



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER ™

South African Airways

RFQ GSM006/2024

**Request for Quotation for the supply of Coffee, Tea, and
hot chocolate**

G.1 Written Quote Form

RFQ NUMBER: GSM006/24
ISSUE DATE: 08 April 2024
CLOSING DATE: 22 April 2024 at 12:00pm

Samples must be labelled with a company name, contact details, date and time and to be delivered to Airways Park – 22 April 2024, before 12:00pm, No samples will be accepted after the closing time (12:00pm).

“Bidders must submit one (1) hard copy and duplicate electronic copies of their RFQ on USB Memory Stick” **and hard copies to be submitted to the below address: South Africa Airways**

**Main Reception Gate
Airways Park, Jones Road
OR Tambo International Airport
Kempton Park
1627, South Africa**

(32 Jones Rd, SAA Airways Park) <https://goo.gl/maps/PNfNK96GBjXU37XU6>

VALIDITY OF RFQ: 90 days

**Bidders should ensure that quotations are returned before the closing date and time.
If the quotation is late, it will not be accepted for consideration.**

**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.**

NAMEOFBIDDER:
.....

POSTALADDRESS:
.....

TELEPHONENO.:
.....

CELLNO:
.....

EMAILADDRESS:
.....

CONTACTPERSON:
.....

This RFQ will be evaluated on pricing, BEE, and functionality.

Required Documentation to be attached.

1. **SAA Bidder Document. Refer to Annexure 1**
2. **SBD 1 Document. Refer to Annexure 2**
3. **SBD 2 Document. Refer to Annexure 3**
4. **General Conditions of Contract. Refer to Annexure 4**
5. **Pricing Schedule. Refer to Annexure 5**

CONDITIONS

- All goods or services purchased will be subject to SAA General Conditions of Contract. A copy of said conditions is available from the local Procurement office.
- It is the responsibility of the Bidder to ensure that SAA is in possession of a valid Original Tax Clearance Certificate.
- The onus therefore rests on the bidder to ensure SAA receives a valid Tax Clearance Certificate, as soon as the validity of the said certificate 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 must be delivered or services rendered before an official order/contract has been received.
- 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 BIDDER: _____ CAPACITY:

RFQ NUMBER GSM006/2024

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

2. SCOPE OF WORK

1. Introduction

SAA seeks to procure coffee beans, tea sachets, instant coffee and hot chocolate, for its Premium Lounges.

SAA has premium lounges in ORTIA international and domestic departures, ORTIA Arrivals, Cape Town Domestic departures, Durban Domestic departures, and Gqeberha Domestic Departures

1.1 Coffee

Some of the world’s most distinctive coffees and teas are grown in Africa.

These often-remarkable coffees are characterized by a variety of striking floral and fruit notes, from the almost perfume-like floral and citrus character of Ethiopia wet-processed coffees through the intensely acidic and berry-toned Kenya’s to the soft and fruity Zambia’s.

South African Airways goal is to promote the consumption of quality coffees produced in Africa, linking very closely to our brand.

Characteristics of excellent Coffee

When selecting a good coffee, the following criteria are important:

- **Beans:** source and roast. A roaster must decide how to choose the beans to roast, and how to obtain them with the most care and knowledge of coffee and the coffee industry.
- **Freshness.** Coffee should be consumed within two weeks of the day it is roasted.
- **Grind.** Coffee (the drink) is not made from whole beans; it's made with ground coffee. Coffee beans must be ground to the appropriate fineness for the type of brewing.
- **Not bitter:** bitterness often results from over-roasting and burning the beans. This is often done in mass produced coffee to hide sub-par quality.
The right amount of flavor extraction.
- **Complex:** freshness is important; stale beans lose a lot of flavor and sometimes have a spoiled taste

SAA has the following machines installed in the lounges:

Lounge	Machine
ORTIA international departures	2x LA Marzocco machines 1x Mythos Self Service “Bean to cup” machines – cappuccino, latte etc.
ORTIA International Arrivals	1x Mythos Self Service “Bean to cup” machines – cappuccino, latte etc.
ORTIA Domestic departures	2x LA Marzocco machines 1x Mythos Self Service “Bean to cup” machines – cappuccino, latte etc.
Cape Town Domestic departures	2x LA Marzocco machines 1x Mythos Self Service “Bean to cup” machines – cappuccino, latte etc.
Durban Domestic departures	1x LA Marzocco machines

	1x Mythos Self Service “Bean to cup” machines – cappuccino, latte etc.
PLZ Domestic departures	1x LA Marzocco machines 1x Mythos Self Service “Bean to cup” machines – cappuccino, latte etc.

