



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER ™

RFQ GSM020/26

**Request for Quotation for an implementation partner to
implement the controls for ISO/IEC 27001 and related
services.**

G.1 Written Quote Form

RFQ NUMBER: GSM020/26

ISSUE DATE: 08 April 2026

CLOSING DATE: 14 April 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:

.....

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: _____

RFQ NUMBER GSM020/26

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

BACKGROUND

The South African Airways (SAA) IT department intends to implement the ISO/IEC 27001 standard with the objective of enhancing information security management within the department. As part of this initiative, the department will undertake the necessary steps to achieve compliance with ISO/IEC 27001. This process will ensure that information security risks are managed effectively and that the integrity, confidentiality, and availability of SAA's information assets are maintained in accordance with international best practices and standards.

In pursuit of this objective, SAA is inviting proposals from qualified vendors to provide ISO/IEC 27001 services. The purpose of this Request for Quotation (RFQ) is to establish a contractual agreement with a provider capable of implementing the controls for ISO/IEC 27001 and related services. SAA encourages all qualified bidders to submit proposals that clearly outline their capabilities, relevant experience, and approach to delivering effective IT support that aligns with SAA's operational requirements. In pursuit of this goal, SAA will require a partner who not only understands the technical and regulatory requirements of ISO/IEC 27001, but who can also provide strategic guidance and practical support throughout the implementation journey. The selected service provider should demonstrate a comprehensive understanding of the standard and possess a systematic approach to identifying, assessing, and treating information security risks. Additionally, the provider should be prepared to collaborate closely with SAA's internal teams to ensure knowledge transfer and sustainable compliance practices are established.

All interested and qualified bidders are required to submit comprehensive proposals demonstrating their expertise, experience, and methodology for providing ISO/IEC 27001 services. The proposed approach should be tailored to meet SAA's operational needs, ensuring the successful implementation of an information security management system in line with ISO/IEC 27001 standards.

The selection process will focus on identifying a service provider with proven expertise, substantial experience, and a strong track record in supplying skilled IT resources. These resources must be able to facilitate the implementation of ISO/IEC 27001, ensuring that SAA's information assets are protected and that security risks are effectively managed in line with international best practices.

To be eligible to present a proposal, the proponent shall meet the following requirements:
Availability of Skilled IT Resources:

Ensure all proposed personnel have appropriate training and awareness in information security practices, as required by ISO 27001.

It is essential that all personnel are regularly updated on the latest developments in information security protocols and demonstrate a strong track record of applying ISO 27001

principles in previous roles, thereby ensuring not only technical proficiency but also a culture of compliance and proactive risk management within the proposed team.

Availability of the resources and their ability to commit to the project timeline and work collaboratively with your team.

Ability to provide resources in all the roles mentioned under point 3.

Best Resources as per ISO 27001 Requirements

All proposed resources must not only possess comprehensive knowledge of the ISO 27001 standard but also be able to demonstrate hands-on experience in implementing and maintaining ISO 27001/27002 compliant environments. This ensures that the team is capable of delivering robust information security management in accordance with recognised best practices.

Cost effectiveness of resources:

- Efficiency in resource utilization.
- Provide a breakdown of pricing structure, including per hour rates, billing models, and any additional costs or expenses.
- Provide approach for cost-saving strategies, such as offshore delivery center.

Requirement to supply roles below (submit CVs per role)-

1. X1 Information Security Manager
2. X2 Senior Information Security Specialist
3. X1 Project Manager

NOTE: Refer Appendix for skillset for above resources.

The term of the contract is 6 months, and pricing should be based on per skillset and location – onsite/offshore.

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 70% 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>COIDA</p> <p>Bidders must be registered with the Compensation Fund in terms of the Compensation for Occupational Injuries and Diseases Act (Act No. 130 of 1993).</p> <p>A valid Letter of Good Standing issued by the Compensation Fund must be provided by the bidder.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Accreditation</p> <p>Bidders must provide proof of accreditation from a South African National Accreditation System (SANAS) accredited Body, together with evidence of compliance with the ISO27001 accreditation criteria.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Pricing Schedule</p> <p>The pricing schedule provided by SAA on this RFQ document must be fully completed.</p> <p>Note: No other pricing schedules will be provided.</p>	<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.

