



AIRPORTS COMPANY SOUTH AFRICA

SCOPE OF WORK

The Support and Maintenance for the Community Access Television system at King Shaka International Airport (KSIA).

Glossary

ACSA	Airports Company South Africa
CATV	Community Access Television
RFQ	Request for Quotation
FIDS	Flight Information Display Systems
LCD's	Liquid Crystal Display
LEDs	Light-emitting diodes
SLA	Service Level Agreement
CMDB	Configuration Management Data Base
OEM	Original Equipment Manufacturer
CTIA	Cape Town International Airport
PC	Personal Computer
DP	DisplayPort
VESA	Video Electronics Standards Association
SSD	Solid State Drive
GPU	Graphics Processing Unit
RAM	Random Access Memory
PSU	Power Supply Unit

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Purpose of this RFQ

- 1.1 The objective of this RFQ is to appoint a service provider that will be responsible for the Support and maintenance of the Community Access Television system at King Shaka International Airport (KSIA).

2 Background

- 2.1 Airport Company South Africa (ACSA) has installed screens within the airport terminals, parking lobbies, and the car rental areas to display the information for the passengers and the users of the airport. These screens display the flight information, which is critical for the passengers as it keeps them informed of the status of their flights.
- 2.2 Currently, some CATV services are unavailable. Therefore, negatively affects the availability of the information for the passengers and some channels. The system needs to be tested to determine the cause of these faults. The screens are still serviceable and within the required specification. The current brand of the Community Access Television equipment that is used is Televes.

3 In-Scope

BR3.1	Repairs, including parts of the Televes Community Access Television (CATV) System for Airports Company South Africa (ACSA), at King Shaka International Airport (KSIA).
BR3.2	Ensure the Systems are operational once the repairs are completed.
BR3.3	Repairs or corrective maintenance, and the provision of parts, as well as RF cabling or any other equipment needed to restore the services.
BR3.4	The Service Provider will be required to apply for a permit to have access to the restricted areas (up to R3000.00 per person).
BR3.5	All work is to be on a call-out basis
BR3.6	All work to be quoted on before repairs proceed
BR3.7	An assessment of King Shaka International Airport (KSIA) is to be conducted and quoted on.
BR3.8	Supplier to have their own tools, applicable to test and configure a Community Access Television (Televes) Headend. Own ladders and safety equipment should be provided.
BR3.9	Supplier to quote us the hourly rate for working hours, holidays, after-hours, and weekends.
BR3.10	Supplier has a maximum of 200 hours.

4 Support And Maintenance

This section describes what support, and maintenance activities will entail for first and second-level support.

4.1 Maintenance activities**4.1.1 First Level Support (ACSA Engineer/SME)**

- ACSA Engineer/SME to assess if the device has power and switches on.
- ACSA Engineer/SME to assess if the device has RF connectivity.
- ACSA Engineer/SME to update the call journal with faults or Issues being experienced by the user.
- ACSA Engineer/SME to rescan the channels and test.
- ACSA Engineer/SME to record all details, e.g., available channels\ location\ user details, and update the incident management system.

4.1.2 Second Level Support (CATV contractor)

- All parts to be quoted on and approved before repair.
- Check input levels on satellite receivers.

- Check output levels on satellite receivers.
- Check output levels on channel amplifiers.
- Check satellite signals post-processors.
- Check output levels on modulators.
- Check Output levels on fibre transmitters.
- Check Input/Outlet levels on fibre receivers. (Distribution Nodes).
- Check Input/Outlet levels on amplifiers. (Distribution Nodes).
- Physically count outlets from taps/splitters for any additional points.
- Physical checks on Satellite Receiving Equipment (Dish, Cabling, Bracketry & LNB).
- Ensure FIDS & Advertising Channels maintained in operational order.
- Monthly Audits; including signal levels to tenancies.
- Monthly Report on fault calls logged and new installations.
- Maintain an adequate stockpile which to service the ACSA regions and which will be immediately available should ACSA require the part or equipment for a repair on new installation.

4.1.3 SLA

Priority	Response Times	Restoration Times	Update Feedback
Priority 1 (P1)	2 hrs	4 hr	Every 30 mins
Priority 2 (P2)	3 hrs	5 hrs	Every 1 hr
Priority 3 (P3)	4 hrs	8 hrs	Every 2 hr
Priority 4 (P4)	5 hrs	24 hrs	8 hrs

5 Out of Scope

ACSA will provide the following equipment and services, and they are therefore noted as out of scope:

5.1 IT network infrastructure (switches, routers, and LAN)

5.2 Electrical Power

5.3 CATV Screens

6 Price Requirements

6.1 All prices to be in ZAR as requested both inclusive and exclusive of VAT.

7 Site Location

Airport	Airport Address	Area	System
King Shaka International Airport	King Shaka International Airport, La Mercy	Headend of the system	CATV