



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

South African Airways

RFQ GSM009/2026

Request for Quotation for Fare Audit

G.1 Written Quote Form

RFQ NUMBER: GSM009/2026

ISSUE DATE: 10 February 2026

CLOSING DATE: 17 February 2026 at 12:00pm

VALIDITY OF RFQ: 90 days

RFQ DOCUMENTS TO BE EMAILED TO: tenders@flysaa.com and copy LethaboNtlekoana@flysaa.com and TracyVelbroek@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.

SAA requests your quotation on the goods and/or services listed on the attached form. 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 RFQ will be evaluated on pricing, BEE, and functionality.
Required Documentation to be attached.**

1. **SAA Vendor Document. Refer to Annexure 1**
2. **General Conditions of Contract. Refer to Annexure 2**
3. **SBD 4 Document. Refer to Annexure 3**
4. **Annexure A AdmAcM InputFile layout**

CONDITIONS

- All goods or services purchased will be subject to SAA General Conditions of Contract. A copy of the said conditions is available from the local Procurement office.
- It is the responsibility of the Vendor to ensure that SAA is in possession of 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 validity of the said certificate expires.
- I certify that the information supplied is correct and I have read and understand SAA General Conditions of Contract and accept SAA General Conditions of Contract.

- I further certify that all the required information has been furnished, and the relevant forms completed and are herewith submitted as part of the bid.

SIGNATURE OF VENDOR: _____

CAPACITY: _____

RFQ NUMBER GSM046/2025

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 specification. Service providers are expected to submit a cost that is fair and reasonable.
- 1.2. SAA has the right to enter negotiation with a prospective Service Provider regarding any terms and conditions, including price(s), of a proposed contract.

2. SCOPE OF WORK

Most major airlines carry out fare audits to ensure that both their authorized agents and internal offices issue tickets correctly. The primary goal of a fare audit is to protect the airline from fare misuse and to verify that all Fares, Taxes, Fees, and Charges (TFCs) are accurately collected, preventing potential financial losses.

Fare audits also promote fairness across the travel agent network, ensuring that no agent gains an unfair advantage through improper fare application, thereby upholding equitable practices across the industry.

It is essential for the travel industry to understand the Fare Audit Process and Policy clearly to avoid errors or intentional misuse by agency staff or in-house ticketing agents. Such issues can lead to the issuance of Agent Debit Memos (ADMs) to agencies or Errors and Omissions (E&Os) for internal ticketing staff.

To maintain high standards, fare audits are often outsourced to specialized, qualified, and IATA-accredited audit firms. The intention behind these audits is not to penalize agents, but to ensure consistent, high-quality ticketing. Accurate ticketing supports the airline's financial systems and decision-making processes, helping to prevent revenue loss due to agent or internal errors.

Resolution 850M outlines the principles for the **issuance and handling of Agency Debit Memos (ADMs)**. SAA interprets and applies this resolution as follows:

- An ADM is used to inform an agent that, unless a valid reason is provided, the agent is liable to pay the amount specified on the ADM to SAA.
- ADMs are recognized as a valid accounting mechanism that airlines use to recover amounts or correct discrepancies related to the issuance and use of traffic documents by, or on behalf of, the agent.
- SAA is committed to publishing and clearly communicating its ADM policies to agents before they are enforced.

- ADMs can only be processed through BSP/ARC if they are issued within **nine months** of the final travel date. Any claims made after this period must be resolved directly between SAA and the agent, outside the BSP/ARC system.

SAA ADHERES TO IATA RESOLUTIONS 818G and 812.

The principles regarding **Disputed Agency Debit Memos (ADMs)** under **Reporting and Remitting** are outlined in these resolutions. SAA interprets and follows the guidelines as described below:

- An agent has the right to dispute an ADM for valid reasons.
- The agent must raise any disputes within **15 days** of receiving the ADM, providing a valid reason, before the ADM is submitted to the Billing Settlement Plan (BSP)/Airline Reporting Centre (ARC) for billing.
- If an ADM is disputed before being submitted to BSP/ARC for processing, it will be marked as disputed and will not be included in the billing.
- If an agent disputes an ADM within the required timeframe, it will be suspended from the BSP process. The dispute will then be resolved directly between the agent and the airline.
- If the agent disputes an ADM, and after mutual agreement between the airline and agent, it is confirmed that the ADM was correctly issued, the airline will notify both the agent and the BSP. The ADM will then be processed as originally submitted.
- If it is determined that an ADM requires adjustment following a dispute and agreement between the agent and the airline, the airline will issue an adjusted ADM to both the agent and BSP. Only the new ADM will be processed.
- Once an ADM is included in the BSP billing, it will be processed for payment.

