Bill of Quantity (BoQ)

ITEM NO	DESCRIPTION	UNIT	MONTHLY	RATE	AMOUNT
	E Gate Installation				
	Provisional BOQ				
1	**Departures Level**				
1.1	Disconnect all services and uplift one (1) x existing emigration counter and set aside at an ACSA approved storage facility within the terminal building basement. Refer: Drawing: TMB-OLA-AG-02-DB-3005-01 (B01) read in conjunction with Drawing: TMB-RRA-AG-XX-DE-7304/6-01 (B01)	item	1,00	R	R
1.2	Make good to tiled floor finishes to match existing	m2	5,00	R	R
1.3	Design, fabricate and install custom framed closure panel. Panel framing to comprise 76mm diamter x 2mm thick round tubing made up of 316 stainless steel CHS with a brushed finish to match existing. Glass panel to be made up of 8mm toughened safety glass and will recieve 3M sandblast vinyl. Deemed to include all fixings, brackets etc.	item	1,00	R	R
	Overall Width: Not Exceeding 1500mm				
	Overall Height: Not Exceeding 2800mm				
	Refer Drawing: TMB-OLA-AI-02-DE-5178-01 (B01) for typical (generic) metalworks & glazing work details				

1.4	Supply & intall 76mm diameter x 2mm thick brushed stainless steel pole (CHS) for supply of services (electrical/IT) in 8m lengths	No	4.00	R	R
1.5	Relocate and install single seater observation counter (counter elsewhere measured)	item	1.00	R	R
2	**Arrivals Level**				
2.1	Disconnect all services and uplift one (1) x existing emigration counter and set aside for re-use. Refer: Drawing: TMB-RRA-AI-OG-DB-3001-00 read in conjunction with Drawing: TMB-RRA-AG-XX-DE-7304-01 (B01)	item	1.00	R	R
2.2	Modify uplifted counter by splitting into two (2) separate counters. Each counter to be resized from a two (2) seater counter and is to be converted to a single seater counter. All services and finishes are to match existing in all respects. Set aside for re - installation. For counter details refer to Drawing: TMB-RRA-AG-XX-DE-7304/6-01 (B01) & TMB-RRA-AI-XX-DI-9110-04(B01). Note: Shop drawings to be provided by contractor for client approval prior to modifying	item	1.00	R	R
2.3	Install modified single seater counter and reinstate all services	item	1.00	R	R

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2.4	Design, fabricate and install custom framed closure panel. Panel framing to comprise 76mm diamter x 2mm thick round tubing made up of 316 stainless steel CHS with a brushed finish to match existing. Glass panel to be made up of 8mm toughened safety glass and will recieve 3M sandblast vinyl. Deemed to include all fixings, brackets etc.	item	1,00	R	R
	Overall Width: Not Exceeding 1500mm				
	Overall Height: Not Exceeding 2800mm				
	Refer Drawing: TMB-OLA-AI-02-DE-5178-01 (B01) for typical (generic) metalworks & glazing work details				
2.5	**Modify existing queing maze**				
	Arrivals				
2.5.1	Cut and remove handrails	m	10,00	R	R
2.5.2	Remove upright posts	No	12,00	R	R
2.5.3	Supply and install new removable tensator upright posts complete with floor housing and retractable barrier belts all to match existing	No	12,00	R	R
2.5.4	Remove existing floor finishes	m2	40,00		
2.5.5	Supply & delivery to site of new floor finishes per client preference including adhesives and sundry items required. Allow R1000 per m2	m2	40,00	R1000.00	R40 000.00
2.5.6	Installation of new floor finishes complete	m2	40,00		
2.5.7	Making good to all finishes upon completion	item	1,00	R	R