THE COFFEE BEANS MUST BE SUITABLE TO BE USED IN THE MACHINES AS INSTALLED IN THE VARIOUS LOUNGES

1.2. Items Included in Scope:

- Full coffee service solution:
 - Supply of coffee beans, packaged in 1 kg packets.
 - Maintenance of La Marzocco machines: recommendations and support
 - Regular barista training
 - Instant coffee solution for decaffeinated coffee sachets.
 - Supply of red Cappuccino/red espresso
- Enveloped tea bags: a variety of plain and specialty teas
- Hot chocolate in 1 kg packet
- Bidder proposed additional products for use in the lounges i.e., co-branded paper cups and lids.

1.3. Specification

a. Coffee beans

The total number consumed in the lounges combined, is as follows.

ITEM	1 kg per packet (Estimated consumption per annum)
Coffee beans	12480 packets
Decaffeinated Coffee sachets, single servings	2577 packets
Red Cappuccino/red espresso 1 kg packets	12 boxes
Hot Chocolate 1 kg packets	4650 packets

Factors to consider in required Coffee:

- African origin coffee where possible, blends allowed. Bidders are welcome to recommend blends based on existing client bases they service.
- Specialty Grade and Single Origin Beans will be considered.
- Medium roast to appeal to most tastes. Shortlisted bidders will be invited to facilitate tasting sessions.
- Arabica coffee beans preferred.

- o Coffee beans must be approved by the coffee machine brands, as being operating in the SAA lounges. Confirmation of the coffee machine bidder to be supplied.
 - o All information of the coffee beans must be supplied to include but not limited to, origin of the coffee, fair trade farming, and transport from farm to factory with all relevant certifications.
 - o Packaging of the coffee beans must be as per the coffee packaging standards to ensure retention of freshness of the coffee beans.
 - o Production and best before dates to be printed on each 1 kg pack.
 - o Delivery to the lounges must be in boxes of 6 packets max in a box.
 - o Coffee beans may be roasted locally by the bidder. Highlight roasting processes and necessary certification if roasted elsewhere.
- b. Maintenance of La Marzocco machines: SAA operates La Marzocco machines in all premium lounges. Support is required in terms of regular maintenance, every 6 months. Bidder to make recommendations as part of the bid submission.
- c. Coffee Grinders: As part of a good cup of coffee, the grinders need to be serviced regularly and set appropriately, support for the service, maintenance and setting is also required. Bidder to make recommendations as part of the bid submission.
- d. Barista training: SAA has trained barista’s operating the La Marzocco machines in all lounges. Baristas require however recurrent training. Bidder to make recommendations as part of the bid submission.
- e. Instant coffee solution for decaffeinated coffee sachets, single portion.

2. Tea sachets:

- Must be a recognized brand, to be demonstrated by facts and figures.
- High quality tea
- Specialty teas to be organically grown with supporting certification.
- Approximately 2gr of tea leaves per tea bag.
- Specialty Tea bags **MUST BE TAGGED** and enveloped, this therefore, excludes:
*Premium Ceylon and *Rooibos due to the high volumes.

Tea Selection	Estimated Quantities in EACH box	Monthly Consumption
*Premium Ceylon (Normal Tea)	20/2gr	24 Boxes
Earl Grey	20/2gr	24 Boxes
English Breakfast	20/2gr	24 Boxes
*Rooibos Natural	20/2gr	24 Boxes
Pure Green Tea	20/2gr	12 Boxes
Green Tea with Mint	20/2gr	15 Boxes
Green Tea with Ginger and Lemon	20/2gr	12 Boxes
Fruity Minty delicious	20/2gr	12 Boxes
Ceylon Spice Chai	20/2gr	15 Boxes

Chamomile	20/2gr	15 Boxes
Peppermint tea	20/2gr	15 Boxes
Berry Explosion/strawberry/berries	20/2gr	15 Boxes

Bidder to supply tea storage boxes, or alternative solutions for displaying tea in the various lounges.

