



Title	Request for Quotation: Time & Attendance Management Solution
PROPOSAL	SP 0015-25
Validity Period	90 days
PROPOSAL Open	14 November 2025
PROPOSAL Closes	21 November 2025
SAAT Business Unit	Human Resources
E-Mail	fisanimthembu@flysaa.com

SAAT requests your quotation for Time & Attendance Management Solution. Please furnish all information as requested and return your quote on/before the date stipulated. Late and incomplete submissions may invalidate the quote submitted.

NAME OF VENDOR:

POSTAL ADDRESS:

TELEPHONE NO.:

CELL NO:

E MAIL ADDRESS:

CONTACT PERSON:

This PROPOSAL (Request for Quotation) will be evaluated on Critical, Functional and Pricing and BBBEE criteria as per paragraph 2.

1. REQUIRED DOCUMENTATION TO BE ATTACHED

- a) **SARS Tax Clearance Certificate (or proof of application for same where applicable)**
Please note new National Treasury instruction for national and international Service Providers' compliance:
<http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/Treasury%20Instruction%203%20of%202014%202015%20on%20Tax%20Clearance%20Certificates.pdf>
- b) CSD report
- c) BBBEE Certificate
- d) CIPC Company registration
- e) Service Provider are to provide relevant documentation in support to the Evaluation Criteria.



2. CONDITIONS

- The final terms and conditions are subject to negotiations and issuance of an offer to purchase to the successful Service Provider.
- Final payment terms will be negotiated with the successful Service Provider before awarding the PROPOSAL.
- The Service Provider shall provide its best price in the PROPOSAL. This price will be considered together with all other relevant criteria in the quote. The validity period will be 24months.
- The PROPOSAL shall be awarded, whether in whole or in part, at the sole and absolute discretion of SAAT. SAAT hereby represents that it is not obliged to award this PROPOSAL to any Service Provider. SAAT is entitled to retract this PROPOSAL at any time as from the date of issue. SAAT is not obliged to award this PROPOSAL to the Service Provider that quotes the best price. In the event, that SAAT does make an award and should the successful Service Provider then fail to honor its quote, such Service Provider shall be liable to SAAT for any damages SAAT may incur as, a result of such breach.
- The Service Provider shall be disqualified from quoting if any attempt is made either directly to solicit and/ or canvass any information from any employee or agent of SAAT regarding this PROPOSAL from the date the offer is submitted until the date of award of the PROPOSAL.
- SAAT will adjust any arithmetical errors found in the Quotation and shall advise the Service Provider accordingly.
- Quotations and any information contained within will be treated as confidential and will not be disclosed to any third party - including other Service Providers.

The successful Service Provider shall:

- Provide services in accordance with the scope of services, at the negotiated prices and in accordance with the agreed timeline;
- Enter into a non-exclusive agreement when requested to do so by SAAT within the stipulated period;



- Be liable for all additional expenses incurred by SAAT in having to call for Proposals afresh and/or accepting any less favorable Quote in the event that the Service Provider fails to enter into an agreement with SAAT timeously.
- The PROPOSAL will be evaluated in line with the “Preferential Procurement Policy Framework Act Regulations of 2017”

The following preference point systems are applicable to all PROPOSALS:

- the 80/20 system for requirements with a Rand value of up to R4 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R4 000 000 (all applicable taxes included).

Preference points for this PROPOSAL shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contribution

BACKGROUND

South African Airways Technical (SAAT) is Africa’s largest and most advanced Maintenance, Repair & Overhaul (MRO) provider. It’s a wholly-owned subsidiary of South African Airways group and is based in Johannesburg. Centre for Aviation, South African Airways.

1. Scope of work/specifications

SAAT seeks to implement a modern, Time and Attendance Management Solution that will automate time capture, streamline overtime approvals, enhance compliance, and provide real-time visibility of workforce activities.

The existing manual processes have resulted in significant operational and governance challenges, including:

- Potential unregulated overtime payments, contributing to irregular expenditure
- Lack of a centralised approval workflow for overtime and attendance resulting in poor controls
- Inaccurate data flowing into payroll and cost centres
- Limited visibility of workforce utilisation across shifts, and regional operational sites

These challenges adversely affect labour cost control, compliance, operational planning, and audit readiness.

- Non-compliance to Labour laws due to lack of clear time management.



The appointed service provider will be required to:

- Supply, configure, and implement an enterprise-grade Time and Attendance solution that includes digital time capture, configurable timecard management, automated overtime workflows, integration with payroll and HR, reporting dashboards, and AI-enabled analytics.
- Integrate with existing corporate systems including Payroll, HR, and Maintenance Management (AMOS) systems for linking time entries to job cards.
- Provide configuration and rules setup for different employee categories (technical, administrative, and shift workers).
- Deliver training and change-management for effective adoption.
- Provide post-implementation support, updates, and SLA management.

