



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER



South African Airways SOC Limited

RFI-GSM002/2024

**REQUEST FOR INFORMATION ON THE
PROVISION OF COSMETICS FOR USE ONBOARD IN THE
BUSINESS CLASS LAVATORIES FOR ALL ROUTES, SAMPLE
SIZES FOR PACKING IN BUSINESS CLASS AMENITY KITS, FOR
BUSINESS CLASS DOMESTIC AND INTERNATIONAL LOUNGES
AND FIRST CLASS AND PLATINUM LOUNGES**

REQUEST FOR INFORMATION (RFI)

Instructions on Completion of Request for Information Document.

Sections 2 are to be completed by the proposer.

SAA will be glad to accept any information you can offer on the option/s as stated.

This request for information must be completed in English and the offers must be stated in South African Rand.

This information request does not obligate SAA in any form, and we reserve our rights.

SECTION 1: REQUEST FOR INFORMATION DETAILS

1. Background

This is a Request for Information (RFI) and SAA invites bidders to submit proposals for the cosmetics for the following customer touch points - Cosmetics for use onboard in the Business Class lavatories for all routes, sample sizes for packing in Business Class amenity kits, for Business Class Domestic and International Lounges and First Class and Platinum lounges SAA would like to be cooperate and source from a reputable South African brand cosmetics company to make the journey for our customers more comfortable.

SAA Brand:

SAA is an African carrier with global reach.

SAA was one of the first commercial airlines on a global scale, reflecting its professionalism and strong roots. Pride and heritage are part of the make-up of SAA.

It is an important requirement for SAA that the Business customers connect with our brand in a personal, relevant, and memorable manner.

Our value proposition:

It is critical for SAA that we build a globally consistent, differentiated product that links into our brand image to ensure SAA as a preferred carrier in the market place. The variety of products afforded to the business passengers are not only a revenue enhancement but also an important aspect of building brand loyalty with our business customers. It is important to SAA that we support the great South African brands, which are now being appreciated globally and by many of our visiting customers. The exposure for the South African brand cosmetics company will be significant as our customers in the Business Class cabin and in lounges are captains of industry, large corporates and highest LSM category.

SAA is a member of the Star Alliance:

SAA is a proud member of the Star Alliance network, the largest Global Branded Alliance on earth established in 1997 as the first truly global alliance to offer customers worldwide reach and a smooth travel experience.

2. Scope of Work

Specification for RFI:

Please supply as much information for us to understand which products are on your offer. It is understood that not any one bidder may be able to supply all products. Nothing sells as well or makes hearts warm as a good story so if your product has a good story to tell then please do add it to your offer.

We do have certain limitations which need to be adhered to such as bottle sizing, bottle materials, allergic information as described below.

1. Cosmetics should be a reputable South African brand. It is the intent that a well marketed campaign will be launched once the brand has been selected. Product needs to have a proven brand performance with indication of numbers sold in local and/or in global markets.
2. Product types required:
 - A. For use by passengers on board the aircraft in the Business Class lavatories: please advise if you have the below products or if you can recommend any other products which would be suitable in this environment:**
 - a) Hand and face wash 300ml
 - b) Hand and Body lotion 300 ml
 - c) Air freshener lavatory pump spray: this is added to obtain a similar brand look, whilst still ensuring that the product is distinguished from the cosmetics.
 - d) Any other product you may recommend.
 - B. For packing into the Business Class amenity kits: we pack small type samples in business class amenity kits. We would like to see the thread from the cosmetics available in the Business Class lavatories to the sample sizes in the amenity kits so the same story can be told.**
 - a) Moisturiser 10 ml or 15ml
 - b) Lip balm 5 ml
 - c) Any other product you would be able to recommend.
 - C. For use by passengers in the SAA Premium and First-Class lounges:**
 - a) Hand and body wash 300ml
 - b) Shampoo/Conditioner 300ml
 - c) Sewing Kits options
 - d) Shaving Kits options
 - e) Shower Caps branded in a box.

- f) Wall mounted holders for the lounge showers and toilets to hold the products in the First-Class Lounges only.
- g) Any other product the bidder may recommend.