**3.3 Technical Functional Questionnaire/Evaluation (Minimum Threshold = 70%)
– Phase 02**

Evaluation Criteria	Weight %
<p>Lead Time to provide the resources upon award – provide a project plan or Implementation Schedule.</p> <ul style="list-style-type: none"> • 0-4 Weeks = 40 • 4-6 Weeks = 20 • More than 6 weeks = 0 	<p>40%</p>
<p>The bidder should have experience of providing skilled Information Security resources in past engagements within the past 5 years in the Airline, aviation, financial services, online shopping, online gambling or telecoms; the above should be shown in the copies of contracts submitted with proposals, the submission should also show a combined minimum service period of 5 years.</p> <ul style="list-style-type: none"> • List of 3 clients provided = 30 • List of 2 clients provided = 20 • List of 1 client provided = 10 • List of 0 clients provided = 0 <p>Additionally, the submissions must include:</p> <ol style="list-style-type: none"> 1. Testimonial letters related to the contracts submitted must be provided on the client's official letterhead or from the bidder's email address, including contactable details such as phone numbers or email addresses. Telephone, cell phone, email etc.) Of previous clients testifying satisfactory service delivery on the matters cited. 2. Copies of contracts must be shared reflecting the customers from above industries and testimonies. 	<p>30%</p>

<p>Note: Copies of contracts AND testimonial letters are <u>mandatory</u> for meeting this criterion.</p>	
<p>Bidders to provide CVs with experience and references</p> <p>1.Information Security Manager 2.Senior Information Security Specialist 3.Project Manager</p> <ul style="list-style-type: none"> • 3 CVs per role provided = 15 • 2 CVs per role provided =10 • 1 CV per role provided = 5 • No CVs provided = 0 <p>The required CV's above must be submitted with the proposals.</p>	<p>15%</p>
<p>The bidder must demonstrate proven experience in implementing ISO/IEC 27001 standards within the past five (5) years.</p> <p>In addition, the bidder must show a verifiable track record of ensuring and supporting ISO 27001 compliance for client organisations, including successful implementation, certification readiness, or ongoing compliance support.</p> <p>The information provided must be supported by</p> <ol style="list-style-type: none"> 1. minimum of three (3) testimonial letters on the client's letterhead with contactable details (e.g. telephone, cell phone, email etc.) of previous clients confirming satisfactory service delivery on the matters cited, 2. as well as a minimum of three (3) copies of the contracts for each project or work completed. <p>Note: Copies of contracts AND testimonial letters are <u>mandatory</u> for meeting this criterion.</p>	
<p>Bidders to provide the below listed professional certifications, and minimum educational qualification e.g.</p> <ul style="list-style-type: none"> • IT Diploma or higher qualification, • Certified Information Systems Security Professional, • Certified Information Security Manager, • Certified in Risk and Information Systems Control. <p>IT Diploma or higher qualification, plus three certifications = 15 IT Diploma or higher qualification, plus two certifications = 10 IT Diploma or higher qualification, plus one certification = 5 No IT qualifications and Certifications provided = 0</p> <p>Note: IT diploma or higher <u>must</u> be submitted along with certification/s.</p>	<p>15%</p>
<p>Total</p>	<p>100%</p>
<p>Threshold</p>	<p>70%</p>

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.

Phase 3 – Pricing and Specific Goals assessment

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.

Item No	Qty	Description	Unit of measure	Unit Price (Excl VAT)	Unit Price (Incl VAT)
1	3	Information Security Manager/ ISMS Lead	Daily Rate per Resource		
2	3	Information Security Specialist	Daily Rate per Resource		
3	3	Project Manager	Daily Rate per Resource		

All bid submissions that meet the Administrative, Substantive (Mandatory), and technical requirements (minimum threshold of 70%) 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

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