



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER ™

South African Airways ('SAA')

RFQ GSM029/2026

**Request for Quotation for
Aircraft Operations Manuals
for SAA**

Written Quote Form
RFQ NUMBER: GSM029/26
ISSUE DATE: 30 June 2026
CLOSING DATE: 14 July 2026 @ 16:00pm
VALIDITY OF RFQ: 90 days

RFQ DOCUMENTS TO BE E-MAILED TO: tenders@flysaa.com

Vendors should ensure that quotations are returned before the closing date and time. If the quotation is late, it will not be accepted for consideration.

1.0 INSTRUCTIONS FOR THE SUBMISSION OF A BID:

Bids must be submitted electronically. Limit 2MB (send in parts or via downloadable link)

SAA requests your quotation on the goods and/or services listed on the attached form. Please furnish all requested information and return your quote on/before the stipulated date.

Note: Incomplete submissions may invalidate the quote submitted and late submissions will not be accepted.

NAME OF VENDOR:

.....

POSTAL ADDRESS:

.....

TELEPHONE NO.:

.....

CELL NO:

.....

E MAIL ADDRESS:

.....

CONTACT PERSON:

.....

This RFQ will be evaluated on pricing, BBEE, and functionality.

The following documents are required and must be included with your bid submission:

- 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**
4. **Pricing Matrix. Refer to Annexure A**

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.
- It is the responsibility of the Vendor to ensure that SAA is in possession of 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 validity of the said certificate 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 must be delivered, or services rendered, before an official order/contract has been received.
- I certify that the information supplied is correct and that I have read and understood the SAA General Conditions of Contract, and I accept them.
- Further certify that all the required information has been furnished, and the relevant forms are completed, and are herewith submitted as part of the bid.

SIGNATURE OF VENDOR: _____

CAPACITY: _____

RFQ NUMBER GSM029/2026

SAA Business Unit: Flight Operations

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 specification. Service providers are expected to submit costs that are fair and reasonable.
- 1.2 SAA has the right to enter into negotiations with a prospective Service Provider regarding any terms and conditions, including price(s), of a proposed contract.

2. SCOPE OF WORK

- 2.1 The appointed service provider shall provide a service that demonstrably covers all four required functions (data management, revision control, publication, and distribution) of South African Airways' Flight Operations Manuals for a period of five (5) years. The scope of work shall include, but not be limited to, the following:

Digital Flight Operations Manual Management Solution

- 2.2 The service provider shall provide a fully integrated digital platform capable of managing the following manuals:

- Operations Manual Part 1/A (OM Part 1/A)
- Operations Manual Part 4/D (OM Part 4/D)
- Cabin Crew Member Manual (CCMM)

Regulatory Compliance and Standards Alignment

2.3 The service provider shall ensure that all manuals aligned with applicable aviation legislation and operational standards which comply with:

- South African Civil Aviation Regulations (SACARs)
- IOSA (IATA Operational Safety Audit) standards
- EU OPS requirements

Are updated to reflect changes in aviation regulations, operational procedures, and industry best practices

Publication and Distribution Services

2.4 Publish updated manuals in a standard digital format (preferably PDF).

3. EVALUATION PROCESS & CRITERIA

Responses will be evaluated based on the Critical criteria. After qualifying, responses will be assessed against the functional criteria. Once again, after qualifying, responses will be evaluated based on Price and Preference %.

Please Note: Bidders should clearly demonstrate that they meet the criteria, as these will be used to determine Critical and Functionality scoring.

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 obvious deviations from the requirements/conditions will be eliminated from further adjudication.

3.1.2 EVALUATION OF QUOTATION

The contract shall be awarded at the sole and absolute discretion of SAA. SAA hereby represents that it is not obliged to award this quotation to any bidder. SAA is entitled to **retract** this quotation at any time as from the date of issue. SAA shall not be obliged to accept the lowest of any quotation, offer, or proposal. All quotations will be evaluated according to the criteria, weightings, and threshold scores as indicated in 3.2 below:

3.1.3 EVALUATION CRITERIA

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

Critical Criteria (Mandatory Returnable) - Phase 01

Failure to submit the necessary documents for this critical criterion will lead to bid disqualification.

CRITICAL CRITERIA: None Weighted, Mandatory requirements to be met, for the Bidder's submission to qualify for further evaluation.	COMPLY (attach proof)	
	YES	NO
Fully Completed Pricing Schedule		
The bidder must fully complete the pricing schedule provided by SAA		
Note: No other pricing schedule will be accepted		

