



**SOUTH AFRICAN AIRWAYS**

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A STAR ALLIANCE MEMBER ™

**RFQ GSM039/26**

**Request for Quotation for an Automated Meter Reading  
(AMR) System.**

**G.1 Written Quote Form**

**RFQ NUMBER: GSM039/26**

**ISSUE DATE: 29 June 2026**

**CLOSING DATE: 8 July 2026 at 16:00pm**

**VALIDITY OF RFQ: 90 days**

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**RFQ DOCUMENTS TO BE EMAILED TO:** [Tenders@flysaa.com](mailto:Tenders@flysaa.com) – The maximum size of documents that can be sent via the email box at once is **2MB**. If your files exceed this size, please send them in parts or provide a downloadable link. Note that South African Airways will not be responsible for links that are corrupt and cannot be opened.

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Vendors must submit quotations before the specified closing date and time. If the quotation is late, it will not be considered.

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**South African Airways requests your quotation for the goods and/or services listed on the attached form. Please include all requested information and submit your quote by the specified deadline. Late or incomplete submissions will invalidate the quote, and the bidder will be automatically disqualified.**

**SUPPLIER INFORMATION:**

NAME OF VENDOR:

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POSTAL ADDRESS:

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TELEPHONE NO.:

.....

CELL NO:

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E MAIL ADDRESS:

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CONTACT PERSON:

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**This RFQ will be evaluated according to Evaluation Methodology. Bidders must meet all Administrative, Substantive, and financial requirements to be considered among the preferred bidders to be awarded the contract.**

**Required Documentation to be attached.**

- 1. SAA Vendor Document. Refer to Annexure 1**
- 2. SBD 4 Document. Refer to Annexure 2**
- 3. General Conditions of Contract. Refer to Annexure 3**

**CONDITIONS**

- All goods or services purchased will be subject to the SAA General Conditions of Contract. A copy of the said conditions is available from the local Procurement office.
- The Vendor is responsible for ensuring that SAA has a valid Original Tax Clearance Certificate. The onus, therefore, rests on the vendor to ensure SAA receives a valid Tax Clearance Certificate as soon as the certificate's validity expires. Where SAA does not have a valid Tax Clearance Certificate, an Original Tax Clearance Certificate must be submitted with this RFQ. Failure to do so may invalidate the quote submitted in terms of the RFQ.
- All purchases will be made through an official purchase order. Therefore, no goods or services must be delivered before receiving an official order/contract.
- I certify that the information supplied is correct, that I have read and understood the SAA General Conditions of Contract, and that I accept the SAA General Conditions of Contract.
- I further certify that all the required information has been furnished, and the relevant forms have been completed and are herewith submitted as part of the bid.

SIGNATURE OF VENDOR: \_\_\_\_\_

CAPACITY: \_\_\_\_\_

## RFQ NUMBER GSM039/26

### SAA Business Unit: Global Supply Management

#### 1. BACKGROUND

- 1.1. Service providers are requested to provide prices with their quotation to SAA for all the services to be provided as per the specifications. Service providers are expected to submit a cost that is fair and reasonable.
- 1.2. SAA has the right to negotiate with a prospective Service Provider regarding any proposed contract terms and conditions, including price(s).

#### 2. SCOPE OF WORK/SPECIFICATIONS

- Source suitable service provider to provide meter reading services at different premises owned by the SAA Group. The premises are in the precinct at the different airports: OR Tambo International Airport; Cape Town; Port Elizabeth and East London.
- Detailed scope of work is contained in Annexure 4

#### 3. EVALUATION METHODOLOGY

<b>Administrative Responsiveness</b>	<b>Substantive Responsiveness</b>	<b>Technical Functionality Evaluation</b>	<b>Evaluation of Price and Specific Goals</b>	<b>Business Award and conclusion of contract</b>
<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<i>Evaluation of returnable documents per tender requirements</i>	<i>Evaluation of Mandatory (Substantive) Returnable Documents i.e.</i>	The minimum threshold for technical functionality is 70% Bidders must meet this minimum requirement to proceed to the next stage of evaluation.	Price (80) & Specific Goals (20)	<i>Post-tender negotiations (if applicable) are held at this stage before the LOA is issued to the preferred supplier.</i>

Note: The evaluation of the various stages will generally occur sequentially. However, to speed up the process, South African Airways may choose to conduct different steps of the evaluation in parallel. In such cases, evaluating bidders at any stage should not be taken as an indication that they have passed previous stages.