Expected Outcomes:

- Automated and auditable attendance and overtime tracking
- Reduction in overtime expenditure and payroll errors
- Enhanced compliance and governance across shifts, cost centres, and audit processes
- Real-time visibility of workforce activities for operational managers
- Actionable AI insights for proactive labour cost control and reporting

2. Evaluation criteria

The criteria and weights are as follows:

Phase 1 - Critical Evaluation Criteria (If applicable)

NO.	DESCRIPTION	BIDDER TO INDICATE EVIDENCE (YES / NO)
1	Bidders must demonstrate that their proposed solution: • Is cloud-ready or hybrid-deployable, scalable across all SAA Technical facilities. • Supports real-time rule-based validation and configurable workflows. • Supports Geolocation to provide services at regional stations • Allows configuration (not custom coding) of time and overtime rules.	

	• Integrates with payroll and ERP systems (SAP) using APIs. • Provides a comprehensive audit trail for all time and attendance transactions. • Supports biometric, RFID, and mobile time capture devices – non movable device in a form of facial recognition and fingerprint reading • Includes AI-enabled analytics and automated anomaly detection. • Comply with the Basic Conditions of Employment Act, Labor Relations Act, and POPIA. • Provides role-based security, encryption, and single sign-on capability.	
2	• Contactable references to prove successful implementation in large, regulated environments	
3	FUNCTIONAL CAPABILITY • Time capture & validation (biometric integration, RFID, mobile) - • Configurable rule engine (overtime, shift, rest rules) • Integrates with payroll and ERP systems (SAP) using APIs • Audit trail and compliance visibility TECHNICAL & SECURITY COMPLIANCE • Cloud readiness & scalability across sites • Security, POPIA compliance, and role-based access • System reliability and uptime guarantee AI, ANALYTICS & REPORTING • Reporting dashboards & automated summaries • AI-enabled anomaly detection and predictive insights IMPLEMENTATION EXPERIENCE & SUPPORT • Proven implementation in regulated environments • On-site post-implementation support & SLA capability	
	Potential bidders will be invited for demo presentation.	

PHASE 3: Price and BBBEE Evaluation

PRICE	80
SPECIFIC GOALS	20
TOTAL	100

PHASE 3: PRICE AND PREFERENTIAL PROCUREMENT POINTS		ALLOCATION OF POINTS
PRICE		80
SPECIFIC GOAL 1.	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged on the basis of race	100% Black ownership	10
	75% - 99% Black ownership	8
	60% - 74% Black ownership	6
	50% - 51% Black ownership	3
	Below 50% Black ownership	0
Total points		10
SPECIFIC GOAL 2.	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged based on disability	100 % owned by persons living with disabilities	5
	75% - 99 % owned by persons living with disabilities	3
	60% - 74% owned by persons living with disabilities	2

	51% - 59% owned by persons living with disabilities	1
	Below 50 % owned by persons living with disabilities	0
Total points		5
SPECIFIC GOAL 3.	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged based on gender	100% Woman ownership	5
	99% - 75% Woman ownership	3
	74 % - 60% Woman ownership	2
	50 % - 51% Woman ownership	1
	Below 50 % Woman ownership	0
Total points		5
GRAND TOTAL - PRICE & PREFERENTIAL PROCUREMENT POINTS		100 points



7. PRICING

Please submit a breakdown of your pricing in an excel format.

8. SUBMISSION OF PROPOSAL

The PROPOSAL pricing and required documents must be **clearly addressed via e-mail to: fisanimthembu@flysaa.com** , not later than **Friday, 21st of November 2025 at 16H00. (GMT + 2 hours)**

All the questions should be forwarded to the Project Manager not later than **19th of November 2025** at the following address: fisanimthembu@flysaa.com.

9. GENERAL TERMS AND CONDITIONS PROPOSAL

a. Indemnify SAAT

SAAT shall not be responsible for payment of wages and or any other emoluments to the staff/workers of the Service Provider so deployed and it shall be the sole responsibility of the Service Provider to make payment to the said staff/workers in time and the Service Provider shall at all-time keep SAAT indemnified against any claim from its staff/workers in this regard. The Service Provider shall indemnify SAAT to make good any claim/penalty/loss or damages including costs thereof in respect of any breach or violation on any of the provisions of any law including labour laws governing the Service Provider's employees or contractors. In case of failure to make good above losses/expenses to SAAT, the same shall be claimed from the Service Provider.

b. Arbitration Clause

Any dispute which arises between the Service Provider and SAAT shall be negotiated with each other in good faith and shall use commercially reasonable endeavours to resolve such dispute within 15 (fifteen) business days of the dispute being declared. Should the Service Provider and SAAT be unable to resolve a dispute in accordance with the foregoing, any one of the parties may refer the matter to arbitration.

The arbitration will be held as an expedited arbitration in Johannesburg in accordance with the AFSA Rules for Expedited Arbitrations by 1 (one) arbitrator appointed by written agreement between the parties, including any appeal against the arbitrator's decision. If the parties cannot agree on the arbitrator or appeal arbitrators within a period of 10 (ten) business days after the referral of the dispute to arbitration, the arbitrator and appeal arbitrators shall be



appointed by the Secretariat of AFSA, who shall administer and manage the arbitration proceedings.

c. Jurisdiction

This Agreement will in all respects be governed by and construed under the laws of the Republic of South Africa.

Submissions to reach SAAT by 16h00 am on Friday, 21 November 2025. (GMT + 2 hours)

SIGNATURE OF Service Provider: _____

CAPACITY: _____