



South African Airways (SOC) Ltd

**Request for Information on the Inflight
Entertainment (IFE) service offerings**

RFI-GSM 003/22

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 African Rand (ZAR).

SECTION 1.

Request for Information Details

1. Background

South African Airways (SAA) Ltd is a registered South African Company that provides scheduled passenger flights/services to the general public at the Domestic and Regional market sectors. SAA's mission is to provide quality Inflight entertainment experience to customers hence interested in obtaining market intelligence on the available Inflight entertainment offerings on the routes it operates.

The past two (2) years have seen changes in the market dynamics that infused in all business aspects as impelled by new technologies. SAA therefore invites In-Flight Entertainment Content Service Providers to share information on the best and new solutions for Inflight Entertainment content - Video, Music, Games, Wireless content streaming solutions with associated options and costings.

Additionally, SAA utilizes the Inflight Entertainment platform and the "Airscape" magazine for retailing and promoting SAA products. The magazine was however taken off due to Covid-19 protocols thus a digital offering would be preferred and ideas on handling in accordance with the hygiene protocols are welcome.

2. . SAA operates the following equipment

a) Fleet and cabin configuration.

Narrow bodies: Domestic and Regional (Africa):

- (3) A319s
- (2) A320's.

Wide bodies: Long haul and Domestic (from time to time)

- (1) A330-300s
- (1) additional A333 planned for the latter part of 2022.
- (1) A340-300

b) IFE systems currently in operation.

Fleet	Hardware, servers, wiring, WAP's, SSR's, charging ports, etc.	IFE system
A319 (3)	AC outlet BC	Burrana P@ves

25 BC pax		Overhead system DMR
95 YC pax		
A320 (2)	AC outlet BC + YC	Burrana dP@ves
24 BC pax		
114 YC pax		
A330-300 (1)	AC outlet BC + YC	Safran Rave
46 BC pax	Alna V2 + WAPs	
203 YC pax		
A340-300 (1)	AC outlet BC	Panasonic 3000i
38 BC pax		
215 YC pax		

3. SAA destinations

Domestic destinations operated by A319 & A320:

- Johannesburg - Cape Town;
- Johannesburg - Durban;

Note Johannesburg – Port Elizabeth may be implemented at a later stage.*

Regional destinations operated by A319 & 320 or wide body aircraft:

- Johannesburg to Accra
- Harare
- Kinshasa
- Lagos
- Lusaka
- Mauritius
- In addition- charter operations.

The above-mentioned network will evolve as the airline rebuilds post covid-19 pandemic.

4. Business Requirement

SAA's objectives in this RFI are:

- Source new wireless content streaming technology for use on narrow bodies, with flexible, easily upgradeable software in order to dynamically react to market requirements. Solutions to be presented which do not require lengthy STC's
- Source a Content Service Provider for all entertainment content.
- Additional creative support, in case required for: safety video, stings and idents, boarding music
- Bidders to provide options with indicative costing.

SAA Requirements:

CRITICAL REQUIREMENTS	
1.	Wireless content streaming solution for narrow bodies
2	IFE content suitable for an embedded system which is to be placed on the wireless content streaming platforms as well, to avoid duplicate of fees
3	Inflight Entertainment content is well planned, following certain guidelines:
4	Content has to appeal to a wide range of entertainment tastes
5	Offer to be tested against regional and international benchmark
6	South African and African productions and music in addition to an offering which appeals to a global audience.
7	Selected radio programmes preferably to be hosted by well-known South African and other DJ's out of the African region.
8	International tastes and flavours
9	Availability of content in at least two languages (English and French)
10	Content may not be offensive regarding religion, race and creed
11	SAA is one of the only carriers that offer entertainment on Domestic routes. This is an important point of differentiation. Therefore it seek to have customised domestic content for overhead screens for a reel length from 30 to 60 minutes.
12	The Inflight Entertainment platform is also used for retailing and promoting SAA products
13	A digital IFE magazine offering

All questions must be sent by e-mail to NomalangaMaso@flysaa.com by no later than 13 May 2022 @ 16:00 (GMT+2hr)

RFI closing Date & Time: 18 May 2022

Time: 12:00 (GMT+2hr)

All submissions must be sent through a downloadable link to Nomalanga Maso at e-mail address: NomalangaMaso@flysaa.com

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

Section 2
(To be completed by Service Provider)

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: _____