	Departures				
2.5.8	Supply and install new removable tensator upright posts complete with floor housing and retractable barrier belts all to match existing	No	38,00	R	R
2.5.9	Remove existing floor finishes	m2	60,00		
2.5.10	Supply & delivery to site of new floor finishes per client preference including adhesives and sundry items required. Allow R1000 per m2	m2	60,00	R1000.00	R60 000.00
2.5.11	Installation of new floor finishes complete	m2	60,00		
2.5.12	Making good to all finishes upon completion	item	1,00	R	R
	Refer Drawing: TMB-OLA-SU-OG-DE-8402-01 & TMB-OLA-AG-02-DB-3005-01(B01)				
2.6	Supply & intall 76mm diameter x 2mm thick brushed stainless steel pole (CHS) for supply of services (electrical/IT) in 6m lengths	No	4,00	R	R
2.7	Allow for design, supervision and certification by a Professional Structural Engineer (Pr.Eng / Pr.TechEng) for forming of recesses in concrete floors to accommodate new tensator uprights	item	1,00	R	R
3.	Prepare and submit as-built drawings and technical specifications for the completed works	item	1,00	R	R

Figure 2: KSIA e-Gates BOQ

APPENDIX B: Low Voltage Installation Standards:

ACSA Maintenance Engineering has established ***Specifications for Low Voltage Installations***, representing the minimum requirements that all such installations must meet. This specification will accompany the scope of work to ensure that the appointed Service Provider references it extensively throughout the installation process.

APPENDIX C: IT Standards

ACSA IT Infrastructure has established ***IT Standards***, defining the minimum requirements for all IT-related infrastructure installations. These standards will accompany the scope of work to ensure that the appointed Service Provider references them thoroughly throughout the installation process.

APPENDIX D: Service Management, Preventative and Corrective Maintenance

ACSA has prescribed service levels to which a successful Service Provider needs to adhere. For detailed service levels, please refer to **Annexure B: Service Management, Preventative and Corrective Maintenance** which will accompany this document.

