

RFQ GSM087/26

Request for Quotation for IT resources to enable the migration to new AWS stack

G.1 Written Quote Form

RFQ NUMBER: RFQ GSM087/2026

ISSUE DATE: 11 November 2026

CLOSING DATE: 16 November 2026 at 16:00pm

VALIDITY OF RFQ: 90 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:

……

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**
4. **Job Descriptions for the Roles in Scope of Work. Refer to Annexure 4**

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 GSM087/2026

SAA Business Unit: Global Supply Management

1. BACKGROUND

1.1. 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

2.1 South African SAA IT department intends to revamp the backend systems and applications to align it to latest technologies to provide best user experience to the customers and help reduce operational cost. This also includes migration to AWS from on-premises infrastructure.

The purpose of this RFQ is to source a service provider capable to provide IT resources for delivering support for our IT infrastructure, including hardware, software, network, security, and related services. We invite all qualified bidders to submit proposals detailing their capabilities, experience, and approach to delivering effective IT support that aligns with our operational needs.

SAA intends to appoint a service provider with the relevant experience, expertise, and past track record in providing experienced IT resources to enable the migration to new AWS stack, while maintaining the current on-premises systems.

To be eligible to present a proposal, the proponent shall meet the following requirements:

1. Minimum Experience & Track Record

- Bidders must have at least 7 years proven experience in providing IT resources for large-scale enterprise projects, with at least 3 years in cloud migration (AWS) and maintenance.
- Individual candidates must have a minimum of 7 years hands-on experience in their proposed role within the following industry, (aviation, financials, telecoms, online gambling, online shopping).
- This must be shown by at least 3 PO's or contracts of previous clients in the above-mentioned industry, with all combined period making up minimum 7 years.
- It must be noted that all individual resources must meet above.

2. Mandatory Technical Assessment

- Technical assessments are mandatory for all profiles shared by bidders.

3. Credential & Certification Verification

- Bidders must submit **certified copies** of all qualifications and professional certifications for each candidate.
- SAA reserves the right to verify all credentials with issuing institutions prior to onboarding.
- Minimum qualification of National Diploma in IT and the relevant certificate for the field/ area of speciality.

4. Reference Validation

- Bidders must provide at least 3 recent, project-specific reference letters for each candidate, dated within the last 7 years. The letters must correspond to the PO or contract.
- References must include direct contact details (phone and email) and SAA will conduct reference calls to validate claims.

5. Background & Security Checks

- All candidates must pass background checks (criminal, credit, employment history) prior to engagement.
- Any candidate failing these checks will be immediately disqualified.
- This must be provided by the service provider.

6. Performance-Based Contracting

- Contracts must include clear KPIs and SLAs for each role, with periodic performance reviews.
- SAA reserves the right to request immediate replacement of any resource not meeting performance standards

7. Probation/Trial Period

- All resources will be subject to a minimum 2-month probation period. Unsatisfactory performance during this period will result in immediate replacement at no additional cost.

8. Role-Based Skill Matrix

- Bidders must submit a detailed skill matrix for each candidate, mapping their expertise to the specific requirements of the role and project technologies.

9. Onsite Availability & Collaboration

- Key roles (e.g., Project Manager, Solution Architect) must be available onsite for a minimum of 50% of the project duration, even if offshore delivery is proposed for other roles.
- All resources must demonstrate ability to work collaboratively with SAA and third-party teams.

10. Rapid Resource Replacement

- Bidders must commit to replacing any resource within **10 business days** if a resource leaves or is found unsuitable.
- Failure to replace within the stipulated time will incur penalties.

11. Penalties for Non-Compliance

- The contract will include penalty clauses for non-compliance with any of the above requirements, including poor performance, credential falsification, or delayed resource replacement.

12. Cost Effectiveness

- It is essential that all bidders ensure the services they provide are cost-effective. This requirement aims to guarantee that clients receive high-quality solutions while maintaining financial sustainability and maximizing value for money. Bidders are therefore expected to propose services that balance quality with affordability, ensuring their offerings remain competitive and economically viable.

Requirement to supply below roles (submit minimum 2 CVs per role):

1. Lead Airline Digital Solutions Architect
2. AWS Cloud- Native Java/EKS Engineer
3. Senior Mobile and Digital Applications Developer

3. EVALUATION METHODOLOGY

Administrative Responsiveness Step 1	Substantive Responsiveness Step 2	Technical Functionality Evaluation Step 3	Evaluation of Price and Specific Goals Step 4	Business Award and conclusion of contract Step 5
Evaluation of returnable documents per tender requirements	*Evaluation of Mandatory (Substantive) Returnable Documents i.e.*	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)	*Post-tender negotiations (if applicable) are held at this stage before the LOA is issued to the preferred supplier.*

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:

Phase 1 - Mandatory Returnable Documents

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.