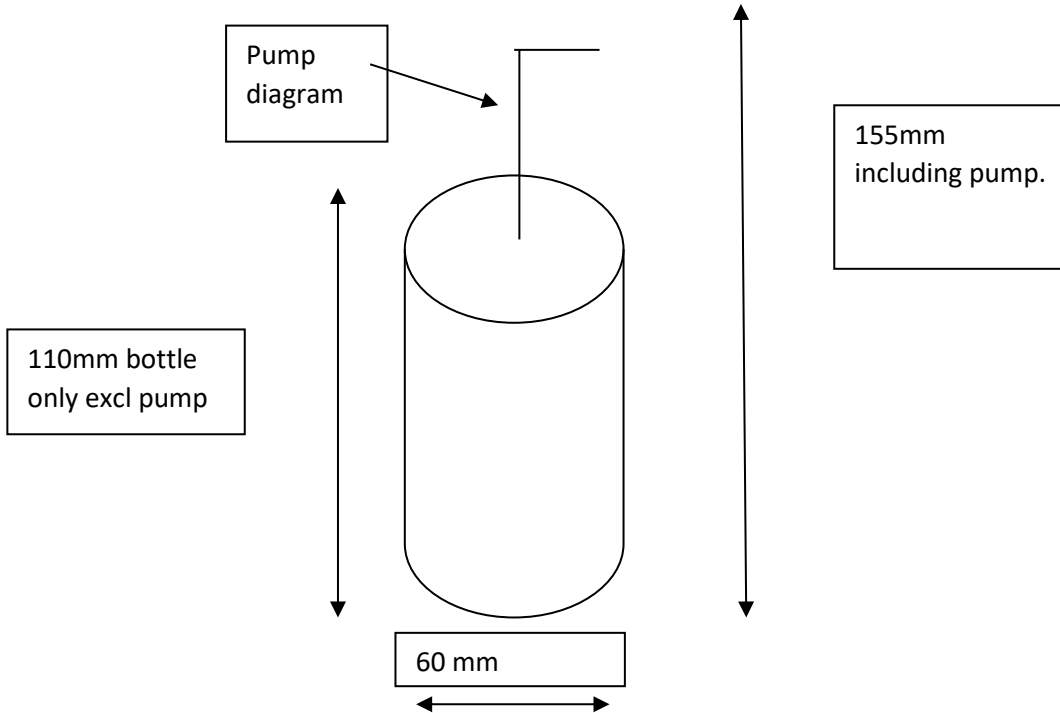
D. Ingredients:

- Products must be hypo allergenic and may not be tested on animals, nor contain any animal derivatives.
- Must be suitable for both male and female passenger.
- Proven successes in the brand cosmetic environment
- Very subtle fragrance, which may not be overwhelming at all.
- Suitable for all religions
- Manufactured in an approved facility with the associated quality approved certification (SABS or similar)
- Environmental and technical accreditations
 - The manufacturing facility where the packaging products are made to have the appropriate ISO certifications.
 - The manufacturing facility where the ingredients of the proposed products are made to have the appropriate ISO certifications.
 - Proof of stringent environmental policies that cover research & development, packaging, sourcing of ingredients, production process, energy usage and disposal of waste.

E. Further information for the On-Board Requirements

a. Packaging

- Packaging is in 300ml bottles.
- Material for the bottle must be plastic High-density polyethylene (HDPE) and must be recyclable. In general, environmentally friendly materials must be used. We cannot use glass containers.
- The pump action bottles are specific in size as they must be loaded in specific holders onboard the aircraft: all bottles are approximately 300 ml in volume, but slight deviations are allowed.
- Pump needs to be of very good quality.
- Containers must be suitable to hold cosmetic products and must be able to be refilled, hence we require the 300 ml bottles and 5L refills.
- Containers to feature the design of the brand as we want to leverage on the brand. The SAA logo to be placed at the back of the container so there is an indication that this is a SAA bottle, mainly to counteract pilferage.
- Container needs to list the ingredients, with provision for the SAA logo.
- 60 mm in diameter. No deviation allowed as this is the maximum width that can fit into the lavatory cosmetic holders.
- 155 mm total length including pump.
- 110 mm length up to pump
- The bottles are fitted into racks onboard the business class lavatories to ensure that bottles are safely stowed.
- Option of production date on bottle and 5L containers or best practice rules to be followed for cosmetics.



b. Packaging for moisturiser 10 or 15 ml and lip balm or other recommended products:

- Material for tubes holding moisturiser/lip balm has to be plastic low-density polyethylene (LDPE), must be suitable and approved for cosmetic products, must be recyclable. It could also be a tub.
- In general, environmentally friendly materials to be used.
- Material can be tubs as well of which material needs to be suitable and approved for cosmetics.
- Tubes or tubs to be sealed at opening.

F. Further information for Lounge Requirements

There are two different types of Lounges at SAA:

- 'Platinum First Class Lounges'
- 'Premium Business Class Lounges'.

If the bidder recommends than a different more premium brand type can be used in the First Class/Platinum lounge. Bidder to advise.

a. Platinum First Class Lounge:

1. Hand and body wash ranging from 250 to 330ml.
2. Shampoo/Conditioner ranging from 250 to 330ml.

3. Sewing Kits options
4. Shaving Kits options
5. Shower Caps branded in a box.
6. Wall mounted holders for the lounge showers and toilets to hold the products in the First Class and Business Class Lounges only. This is a once off. It is important for the Platinum First Class Lounge that the items are branded and that the holders show the actual product. The mounted holders to have a key/or Allen key to lock-in the bottle. Holders to be upmarket aluminium/silver matt finish.
7. Any other product the bidder may recommend.

b. Premium Business Class Lounge:

Hand Lotion, Hand Wash, Body Wash, and Shampoo/Conditioner – to be supplied in refillable containers to fill current wall mounted dispensers. The wall mounted dispensers to be inspected to ensure these can hold your products as we want to avoid drilling new holes in the tiles.