APPENDIX E: ORTIA & KSIA SITE MAPS

1. ORTIA- CTB Floor Map:

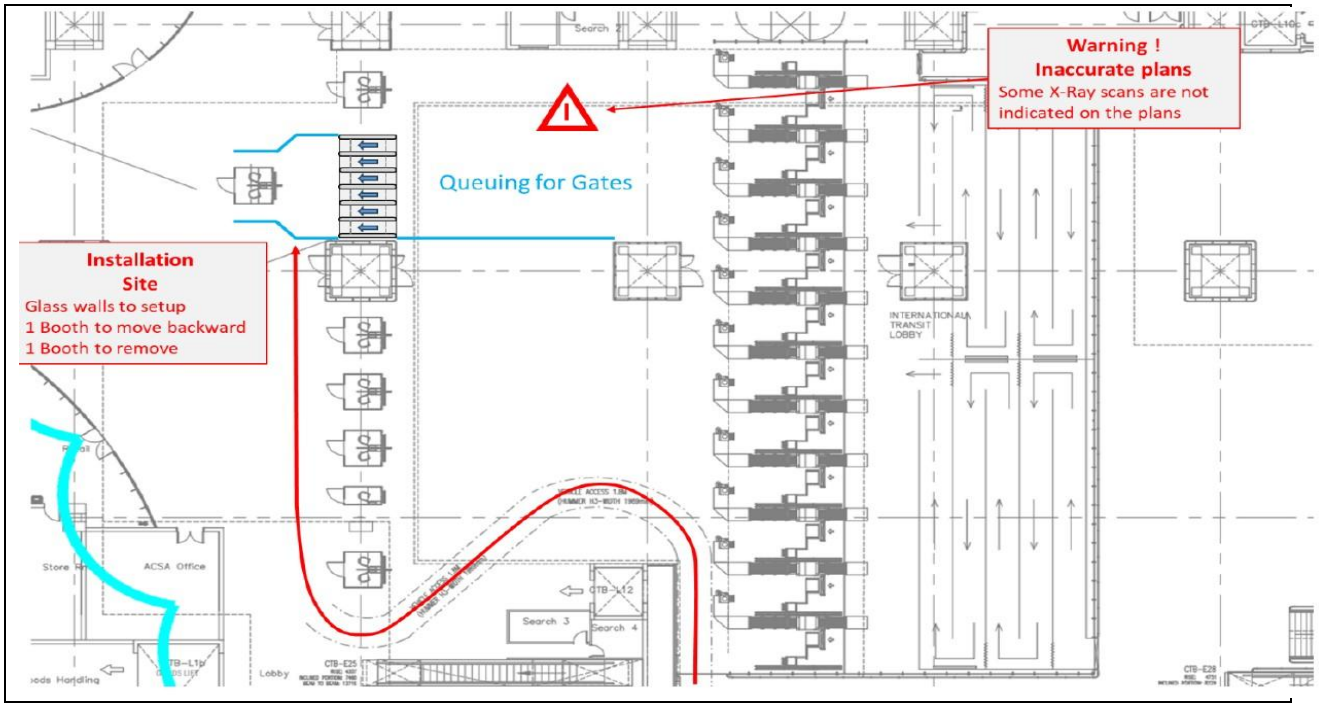

Figure 3: ORTIA CTB Floor Map