TRAFFIC DOCUMENTS SUBJECT TO FARE AUDIT

- Fare audits, which include taxes, fees, and charges, are performed in the following areas:
- Automated tickets (both prime sales and reissues)
- EMDs (Electronic Miscellaneous Documents)
- Direct refunds via GDS (Global Distribution System) – refunds processed directly in the GDS by agents.
- Passenger Name Records (PNR) Audits

AUTOMATED TICKETS / EMDs / DIRECT GDS REFUNDS PROCESS

The fare audit company receives only the BSP HOT (Billing and Settlement Plan Hand Off Tape) data, and the audit is carried out entirely electronically. It is therefore crucial that all ticketing information, including fare basis, special endorsements, and other details required by the airline, is accurate and complete. Automated ticket audits are performed in line with the IATA BSP reporting schedules. If any information is missing from a ticket, EMD, or refund, those documents must be cancelled.

SAA FARE AUDIT CATEGORIES

SAA has outlined the following fare audit categories as per **Appendix B** of the **SAA Conditions of Carriage, Article 5** (available at www.flysaa.com):

ARTICLE 5 - FARES, TAXES, FEES, AND CHARGES

5.1 Fares are applicable solely for travel from the airport of origin to the airport of destination, unless explicitly stated otherwise. Fares do not cover ground transportation between airports or town terminals.

The fare for your journey will be calculated based on the **Tariff** in effect at the time of ticket payment for travel on the specified dates and itinerary. If you modify your travel dates or itinerary, this may affect the fare, taxes, fees, and charges applicable.

FARE AUDIT PROCESS includes, but is not limited to, the following activities:

- Performing fare audits
- Providing an integrated platform for review
- Preparing fare audit result sheets
- Providing SAP files
- Issuing and distributing ADMs
- Managing query and dispute processes, including timelines
- Issuing ACMS

KEY DELIVERABLES The successful bidder(s) will be expected to deliver the following:

- Conduct audit tasks according to project requirements and deadlines.
- Provide reports on completed audits, progress updates, and feedback.
- Complete and submit audit/review working paper files.
- Ensure internal quality assurance for all work completed.
- Implement a skill transfer plan for internal auditors, with updates as needed.
- Provide quarterly reports on the results of skill transfer activities.

OTHER REQUIREMENTS

- **Timing of Audits** All audits must be performed in compliance with the IATA resolutions endorsed by SAA.
- **Quality Assurance Review** The service provider must ensure that all work complies with IATA standards and airline and Country regulations. Additionally, the work will undergo an external quality assurance review annually.
- **Independence and Objectivity of Audit Staff** The service provider must ensure that audit staff remain objective and independent from the activities they audit. They must adhere to relevant General Data Protection Regulation (GDPR) standards, including, but not limited to:
 - Not participating in SAA's day-to-day operations
 - Not being responsible for developing or implementing new operational systems or procedures
 - Providing a written declaration of independence for each audit performed
- **Monitoring Progress of Audit Projects**
The service provider must submit written reports upon completion of each audit period.
- **Submit reports on Fraud and irregularities in fare filing and agent abuse.**
During the audit process, the service provider must identify any significant weaknesses in internal controls that could lead to potential malpractice. Any such issues, including instances of fraud or irregularities, must be reported to SAA immediately.
- **Continuity and Profile of Staff on the Project**
The service provider must ensure that the necessary skills and experience are maintained throughout the project, even if an audit team member needs to leave the project.

The Fare Audit Company must be capable of conducting a thorough review across all categories and rule violations. Additionally, they should provide recommendations for implementing appropriate controls to ensure effective monitoring and management of these processes.

