



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER ™

RFQ GSM045/26

**Request for Quotation for supply, implementation and
operation of the Zscaler App and platform as a
managed security service**

G.1 Written Quote Form

RFQ NUMBER: GSM045/26

ISSUE DATE: 02 July 2026

CLOSING DATE: 10 July 2026 at 16:00pm

VALIDITY OF RFQ: 180 days

RFQ DOCUMENTS TO BE EMAILED TO: 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.

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

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:

.....

TELEPHONE NO.:

.....

CELL NO:

.....

E MAIL ADDRESS:

.....

CONTACT PERSON:

.....

This RFQ will be evaluated according to Evaluation Methodology. Bidders must meet all Administrative, Substantive, Technical, 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: _____

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

BACKGROUND

The scope of work includes the supply, licensing, implementation, configuration, optimisation, and full operational management of the **Zscaler App** platform as a **fully managed security service** for South African Airways (SAA).

The solution shall include, at minimum:

- **Zscaler Internet Access (ZIA) (ZAAP)**
- Zscaler Digital Experience (ZDX)

The platform must provide licensing coverage for approximately 2,500 SAA users, including a minimum 10% growth buffer to accommodate workforce expansion during the contract period without immediate commercial renegotiation.

SAA ICT will retain ownership of the environment and provide governance oversight. However, the successful service provider will assume operational responsibility for the platform under a structured managed service model.

The successful service provider will be responsible for the implementation and operation of the Zscaler App and platform as a managed security service, including day-to-day policy management, monitoring, reporting, optimisation, and ongoing support aligned to agreed service scope and reporting requirements.

The managed service must provide SAA with continuous visibility into:

- Secure internet traffic (web & SaaS)
- User activity and policy enforcement
- Threat detection and blocked attacks

The service provider shall enable the Zscaler App platform to support secure access for SAA users (on-premises and remote), replacing traditional perimeter-based security with the client proxy running in the local machine.

The selected service provider must deliver and manage a solution that:

- Secures internet and SaaS access through cloud-based inspection and policy enforcement.
- Provides continuous protection against phishing, malware, ransomware, and advanced threats.
- Delivers centralized visibility, analytics, and reporting on user activity and threat posture.
- Provides measurable reduction in attack surface and improved security maturity.

Zscaler Platform Capabilities

The licensing must support SAA's current user base (to be confirmed at award stage) with scalability during the contract period without requiring platform reimplementations.

License True-Up and Growth Buffer

The proposed licensing model must include a growth buffer of up to 10% above the baseline user count to accommodate workforce growth, contractor onboarding, or seasonal increases.

User increases within this buffer must not trigger immediate commercial renegotiation. Sustained growth beyond the agreed buffer shall be addressed through a formal license true-up process at contract renewal or as otherwise contractually agreed.

3. EVALUATION METHODOLOGY

Administrative Responsiveness	Substantive Responsiveness	Technical Functionality Evaluation	Evaluation of Price and Specific Goals	Business Award and conclusion of contract
Step 1	Step 2	Step 3	Step 4	Step 5
<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 75%. Bidders must meet this minimum requirement to proceed to the next stage of evaluation.	Price [Proposed Hourly & Daily resource rate Structure] (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.	Comply (Make sure that you attach proof)	
	YES	NO
<p>The bidder must be a South African registered entity, or a legally recognized local partner/reseller authorized to deliver Zscaler solutions within South Africa.</p> <ul style="list-style-type: none"> Company registration documents must be provided. 		
<p>The bidder must demonstrate a minimum of five (5) years' experience in delivering enterprise secure access, Zero Trust Network Access (ZTNA), secure web gateway, cloud firewall, or cloud-delivered security solutions at an enterprise level.</p> <ul style="list-style-type: none"> Evidence in the form of PO's or contracts showing a combined period must be provided. 		
<p>The bidder must demonstrate the capability to provide ongoing support, monitoring and service management for the Zscaler platform.</p> <p>Returnable Documents</p> <ul style="list-style-type: none"> Managed service offering / operating model. Incident escalation and response process. Organogram of the support team. Service Level Agreement (SLA) matrix including: Incident response times Support hours (24x7 / 8x5) 		

<ul style="list-style-type: none"> Escalation timelines 		
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All bidders who do not submit all the required returnable documents (Critical Criteria) will be disqualified from further evaluation.