1.1. Booth to be decommissioned at CTB:

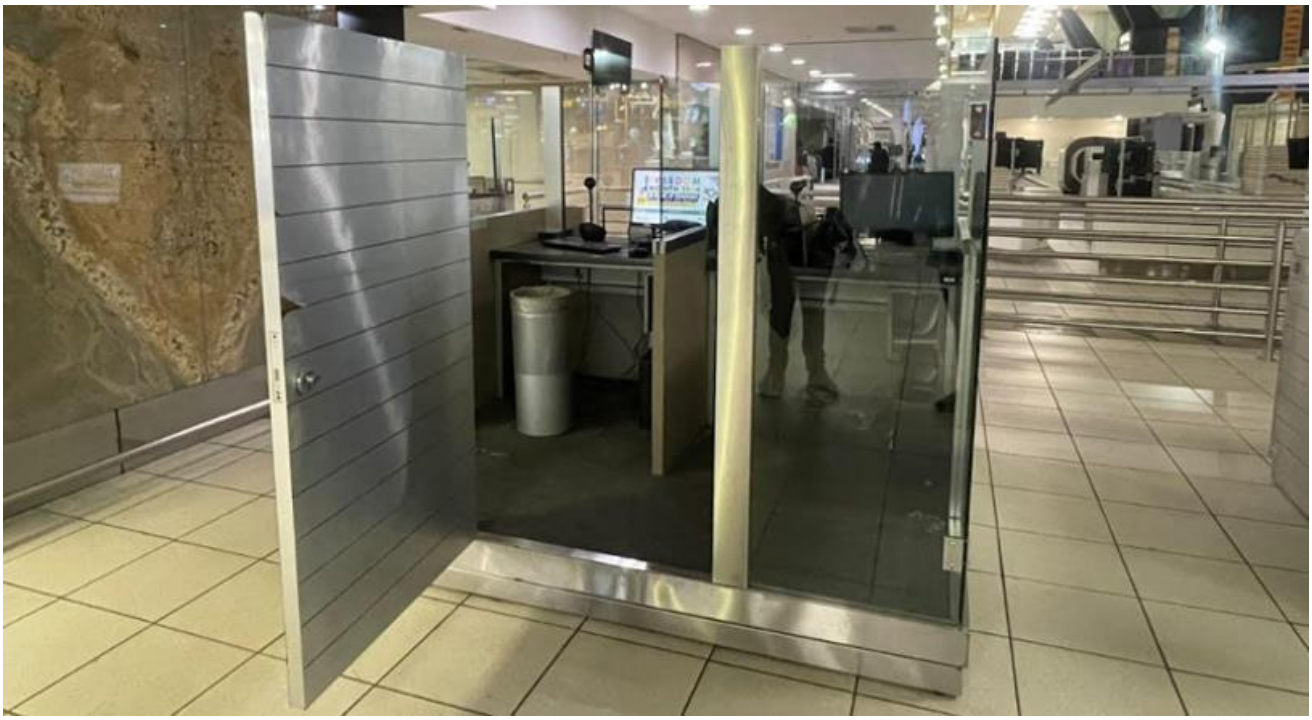

Figure 4: Booth to be decommissioned at CTB.