Shower caps

Shower caps to be elasticated, body of the cap to be clear plastic, fully waterproof. To be presented in a type of cardboard packaging. It is required to be labelled shower cap.

Sewing Kits

Sewing kit to have black and white thread, threaded onto a needle. One small white button and a safety pin to be present with the sewing kit. Packaging to be a type of cardboard packaging. It is required to be labelled sewing kit.

Shaving Kit

Shaving kit to contain a recognisable branded razor and a tube of shaving cream, enough for one use. Packaging to be cardboard box branded – shaving kit.

G. Estimated Quantities

- Estimated quantities required for On-Board cosmetics.

DESCRIPTION	QTY per each	WEEKLY CONSUMPTION	MONTHLY CONSUMPTION	YEARLY CONSUMPTION
Hand lotion 300ml	100	300	1200	14400
Hand wash 300ml	100	300	1200	14400
Face wash 300ml	100	300	1200	14400

Facial moisturizer 300ml	100	300	1200	14400
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- Quantities Required for Platinum First Class and Premium lounges.

Quantities Required for Platinum and Premium Lounges	
DESCRIPTION	Estimated quantity required per year, unit item
250ml Hand Lotion	4000
250ml Hand wash	5000
250 ml Body Wash	5000
250ml Body lotion	4000
250ml Shampoo/Conditioner	4000
Shower Caps	8000
Sewing Kits	2500
Shaving Kits	8000
5L Hand/Body Lotion	200
5L Shampoo/Conditioner	200
5L Hand Wash	200
5L Body wash	200

H. The following information is expected from the interested parties, wanting to bid for this product:

SAA’s objectives with this Request of information are:

- Establish the South African cosmetic brand companies who are interested to work with SAA and to supply its cosmetics to the premium touch point areas in the aircraft and in the lounges.
- Investigate if the products which SAA wants to use, are indeed available by the interested bidders and if there are any other solutions or ideas the bidders may want to offer SAA.

SAA Requirements:

Following all the information supplied above, we would like to have the following information:

The following information to be supplied by interested bidders	
1	<p>A product presentation with the following information:</p> <ul style="list-style-type: none"> - Company structure - Your South African cosmetic brand explained. - How does our product specification match, which product would you be able to supply if not all? Which other products would you recommend? - Manufacturing methodology and Quality Assurance methods used by your company, where are the ingredients sourced, bottling methodology and all other aspects which are important for us to understand. - Product Development and product delivery timelines - Delivery logistics - Marketing and co-branding ideas - Estimated cost indication.
2	<p>The SAA team would prefer to also do a site inspection of your manufacturing plant, where it is possible with samples to be available for testing</p>

3. Structure of Responses

Interested parties must clearly demonstrate and address all of the above-mentioned requirements.

4. Enquiries

Questions must be sent by e-mail to tracyvelbroek@flysaa.com before **29 April 2024**.

5. Briefing Session

Date: 18 April 2024

Time: 11:00

Online (Teams): kindly request for the briefing session link via email – tracyvelbroek@flysaa.com

6. Issuing Date - Closing Date and Time

Time:	16:00 South African Time (GMT+2.00)
Date:	11 April 2024 – 09 May 2024

7. Method and Place of Submission

Submissions must be emailed to tracyvelbroek@flysaa.com before the closing date and time. Kindly note that SAA emails can only receive 2MB of data anything larger than that must be split in separate emails.

8. Condition of the RFI

NB: No award will be made following this RFI process; however, the subsequent request for Proposals (RFP) may be confined to the RFI respondents from which an award may be made.

SECTION 2

(To be completed by Service Provider)

Supplier Information

- 2.1) Name of company: _____
- 2.2) Company registration number: _____
- 2.3) Address of company:
- | | |
|-----------------|-----------------|
| Postal Address: | Street Address: |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

Company's internet address: -

- 2.4) Contact person:
- Name: _____
- Designation: _____
- Telephone number: _____
- Fax number: _____

- 2.5) Names of the directors of your company:
- | | |
|-------|--------------|
| Name: | Designation: |
| _____ | _____ |
| _____ | _____ |

2.6) Total number of Employees: _____

2.7) Declaration:

The information supplied in this document is correct and complete to the best of my knowledge and accurately reflects the capability of:

(Company name) _____

Signature: _____ Date: _____

Name: _____

This RFI is signed in my capacity as: _____