



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

South African Airways (SOC) Ltd

**RFI-GSM002/2026 - Request for Information
for Tea and Coffee Flasks**

REQUEST FOR INFORMATION

Instructions on Completion of Request for Information Document.

Sections 2 are to be completed by the vendor.

SAA will be glad to accept any information you can offer on the commodity as stated.

This request for information must be completed in English and the prices must be stated in South Africa Rand.

Section 1

Request for Information Details for Tea and Coffee Flasks

1.1 Background

This Request for Information invites suitably qualified vendors to provide information on the design, supply and capability to deliver tea and coffee flasks for use onboard South African Airways flights. The required products must support domestic, regional and international flight operations and must be suitable for use in a busy airline catering environment.

South African Airways (SAA) Ltd is a registered South African company and one of Africa's leading carriers. SAA operates domestic, regional and international routes where tea and coffee flasks are used onboard to serve customers. The current tea and coffee flask products are no longer readily available in the market; therefore, SAA is seeking market information on new flask designs with similar dimensions, suitable bin compatibility and improved weight considerations, without compromising quality, safety, durability or elegance.

1.2 Objectives

SAA's objectives with this Request for Information are to:

Our objectives are (*but not limited to*):

- Obtain market information from suppliers regarding available or proposed tea and coffee flask solutions.
- Understand supplier capability, product options, lead times, technical specifications and potential commercial considerations.
- Source new flask designs with similar dimensions to the current tea and coffee flasks that fit within the silver Atlas bin.
- Identify opportunities to reduce product weight where possible, without compromising quality, safety, durability, workmanship or elegance.
- Confirm suitable materials, branding options, labelling, dishwasher performance and suitability for airline catering use.

1.3 Business Requirement

SCOPE

This RFI covers the supply of tea and coffee flasks for onboard use by South African Airways. The scope includes product design, material suitability, workmanship,

identification, branding, weight, dimensions, compatibility with airline catering equipment and supplier capability to support SAA's operational requirements.

The products included in scope are the coffee flask and tea flask. The current reference items are Coffee Flask, item code SA 1227, and Tea Flask, item code SA 1235. The current reference dimensions for each flask are approximately 226 mm length, 127 mm width and 151 mm height, with an approximate weight of 0.548 kg. Proposed products must fit within the silver Atlas bin reference size of approximately 410 mm length, 260 mm width and 265 mm height.

OVERVIEW BUSINESS CORE REQUIREMENTS

Suppliers are requested to provide written responses covering product drawings or images, dimensions, materials, finishes, colours, labelling options, sample availability where possible, compliance confirmations, production capacity, minimum order quantities, lead times, delivery options, indicative pricing, warranty information, spare parts and after-sales support.

Overview

No materials will be supplied by South African Airways. All proposed materials must be food grade and suitable for airline and industrial catering use. Each item must be of uniform and acceptable make, colour and finish; dishwasher safe; and free from defects that affect appearance, safety or serviceability. The products must withstand at least 5,000 dishwasher cycles and be designed to fit easily into the dishwasher. Each flask and its components, including lids, must be numbered. Tea and coffee flasks must either be different colours or clearly marked as Tea or Coffee. Suppliers should propose suitable SAA branding placement, surface dimensions, colour options and labelling, using Roboto Condensed Bold font where applicable.

1.4 RFI closing date & time:

Date: 20 August 2026

Time: 16h00 noon (GMT+2hr)

All submissions to be e-mailed to: saatenders@flysaa.com

All questions must be sent by e-mail to saatenders@flysaa.com by no later than 13 August 2026 @ 16:00

Note: No award will be made following the RFI process; however, the subsequent request for bid (RFP) may be restricted to those who responded to the RFI.

Section 2

(To be completed by Supplier)

Supplier Information

2.1) Name of company: _____

2.2) Company registration number: _____

2.3) Address of company:

Postal Address:

Street Address:

_____	_____
_____	_____
_____	_____

Company's internet address:-

2.4) Contact person:

Name: _____

Designation: _____

Telephone number: _____

Fax number: _____

2.5) Names of the directors of your company:

Name:

Designation:

2.6) Total number of Employees: _____

2.7) Declaration:

The information supplied in this document is correct and complete to the best of my knowledge and accurately reflects the capability of:

(Company name) _____

Signature: _____

Date: _____

Name: _____

This RFI is signed in my capacity as: _____

End of section 2

Section 3

(To be read very carefully by supplier)

Standard conditions for Request for Information

3.1. INTERPRETATION AND DEFINITIONS

3.1.1 Definitions:

The expressions defined below shall have the meanings hereby assigned to them unless inconsistent with the context of a particular proposal, agreement, contract or order.

3.1.2 "Company": South African Airways (SOC) Ltd

3.1.3 "Closing date": the date and hour specified in the document

3.2. REQUEST FOR INFORMATION INVITATION

3.2.1 Request for Information Preparation

All cost in the preparation, presentation and demonstration will be for the account of the vendor. All supporting documentation and manuals submitted in response to this request for information will become "company's" property unless otherwise stated by the vendor at the time of submission.

3.2.2 Confidentiality

The information obtained through this request for information will be regarded as confidential; however, South African Airways (SOC) Ltd does not accept liability for any information which may become public.

3.2.3 No binding Agreement

It must be clearly understood that no business will be awarded to any vendor out of this request for information. Prices submitted with the request for information are for information only and no vendor will be held to any price submitted. South African

Airways (SOC) Ltd further reserves the right to contact individual Vendor's to obtain further information should this be deemed necessary.

Responses from this RFI may be used to pre-screen potential bidders for the RFP process.

3.2.4 Samples

Vendors may, as part of their response, submit samples, brochures or documentation of the products supplied by the vendor. Samples, brochures and documentation submitted will be returned to the vendor only on request.

3.3. REQUEST FOR INFORMATION DOCUMENTS

3.3.1 Document requiring completion and return

Vendor's must complete and submit the following documents as part of their response:

- a) Prescribed request for information documents
- b) Any information required in the request for information

3.3.2 Amendment of documents by South African Airways (SOC) Ltd

South African Airways (SOC) Ltd may, at any time prior to the deadline for lodging request for information, amend of the documents or extended the time for lodging documents by notice in writing to the prospective Vendor's. (Any amendments under this clause will become part of the request for information).

3.4. PREPARATION OF REQUEST FOR INFORMATION

3.4.1 Language of document

The request for information and all correspondence and documents related to the request for information exchanged by the vendor and South African Airways (SOC) Ltd shall be written in English.

3.5. SUBMISSION OF REQUESTS FOR INFORMATION

3.5.1 Address and marking of requests for information

All requests for information must be submitted to the email address indicated in clause 1.4 herein above.

3.5.2 Closing date

All requests for information close on the date and the time indicated in *clause 1.4* herein above.

3.5.4 Late tenders

Request for information are late if they are received at the address indicated in the document after closing time and date. South African Airways (SOC) Ltd may, at its discretion, consider or refuse to consider any late request for information.

End of Standard Conditions for Request for Information

END