1.3 Wire Centre to which network cables for Figure 2 are connected:

Figure 5: Wire Centre to which network cables for Figure 2 are connected.

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2. International Arrivals Floor Map:

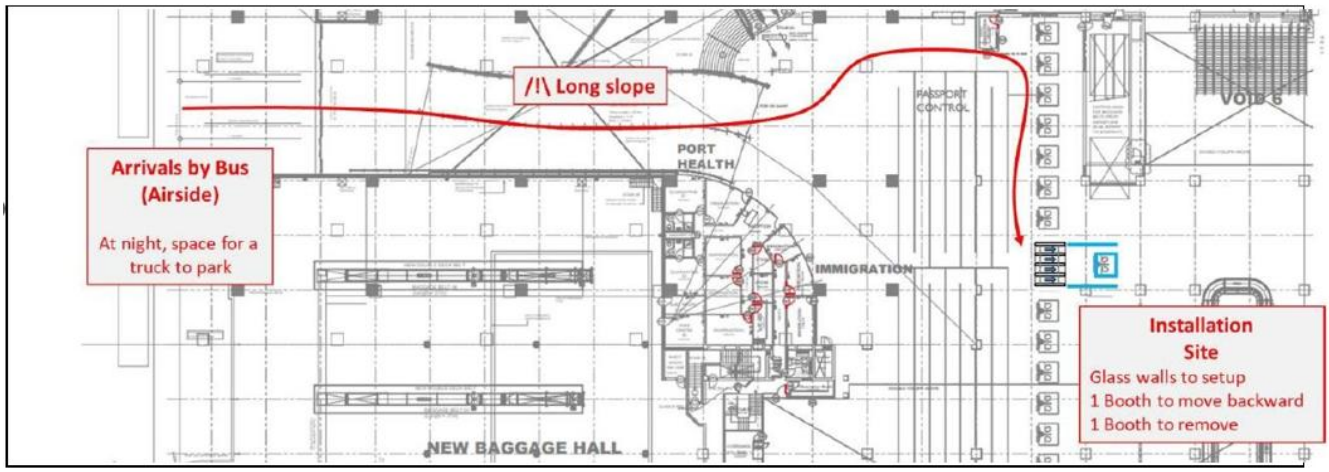

Figure 6: International Arrivals Floor Map

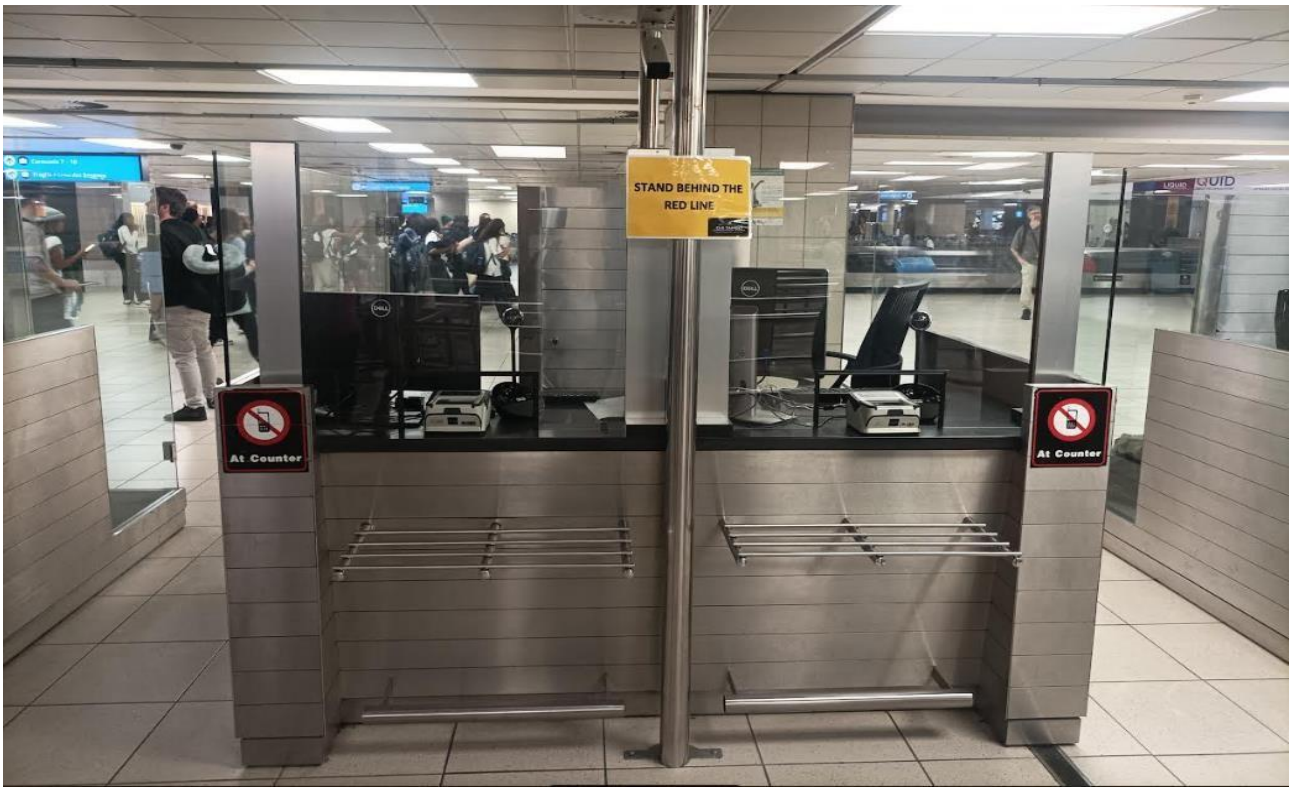

Figure 7: Booths # 11& 12 to be decommissioned at International Arrivals

3.3 Wire Centre to which network cables for Booths # 11& 12 are connected:

Figure 8: Wire Centre to which network cables for Booths # 11& 12 are connected.

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3. Floor Map: KSIA International Departures:

Figure 9: Floor Map: KSIA International Departures

4. Floor Maps: KSIA International Arrivals

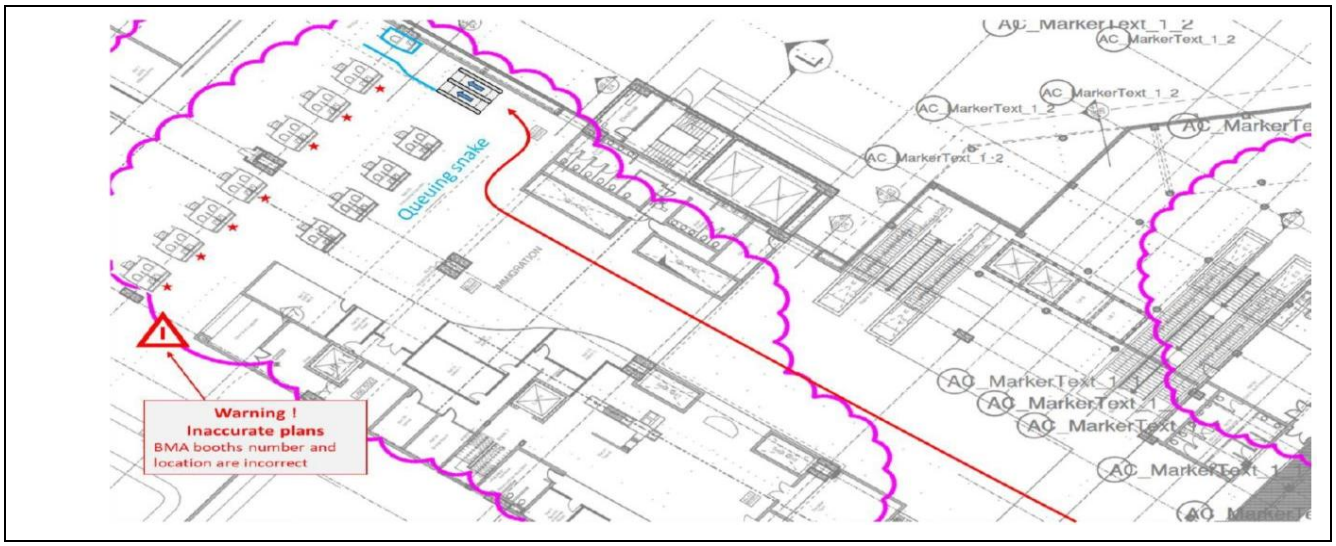

Figure 10: Floor Map International Arrivals

APPENDIX F: Images of Signage Required:

The images below illustrate the type of signage that the appointed Service Providers will be required to install to ensure that passengers are clearly guided to the location of the gates.

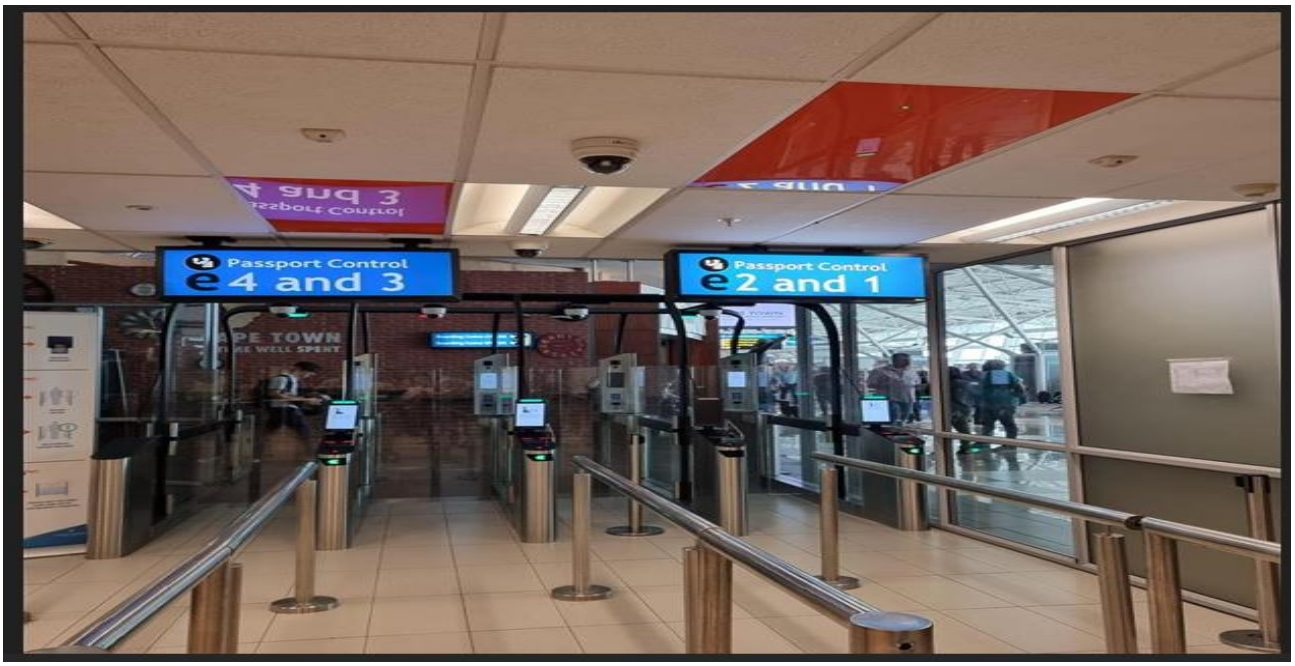

Figure 4: Required Signage at the e-Gates Locations