3. FOOD SAFETY

All food and beverage goods must be labelled in accordance with the requirements of the regulations governing the labelling and advertising of foodstuffs (GN. No. R2034, as amended), promulgated under the Foodstuffs, Cosmetics and Disinfectants Act 1972 (Act No. 54 of 1972), and shall in addition comply with all the requirements.

Manufacturing & expiry date to be printed on each sachet or pack (compulsory).

Bidders/producers must demonstrate compliance with a Food safety Management System like HACCP throughout the value chain, from farming to production of coffee and Tea and delivery thereof to SAA.

Contract Duration – Three (3) years

4. EVALUATION PROCESS & CRITERIA

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

4.2. EVALUATION PROCESS

4.2.1. 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.

4.2.2. 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 may award the quotation in part or in full.

SAA shall not be obliged to accept the lowest of any quotation, offer or proposal.

SAA will conduct site visits at the manufacturing sites where applicable.

All quotation will be evaluated according to the criteria, weightings and threshold scores as Indicated in 3.2 below:

4.3. EVALUATION CRITERIA

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

Critical Criteria Phase 01

The bidders must submit samples of coffee beans, red cappuccino, hot chocolate, tea and tea sachets, as per the specification. If the bidders do not supply samples, then the bidder will be disqualified as we cannot conduct tasting without samples.

The packaging of the samples must indicate shelf life, packaging or product date and the Best before date, clear product labelling. If the samples do not comply with the packaging instructions, then the bidder will be disqualified.

Critical Criteria for supply of coffee beans, hot chocolate

CRITICAL CRITERIA: None Weighted, Mandatory requirements to be met, for the Bidder’s submission to qualify further evaluation. Proof of information below to be provided. A bidder who fails to meet <u>all the below</u> requirements will be disqualified.	COMPLY (attach proof)	
	YES	NO
Specification – (Coffee beans)		
Medium roast coffee beans –2 x 1 kg beans sample must be submitted by the bidder as per the specification and with clear shelf life and product labelling. Samples will be used for tasting by SAA guests.	<input type="checkbox"/>	<input type="checkbox"/>
Decaf Coffee: 2 x (250gm & 500gm) sample must be submitted by the bidder as per the specification and with clear shelf life and product labelling.	<input type="checkbox"/>	<input type="checkbox"/>
Instant Decaf Coffee Sachets: 2 x 1 kg sample must be submitted by the bidder as per the specification and with clear shelf life and product labelling.	<input type="checkbox"/>	<input type="checkbox"/>
Hot chocolate: 2 x 1 kg sample must be submitted by the bidder as per the specification and with clear shelf life and product labelling.	<input type="checkbox"/>	<input type="checkbox"/>
Red Cappuccino/Red espresso – 2 x 1 kg beans of samples must be submitted as per the specification.	<input type="checkbox"/>	<input type="checkbox"/>
Bidder to supply certificate of origin for coffee		

Specification – (Tea)

CRITICAL CRITERIA: None Weighted, Mandatory requirements to be met, for the Bidder’s submission to qualify further evaluation. Proof of information below to be provided. A bidder requires to submit samples where the bidder provides the type/brand of tea. If the bidder does not supply the sample of a specific tea, then the bidder will just disqualify for the tea type.	COMPLY (attach proof)	
	YES	NO