#### 3.1 EVALUATION PROCESS

##### 3.1.1 COMPLIANCE WITH MINIMUM REQUIREMENTS

All quotations duly lodged will be examined to determine compliance with bidding requirements and conditions. Quotations with apparent deviations from the requirements/conditions will be eliminated from further adjudication.

### 3.1.2 EVALUATION OF QUOTATION

The contract shall be awarded at SAA's sole and absolute discretion. SAA hereby states that it is not compelled to award this quotation to any bidder. SAA has the right to withdraw this quotation at any time from the date of issuance. SAA is not obligated to accept the lowest quotation, offer, or proposal.

**SAA shall not be required to accept the lowest quotation, offer, or proposal.**

All quotations will be evaluated according to the criteria, weightings, and threshold scores as indicated in 3.2 below:

### 3.2 ADMINISTRATIVE AND SUBSTANTIVE EVALUATION

The criteria and weights referred to in paragraph 3.1 above are as follows:

#### 3.2.1 ADMINISTRATIVE REQUIREMENTS

This evaluation stage will confirm whether all Returnable Documents [where applicable] were completed and returned by the closing date and time. At this evaluation stage, SAA will also verify if the Bid document has been duly signed by the authorised respondent, and the validity of all returnable documents will be verified.

#### 3.2.2 SUBSTANTIVE REQUIREMENTS

This evaluation stage will confirm if the following requirements have been met:

##### Mandatory Returnable Documents – Phase 1

**Bidders must fully comply (100% compliance) with the statements of compliance below by either selecting “Yes” or “No” with supporting evidence to qualify their statements of compliance. Failure to do so will result in bid disqualification. Bidders should also note that if they select “No,” South African Airways will interpret the bidder as non-compliant, leading to bid disqualification.**

None Weighted, mandatory requirements must be met for the bid to qualify for further evaluation. Proof of the information below needs to be provided. A bidder who fails to meet this requirement will be disqualified.	<b>Comply (Make sure that you attach proof)</b>	
	YES	NO
The Service provider must submit a valid Letter of Good standing. <b>Proof must be submitted.</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pricing Schedule</b> Pricing schedule provided by SAA should be fully completed. <b>No other pricing schedule will be accepted.</b>	<input type="checkbox"/>	<input type="checkbox"/>

***All bidders who do not submit all the required returnable documents (Critical Criteria) will be disqualified from further evaluation.***

#### Phase 2 – Functional Evaluation Criteria

NO.	Evaluation Criteria	Weight%
1	<p><b>Reference Letter Contents</b>  The bidder must demonstrate relevant experience in the provision of AMR services by means of reference letters. The reference letter must be on the letter head of the client. The reference letter must clearly:</p> <ul style="list-style-type: none"> <li>➤ indicate verifiable contact details of the client,</li> <li>➤ Specify the scope of work performed,</li> <li>➤ number of meters,</li> <li>➤ duration of the contract</li> <li>➤ contract amount/value.</li> </ul> <ul style="list-style-type: none"> <li>• Reference letter confirming AMR services for more than 20 meters= 50%</li> <li>• Reference letter confirming AMR services for between 10 and 19 meters = 25%</li> <li>• Reference letter confirming AMR services for less than 10 meters or where no relevant experience is demonstrated= 0%</li> </ul>	50%
2	<p><b>Number of Valid Reference Letters</b> Submitted in Accordance with the Above Requirements</p> <ul style="list-style-type: none"> <li>• Three (3) and/or more reference letters = 30%</li> <li>• Two (2) reference letters = 20%</li> <li>• One (1) reference letter = 10%</li> <li>• No reference letters provided = 0%</li> </ul>	30%
3	<p>Demonstrate credible AMR system/software/platform E.g. Websites, Application etc. Below are the functionalities/capabilities that will be scored.</p> <ul style="list-style-type: none"> <li>• Usability - The solution must be user-friendly, easy to navigate, and require minimal training for users to operate effectively – 4%</li> <li>• Maintainability - The solution must be easy to maintain, update, and support without major operational disruption – 3%</li> <li>• Functionality - The solution must perform all required functions and meet the operational requirements outlined in the scope of work – 2%</li> <li>• Efficiency – The solution must operate efficiently with acceptable performance, response times, and resource utilization – 2%</li> <li>• Scalability – The solution must support future growth in users, transactions, or data volumes without significant performance impact – 2%</li> <li>• Security – The solution must protect the confidentiality, integrity, and availability of data through appropriate security controls – 3%</li> <li>• Correctness - The solution must consistently produce accurate and reliable outputs based on user inputs and processes – 4%</li> </ul> <p><b>Bidder must provide temporary login credentials to their platform for evaluation purposes to assess whether the solution meets the required capabilities.</b></p>	20%

	<b><u>Failure to provide temporary login credentials granting access to the bidder's platform for evaluation purposes will result in a score of 0 for this criterion.</u></b>	
Total		100%
Threshold		60%

### **Pricing Schedule**

The following tables should be used for the pricing proposal.