Ticketing:

- Fares, including Published, Private, and corporate fares.
- Over-claimed commissions
- Taxes and fees that are not collected or under-collected.
- Auditing of all fare rules and categories
- Voided and not reported transactions.

Exchanges & Refunds:

- Refunds on non-refundable fares
- Incorrect calculations on partial refunds
- Under or uncollected refund penalties
- Unauthorized reissues
- Uncollected additional collections
- Under or uncollected reissue fees
- GDS refunds

The Fare Audit Company must be GDPR Compliant to receive the following from the airline:

- Input
- HOT /CAT files
- Waivers
- Commissions
- Contracts
- Scope definition
- Filing of commissions
- Fare & Tax automation
- Airline related Applications (Amadeus, ATPCO, etc)

The Fare Audit Company is responsible for conducting fare audits on all BSP/ARC sales as well as Direct and GSA Sales (online/offline).

The expected benefits and improvements to our fare audit process include:

- Tickets/EMDs and Refunds will be audited by a designated Fare Audit Company.
- ADMs will be more accurate, with streamlined dispute resolution handled directly by the Fare Audit Company.
- Disputes will be managed exclusively by the Fare Audit Company through ARC/BSPLINK and email, following the guidelines outlined in the ADM and in accordance with Resolution 850M.
- A service level agreement for the fare audit will ensure our service meets world-class standards.
- Targeted training sessions will be held to address fare audit issues and educate the market when necessary.
- Reminders and updates will be shared and available on the SAA travel agent website.
- SAA retains the right to conduct additional audits (second-pass reviews) on an ad-hoc basis.

3. EVALUATION PROCESS & CRITERIA

Responses will be evaluated on the functional criteria, where after qualifying responses will be evaluated on the Price and Preference Points:

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 obvious deviations from the requirements/conditions will be eliminated from further adjudication.

3.1.2 EVALUATION OF QUOTATION

The contract shall be awarded at the sole and absolute discretion of SAA.

SAA hereby represents that it is not obliged to award this quotation to any bidder. SAA is entitled to **retract** this quotation at any time as from the date of issue.

SAA shall not be obliged to accept the lowest of any 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 EVALUATION CRITERIA

The criteria and weights referred to in paragraph 3.1 above are as follows:

Phase 1 - Critical Evaluation Criteria

NO.	DESCRIPTION	BIDDER TO INDICATE COMPLIANCE (YES / NO)
	None Weighted, Mandatory requirements to be met, for the Bidder's submission to qualify. Bidder, who will not meet all the below-mentioned requirements will be disqualified:	
1.	IATA Accreditation Bidder should provide certificate of accreditation from IATA	
2.	Airlines Reporting Centre (ARC) Accreditation Bidder should provide certificate of accreditation from ARC	
3.	IATA ASD training Bidder should provide certificate of completion for training on BSP-ASD system.	
4.	Pricing Schedule The pricing schedule provided by SAA should be fully completed. Note: No Other pricing schedule will be accepted.	

Bidders must meet the critical criteria to be evaluated on the functional criteria.

Phase 2 - Functional Evaluation

The Functional Evaluation aims to assess the Bidder's suitability for undertaking the scope of work. This evaluation considers the Bidder's experience and Client references.

Evaluation Matrix

The Bidders information will be evaluated and scored according to the following points systems:

NO.	DESCRIPTION	SCORE/WEIGHT
1.	<p>Demonstrable experience and satisfactory Performance</p> <p>The bidder must have demonstrable experience and a satisfactory track record in providing Sales Refund Audit Services. The service provider must have successfully delivered at least three (3) projects within the last five (5) years involving the comprehensive audit of airline ticket sales and refunds. These projects must include the presentation of audit results on an interactive platform, the provision of the required files to enable the recovery of any shortfalls, and a defined process for identifying and addressing anomalies. The information provided must be supported by testimonial letters on the client's official letterhead, confirming satisfactory service delivery for the projects cited.</p> <p>Note: the following Scoring matrix will be used to evaluate this criterion:</p> <ul style="list-style-type: none">• Three projects delivered in the last five years (15 points)• Two projects delivered in the last five years (10 points)• One project delivered in the last five years (5 points)• No projects delivered in the last five years – (0 points)	15%
2.	<p>The bidder must demonstrate the ability to generate and provide an Agency Debit Memo (ADM) / Agency Credit Memo (ACM) audit file in the standard format prescribed by the International Air Transport Association (IATA), fully compliant with IATA Resolution 850M. – (See attached Annexure A for ADM file format template)</p> <p>The ADM/ACM audit file must include, at a minimum, the required record types and associated data fields as set out below, ensuring completeness, traceability, transparency, and audit integrity: Mandatory Record Types</p> <p>2.1. File Header Record (8 points)</p> <ul style="list-style-type: none">○ Identifies the submitting entity (2)○ Indicates the file creation date and time (2)○ Specifies whether the file is for test or production purposes (2)○ Serves as the control “cover page” of the file (2) <p>2.2. Transaction Record (Core ADM/ACM Record) This is a mandatory record for every ADM or ACM and must include: (12 points)</p> <ul style="list-style-type: none">○ Agent identification details (2)○ Ticket and/or document references (2)○ Passenger name (2)○ Currency code (2)○ Financial values including fares, taxes, commissions, penalties, and total amounts (2)	50%

	<ul style="list-style-type: none"> ○ Indicators reflecting dispute eligibility and refund applicability (2) <p>2.3. Tax Record (6 points)</p> <ul style="list-style-type: none"> ○ Provides a detailed breakdown of individual taxes, fees, or charges (2) ○ Enables accurate reconciliation and transparency of tax components (2) ○ Mandatory where multiple taxes or fees apply (2) <p>2.4. Extra Information Record (Conditional) (8 points)</p> <ul style="list-style-type: none"> ○ Included where additional financial or accounting information is required, such as: <ul style="list-style-type: none"> ▪ Administrative or service fees (1) ▪ VAT calculations (1) ▪ Internal accounting or reference numbers (1) ▪ Airline or issuing party contact details (1) ○ Supports enforcement of penalties, VAT compliance, and service charges (4) <p>2.5. Related Document Record (Conditional) (6 points)</p> <ul style="list-style-type: none"> ○ Links the ADM/ACM to one or more related tickets or documents (2) ○ Required where charges or credits relate to multiple documents (2) ○ Subject to system configuration limits (2) <p>2.6. Reason Record (6 points)</p> <ul style="list-style-type: none"> ○ Captures the business justification for issuing the ADM or ACM (2) ○ Allows for extended explanations where the standard reason field is insufficient (2) ○ Enhances transparency and reduces the risk of disputes (2) <p>2.7. File Trailer Record (4 points)</p> <ul style="list-style-type: none"> ○ Confirms the total number of records transmitted (2) ○ Acts as a control mechanism to ensure file completeness and data integrity (2) <p>Note: The bidder must provide, via a hyperlink a sample of the ADM/ACM audit file layout that complies with Annexure A</p>	
3.	<p>Proposed Methodology: The bidder's approach, processes, and systems for delivering the required services in line with RFQ requirements.</p> <ul style="list-style-type: none"> • Provide a link demonstrating the existence of an online interactive platform that offers access to audited results, enables receipt of airline feedback on audit outcomes, and supports dispute management at airline level, with subsequent dispute handling at agent level - (5 points) • Provide the Airline with a training guide on the functionality and optimal use of the online interactive platforms. The guide must provide: 	20%