Functional Criteria – Phase 02

	PHASE 2: FUNCTIONAL CRITERIA: Bidders who do not meet the threshold will be disqualified from the tender process.	WEIGHTINGS
1	<p>The bidder must provide a service for data management, revision, publication, and distribution of the South African Airways Flight Operations Manuals, in accordance with the regulatory requirements as referenced in number 9 of the scope of work</p> <p>specifically, the:</p> <ul style="list-style-type: none"> • OM Part 1/A (Operations Manual – Part 1 Section A) • OM Part 4/D (Operations Manual – Part 4 Section D) • CCMM (Cabin Crew Member Manual). <p>➤ The bidder provides a comprehensive service that demonstrably covers all four required functions (data management, revision control, publication, and distribution) for all specified manuals (OM Part 1/A, OM Part 4/D, and CCMM) - 40 points</p> <p>➤ The bidder does not provide a digital solution, or the submission is irrelevant to the requirement. Fails to address the management of OM Part 1/A, OM Part 4/D, and CCMM entirely – 0%</p> <p>Note: Bidder to provide a company profile that details the capabilities of the service with regards to data management, revision, publication, and distribution of the South African Airways Flight Operations Manuals</p>	40%
2	<p>The service must include monitoring of regulatory changes and management of amendments throughout the contract period.</p> <p>➤ The bidder demonstrates that the service includes both continuous monitoring of regulatory changes and end-to-end management of amendments, including identification, tracking, implementation, approval</p>	30%

	<p>workflows, and distribution of updates throughout the contract period – 30%</p> <p>➤ The bidder does not demonstrate the capability to monitor regulatory changes or manage amendments throughout the contract period – 0%</p> <p>Note: bidder to submit a methodology or process document describing how regulatory changes are identified, assessed, tracked, approved, implemented, and communicated.</p>	
3	<p>Bidder must provide proven aviation experience supporting Part 121 airlines (large operators)</p> <p>➤ 4 or more airlines supported → 30 points</p> <p>➤ 2–3 airlines supported → 20 points</p> <p>➤ 1 airline supported → 10 points</p> <p>➤ No relevant experience → 0 points</p> <p>Bidder to provide a portfolio of evidence detailing past work done for previous similar to the scope of work detailed in the RFQ document. Each past work explanation to be accompanied by a contactable reference of each client for verification purposes.</p> <p>Note: Bidder to notify their clients that SAA will be making contact.</p>	30%
	Total	100%
	Threshold	75%

The minimum qualifying Functionality Threshold is **75% points**. All tenders that do not meet the Functionality Threshold of **75% points** will not be considered for further evaluation based on Price and Specific Goals.

PRICING SCHEDULE

The following tables should be used as a guide for the pricing proposal. Please provide us with a quotation for the items/services specified hereunder where applicable, in accordance with the above specification.

PHASE 3: PRICE AND SPECIFIC GOALS

Item No	Description	Total Price (\$)	Total Price (ZAR)
1	Price per month		
2	Price per annum		
	Price for contract duration		
	Year 1		
	Year 2		
	Year 3		
	Year 4		
	Year 5		
	Total for entire contract duration		
Annual Escalation (%)			
Applicable Exchange Rate – ()			

All tenders that comply with the mandatory requirements for Functionality and that have achieved the minimum qualifying score of 75% (Acceptable bids) will be evaluated further in terms of the applicable preference point system as follows:

Details	Points
Price	80
Specific Goals	20

Note to bidders: The bidders must indicate how they claim points for each preference point system.)

SPECIFIC GOALS

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
EMEs and QSEs that are 51% or more, black owned	10
Total Points for Specific Goals	20

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 guideline
EME or QSE that are 51% Black Owned	B-BBEE Certificate / Sworn-Affidavit / CIPC Certificate

Note: SAA reserves the right to conduct a verification site visit to any bidder's operating premises with whom SAA is negotiating.

Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender will be interpreted to mean that preference points for specific goals are not claimed.

SAA reserves the right to require a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim regarding preferences, in any manner required by SAA.

Contractual Requirements:

- **TCS:** The bidder must submit a valid Tax Clearance Status pin or CSD number/report for verification of tax compliance status.
- **Payment Term:** The Bidder supplies goods based on SAA's standard payment term of 30 days after invoice receipt. An SME may be considered, upon request and through a case-by-case assessment, for approval of a variation to the standard payment term.
- SAA retains the right to conduct due diligence, and should it be discovered that any of the directors have been charged or found to be involved in criminal activities, Bidders may be disqualified or shall be disqualified.

NB: Contractual requirements are not evaluation criteria. They must be met and assessed after the evaluation and ranking of the tenders. Proof that the highest-ranked tenderer can meet the contractual requirements must be submitted before contract award. Failure to meet “Contractual Requirements” by the stipulated deadlines may result in the tenderer being regarded as nonresponsive and ineligible for contract award.

1. STANDARD CONDITIONS FOR REQUEST FOR QUOTATION

Conditions:

- 1.1 All prices quoted must be inclusive of Value Added Tax (VAT).
- 1.2 All goods/services purchased will be subject to SAA Conditions of Contract and Order, available when requested.
- 1.3 All prices submitted must be firm. “Firm” prices are deemed to be fixed prices, which are only subject to the following statutory changes, namely VAT.
- 1.4 Note: Although SAA would prefer to award this contract to a service provider, it remains at our discretion to award the functions of the manufacturing of this product to the company that will provide us with excellent & prompt service. SAA is thus not obligated to award this quote to any bidder. SAA is entitled to retract this quote at any time as of the date of issue, without any refunds whatsoever. SAA is not obligated to award this quote to the bidder that quotes the lowest.
- 1.5 Service, pricing, and availability will be taken into consideration.
- 1.6 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 Document. Refer to Annexure 1
- SBD 4 Document. Refer to Annexure 2
- General Conditions of Contract. Refer to Annexure 3
- Pricing Matrix. Refer to Annexure A

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