NO.	*DESCRIPTION*	*BIDDER TO INDICATE COMPLIANCE (YES/NO)*
1	The bidder must have demonstrable experience in providing **skilled technical resources** with seven (7) years IT experience in an airline industry. This must be evidenced by submitting at least one (1) reference letter from within the aviation industry. The letters should include: • Client name • Project description • Duration (start and end dates) • Signed by an authorized official	
2	The Bidder should have proven experience of **two (2) years** in **cloud migration and maintenance projects (AWS)** This must be evidenced by submitting at least one (1) reference letters from within the aviation industry. The letters should include: • Client name • Project description • Duration (start and end dates) • Signed by an authorized official	

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

Phase 2 - Technical Functional Questionnaire/Evaluation (Minimum Threshold = 75%)

Bidders mut use the items below as a table of contents when they compile the company portfolio of evidence.

NO.	DESCRIPTION	SCORE/WEIGHT
1	AMADEUS eRetail/RefX experience Bidder must demonstrate experience with AMADEUS eRetails and/or RefX services for a minimum of **<u>two (2) years</u>** Bidders to provide **one (1) reference letters** from clients where AMADEUS eRetail and/or RefX services were delivered. The letters should include: • Client name (preferably airline/travel sector) • Project description (eRetail and/or RefX scope) • Duration (start and end dates) • Role performed (e.g., lead, developer, support) • 1 reference letters submitted, each fully compliant with all specified requirements above = 40 • 0 letters provided or letters that do not fully meet the above-mentioned specified requirements= 0	**40%**
2	**<u>Lead Time to provide the resources</u>** Bidders must provide **clear timelines** for the mobilisation and deployment of proposed resources following contract award. The timeline must indicate the **<u>duration required to fully onboard and make resources available for project commencement</u>** • 0-2 weeks – 30 • Above 2 weeks up to 4 weeks – 20 • Above 4 weeks up to 6 weeks – 10 • More than 6 weeks or no clear timeline provided - 0 ➢ Lead time must be **clearly stated in weeks** ➢ Timelines must be **realistic and achievable as well as supported by a brief mobilisation approach** **Ambiguous responses (e.g., "as soon as possible", "TBD") will be treated as non-compliant**	**30%**
5	CVs provided must include professional certifications, references, and minimum educational qualification of IT diploma, and domain experience of aviation, financials, telecoms, online gambling, and ecommerce. Minimum qualification of National Diploma in IT and the relevant certificate for the field/ area of speciality • 3 compliant CVs submitted per role, each meeting all minimum requirements= 30	**30%**

	• 2 compliant CVs submitted per role, each meeting all minimum requirements=20 • 1 compliant CV submitted per role, meeting all minimum requirements=10 • No CVs provided or non-compliant CVs provided = 0 A CV will be considered **compliant** only if: • The minimum **IT qualification** is clearly stated • Relevant **certifications** are provided and applicable • At least one **contactable reference** is included • **Domain experience** is explicitly demonstrated through project roles and descriptions **Each resource Must have a minimum of 7 years' experience and Minimum qualification of National Diploma in IT and the relevant certificate for the field/ area of specialty, Individual resource not meeting the above will disqualify the service provider.**	
Total		**100**
Threshold		**70**

Bidders must note that the minimum qualifying score for Functionality is 70%. All tenders that do not comply with all the Mandatory Requirements for Functionality and that fail to achieve the minimum qualifying score of 70% on Functionality shall not be considered for further evaluation against Price and B-BBEE.

Pricing Schedule

ONSHORE				
Item	**Quantity**	**Resource**	**Hourly rate Including VAT**	**Daily Rate Including VAT**
1	1	Lead Airline Digital Solutions Architect		
2	1	AWS Cloud- Native Java/EKS Engineer		
3	1	Senior Mobile and Digital Applications Developer		
OFFSHORE				
1	1	Lead Airline Digital Solutions Architect		
2	1	AWS Cloud- Native Java/EKS Engineer		
3	1	Senior Mobile and Digital Applications Developer		

<u>Phase 3 – Specific Goals assessment</u>

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
30% or more, black women owned companies	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

☐ Job Descriptions for the Roles in Scope of Work. Refer to Annexure 4

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