	<p>A step-by-step instruction for the airline user to navigate the platform – (2) How to view if a BSP period has been downloaded by the fare audit company – (2) The ability to validate the open documents available on the platform by either accepting or rejecting the proposed audit result – (2) The ability to generate and download various reports for each successfully closed period – (2) The ability to access Help Pages to gain clarity or guidance – (2) (Total – 10 points)</p> <ul style="list-style-type: none"> Bidders to deliver a detailed, project plan for the auditing of all sales, refunds and exchanges, ensuring accuracy, timeliness, governance, and alignment with airline industry standards (5 points) 	
4.	<p>Online interactive portal for SAA own sales and general sales agencies (direct sales) and travel agencies selling through BSP and travel agencies selling through ARC.</p> <p>The bidder must provide an online interactive portal that supports both internal and external users, with access via a link and temporary credentials and a brief user guide. The system must be fully functional and interactive, demonstrating completed audits, recovery of under- or non-collections, airline input and approval, and near real-time communication between the airline and service provider on audit findings.</p> <ul style="list-style-type: none"> 10 points: Full access to a fully functional online interactive portal with complete user guide, demonstrating audits, recovery of under-/non-collections, airline input and approval, and near real-time communication. 5 points: Partial system access or limited functionality and/or incomplete user guide, with only partial demonstration of audit recovery, airline approval, or real-time communication. 0 points: No system access, user guide, or functioning online interactive portal provided, with no evidence of required audit, recovery, or airline workflow capabilities. 	10%
5.	<p>System Compatibility: Demonstrated integration with ARC & BSP Link, and airline IT systems, supporting secure data exchange, reconciliation, data integrity, and accurate financial and audit</p> <p>5 points for Both ARC & BSP Link access 2.5 points for either ARC or BSP Link access 0 points for neither ARC nor BSP Link access.</p>	5%
Total		100%
Threshold		75%

Threshold: The minimum qualifying score for Functionality is 75%. All tenders that do not meet the Functionality requirements and that fail to achieve the minimum qualifying score

of 75% on Functionality shall not be considered for further evaluation against Price and Specific goals.

PRICING SCHEDULE

FOR PRICE COMPARISON PURPOSE ONLY , VOLUMES WILL BE DIFFERENT MONTHLY						
INDIRECT SALES - TRAVEL AGENT TICKETS						
Volume of tickets issued for the month (Direct/indirect)						
Indirect sales transactions (60% of total volume)						
Indirect refund transactions (1.32% of total volume)						
Recoverable amount on ADMs issued						
Original price					Recovered Amount on ADMs issued	Indirect sales transactions (60% of total volume)
Original Percentage cost on recovered ADMs						
Invoice amount - Indirect sales and Refunds						
DIRECT SALES - OWN TICKETS						
Volume of tickets issued for the month (Direct/indirect)						
Direct sales transactions (40% of total volume)						
No actual monetary recovery but profiling of stations to understand training needs requirements.						
Original price						
Cost calculated on the potential recovered amount						
Invoice amount - Direct sales						
Total amount to be billed						
Estimated total invoice amount billed to SAA per month						
Estimated total invoice amount billed to SAA per annum						
Estimated total invoice amount billed to SAA period of three (3) years						
Training onsite - Once off*						
Helpdesk						
Virtual Training cost*						
Total training cost						
USD - Estimated rand amount billed to SAA period of three (3) years including Training (once off)						
ZAR - Estimated rand amount billed to SAA period of three (3) years including Training (once off)						

3.3 PHASE 2 - Preference Point System

All tenders that comply with the mandatory requirements for Functionality and that have achieved the minimum qualifying score of 75% (Acceptable tenders) will be evaluated further in terms of the applicable preference point system as follows:

Price	80
Specific Goals	20
<ul style="list-style-type: none"> BBBEE Level (1 or 2) = 10. A company ("bidder") that is 51% or more black owned = 5; and A bidder who is 51% & more black youth owned = 5 	

Total	100 Points
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4. STANDARD CONDITIONS FOR REQUEST FOR QUOTATION

Conditions:

- 4.1 All prices quoted must be exclusive of Value Added Tax (VAT).
- 4.2 All goods/services purchased will be subject to SAA Conditions of Contract and Order, available when requested.
- 4.3 All prices submitted must be firm. "Firm" prices are deemed to be fixed prices, which are only subject to the following statutory changes, namely VAT.
- 4.4 Note: Although SAA would prefer to award this contract to one service provider, it remains at our discretion to award the functions of the manufacturing of this product to the company that will provide us with excellent & prompt service. SAA is thus not obligated to award this quote to any bidder. SAA is entitled to retract this quote at any time as from date of issue, without any refunds whatsoever. SAA is not obligated to award this quote to the bidder that quotes the lowest.
- 4.5 Service, pricing and availability will be taken into consideration.
- 4.6 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
- ☐ General Conditions of Contract. Refer to Annexure 2
- ☐ SBD 4 Document. Refer to Annexure 3
- ☐ Annexure A AdmAcm_InputFile_layout

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