#### **A. Supply, Installation and Commissioning of AMR System**

<b>Item No.</b>	<b>Description</b>	<b>Unit</b>	<b>Estimated Quantity</b>	<b>Unit Price (ZAR)</b>	<b>Total Price (ZAR)</b>
1	Integration and connection of meters to software	Each	26		
2	Configuration and integration of AMR system	Lump Sum	1		
3	System commissioning and testing	Lump Sum	1		
4	User training and handover	Lump Sum	1		

**Subtotal A (Excl VAT):** \_\_\_\_\_

#### **B. Monthly Monitoring, Hosting and Support Services**

<b>Item No.</b>	<b>Description</b>	<b>Unit</b>	<b>Estimated Quantity</b>	<b>Monthly Unit Price (ZAR)</b>	<b>Monthly Total (ZAR)</b>
1	AMR system hosting and software access	Per Month	1		
2	Meter monitoring and remote readings	Per Meter / Month	26		
3	Data verification and monthly reporting	Per Month	1		
4	System maintenance and technical support	Per Month	1		
5	Data storage and backup services	Per Month	1		
6	Tariff updates and configuration management	Per Month	1		
7	Consumption and billing reports	Per Month	1		

**Monthly Subtotal B (Excl VAT):** \_\_\_\_\_

### C. Repairs, Maintenance and Additional Services

Item No.	Description	Unit	Rate (ZAR)
1	Call-out fee during business hours	Per Call-out	
2	Call-out fee after hours/weekends/public holidays	Per Call-out	
3	Meter calibration services	Per Meter	
4	Fault finding and diagnostics	Per Hour	
5	Replacement of faulty communication devices	Per Unit	

### **SPECIFIC GOALS**

All bid submissions that meet the Administrative, Substantive (Mandatory), and technical requirements (minimum threshold of 60%) and have confirmed their commitment to SAA's commission structure will be further evaluated under Specific Goals (20 points) to determine if they meet the preferential procurement objectives outlined for this tender.

These specific goals have been set as follows:

Selected Specific Goal	Number of points allocated (20)
B-BBEE Level 1 and 2 (Non-Compliant and/or B-BBEE Level 3-8 contributors = 0)	10
30% or more, black women owned companies	10
<b>Total Points for Specific Goals</b>	<b>20</b>

***Bidders should be aware that preference points will be awarded to those who provide evidence according to the table below:***

Specific Goals	Acceptable Evidence
B-BBEE	B-BBEE Certificate / Sworn- Affidavit / B-BBEE CIPC Certificate (in case of JV, a consolidated scorecard will be accepted) as per DTIC (Department of Trade, Industry and Competition) guideline
EME or QSE that are 51% Black Owned	B-BBEE Certificate / Sworn-Affidavit / CIPC Certificate

### **4. STANDARD CONDITIONS FOR REQUEST FOR QUOTATION**

#### **Conditions:**

- 4.1 All prices provided must be exclusive of Value Added Tax (VAT).
- 4.2 All goods/services purchased will be subject to the SAA Conditions of Contract and Order, which are available upon request.
- 4.3 All prices submitted must be firm. "Firm" prices are deemed fixed and are only subject to the following statutory changes: VAT.
- 4.4 Service, pricing, and availability will be taken into consideration.

4.5 Pricing should be given based on an individual component that would make up the solution, based on technical and functional requirements.

**THE FOLLOWING MUST ACCOMPANY YOUR QUOTE**

- SAA Vendor application and supporting documents. Refer to Annexure 1.
- SBD 4 Document. Refer to Annexure 2.
- General Conditions of Contract. Refer to Annexure 3

**IF NOT QUOTING, INDICATE SO AND RETURN EMAIL TO THE RELEVANT PROCUREMENT OFFICIAL**