**3.3 Technical Functional Questionnaire/Evaluation (Minimum Threshold = 75%)
– Phase 02**

Evaluation Criteria	Weight %
<p>Implementation Lead Time – The bidder must provide a detailed implementation timeline indicating the time required to onboard SAA and configure the platform following contract award.</p> <ul style="list-style-type: none"> 0-6 Weeks = 10 More than 6 but less than 8 Weeks = 5 More than 8 weeks = 0 	10%
<p>Vendor Authorization – Proof of Zscaler authorized reseller / partner status</p> <p>Evidence of accreditation or authorization must be provided.</p> <ul style="list-style-type: none"> Authorized partner for ZIA, ZPA and ZDX + evidence of managed Zscaler service delivery to five (5) or more enterprise customers = 30 Authorized partner with evidence of delivery to 3–4 enterprise customers =20 Authorized partner only with limited enterprise evidence = 10 No valid authorization submitted = 0 <p>NB: Accreditation letters or partner certificates must be current. Customer details may be anonymised.</p>	30%
<p>Platform Coverage – ZIA for secure internet access, ZPA for private application access , Identity integration, SSL inspection including growth buffer and true-up mechanism.</p> <ul style="list-style-type: none"> Demonstrated enterprise deployment of ZIA & ZPA with identity integration, SSL inspection, DLP, and documented growth model = 15 Demonstrated deployment with partial advanced capability = 10 Limited deployment experience = 5 Does not meet minimum platform coverage requirements = 0 	15%
<p>Operational dashboards must demonstrate:</p> <ul style="list-style-type: none"> ➤ User activity visibility ➤ Threat analytics ➤ Policy enforcement logs ➤ Application access monitoring <ul style="list-style-type: none"> Demonstrated reporting from 5+ enterprise customers = 10 2–4 enterprise customers = 5 Limited or no operational dashboards demonstrated = 0 <p>NB: Evidence must be native Zscaler dashboards/reports. Screenshots acceptable.</p>	10%
<p>Licensing Flexibility & Commercial Model – License scalability, true-up mechanism, renewal terms, and growth buffer (up to 10% of baseline assets) to accommodate asset growth during the contract period.</p>	15%

<ul style="list-style-type: none"> • Clear licensing model covering baseline assets + 10% buffer, no penalty within buffer, formal true-up at renewal, transparent pricing, and predictable renewal terms =15 • Licensing includes growth buffer and true-up mechanism, but with minor commercial constraints = 10 • Limited scalability or no growth buffer, unclear true-up terms, or restrictive renewal conditions and unclear commercial terms = 0 	
<p>Minimum experience requirements:</p> <ul style="list-style-type: none"> ➢ Technical Lead / Architect – Minimum 5 years cybersecurity experience, including 3 years managing Zscaler implementations ➢ Secure Access / Network Security Specialist – Minimum 3–5 years hands-on ZIA/ZPA administration ➢ Identity & Access Specialist – Experience integrating Zscaler with Azure AD / Entra ID <p>Relevant certifications may include: Zscaler Certified Cloud Administrator (ZCCA), Zscaler Certified Cloud Professional (ZCCP), CISSP, CISM, CEH, Security+, ITIL v4 or equivalent.</p> <p>The required CV's must be submitted with the proposal.</p> <ul style="list-style-type: none"> • 5 and more CVs provided = 20 • 4 CVs provided = 15 • 3 CVs provided = 10 • 1 CV provided = 5 • No CVs provided = 0 	20%
Total	100%
Threshold	75%

Bidders must note that the minimum qualifying score for Functionality is 75%. All tenders that do not comply with all the Mandatory Requirements for Functionality and that fail to achieve the minimum qualifying score of 75% on Functionality shall not be considered for further evaluation against Price and B-BBEE.

Phase 3 – Pricing and Specific Goals assessment

All bid submissions that meet the Administrative, Substantive (Mandatory), and technical requirements (minimum threshold of 75%) 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
Bidders that are 30% or more, black women 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 (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