Premium Ceylon (Normal Tea) – 2 boxes of samples must be submitted as per the specification.	<input type="checkbox"/>	<input type="checkbox"/>
Earl Grey -- 2 boxes of samples must be submitted as per the specification	<input type="checkbox"/>	<input type="checkbox"/>
English Breakfast -- 2 boxes of samples must be submitted as per the specification	<input type="checkbox"/>	<input type="checkbox"/>
Rooibos Natural -- 2 boxes of samples must be submitted as per the specification	<input type="checkbox"/>	<input type="checkbox"/>
Pure Green Tea -- 2 boxes of samples must be submitted as per the specification	<input type="checkbox"/>	<input type="checkbox"/>
Green Tea with Mint -- 2 boxes of samples must be submitted as per the specification	<input type="checkbox"/>	<input type="checkbox"/>
Green Tea with Ginger and Lemon -- 2 boxes of samples must be submitted as per the specification	<input type="checkbox"/>	<input type="checkbox"/>
Fruity Minty delicious -- 2 boxes of samples must be submitted as per the specification	<input type="checkbox"/>	<input type="checkbox"/>
Ceylon Spice Chai -- 2 boxes of samples must be submitted as per the specification	<input type="checkbox"/>	<input type="checkbox"/>
Chamomile -- 2 boxes of samples must be submitted as per the specification	<input type="checkbox"/>	<input type="checkbox"/>
Peppermint tea -- 2 boxes of samples must be submitted as per the specification	<input type="checkbox"/>	<input type="checkbox"/>
Berry Explosion/Strawberry/berries -- 2 boxes of samples must be submitted as per the specification	<input type="checkbox"/>	<input type="checkbox"/>

(Note: Samples are not returnable and must be provided to SAA at the bidder's own expense.)

All tenders that do not comply with the Critical Requirement shall not be considered for further evaluation against Phase 2 – Functional Evaluation.

Phase 2 - Functional Evaluation Criteria - COFFEE

PHASE 2: FUNCTIONAL CRITERIA FOR LOUNGE COFFEE		WEIGHTINGS												
1	Product Attributes	75%												
1.1	<p>Coffee quality: SAA will conduct a blind tasting internally with the samples submitted and bidders will be scored according to the outcome of the tasting.</p> <table border="1"> <tbody> <tr> <td>Espresso – 15%</td> <td> <ul style="list-style-type: none"> - Meet expectation = 15% - Partially meet expectation = 5% - Does not meet expectation = 0% </td> </tr> <tr> <td>Coffee beans (brewed as an Americano)– 15%</td> <td> <ul style="list-style-type: none"> - Meet expectation = 15% - Partially meet expectation = 5% - Does not meet expectation = 0% </td> </tr> <tr> <td>Decaf Coffee – 5%</td> <td> <ul style="list-style-type: none"> - Meet expectation = 5% - Partially meet expectation = 2,5% - Does not meet expectation = 0% </td> </tr> <tr> <td>Cappuccino – 10%</td> <td> <ul style="list-style-type: none"> - Meet expectation = 10% - Partially meet expectation = 5% - Does not meet expectation = 0% </td> </tr> <tr> <td>Hot Chocolate – 10%</td> <td> <ul style="list-style-type: none"> - Meet expectation = 10% - Partially meet expectation = 5% - Does not meet expectation = 0% </td> </tr> <tr> <td>Red espresso/red cappuccino 5%</td> <td> <ul style="list-style-type: none"> - Meet expectation = 5% - Partially meet expectation = 2,5% - Does not meet expectation = 0% </td> </tr> </tbody> </table>	Espresso – 15%	<ul style="list-style-type: none"> - Meet expectation = 15% - Partially meet expectation = 5% - Does not meet expectation = 0% 	Coffee beans (brewed as an Americano)– 15%	<ul style="list-style-type: none"> - Meet expectation = 15% - Partially meet expectation = 5% - Does not meet expectation = 0% 	Decaf Coffee – 5%	<ul style="list-style-type: none"> - Meet expectation = 5% - Partially meet expectation = 2,5% - Does not meet expectation = 0% 	Cappuccino – 10%	<ul style="list-style-type: none"> - Meet expectation = 10% - Partially meet expectation = 5% - Does not meet expectation = 0% 	Hot Chocolate – 10%	<ul style="list-style-type: none"> - Meet expectation = 10% - Partially meet expectation = 5% - Does not meet expectation = 0% 	Red espresso/red cappuccino 5%	<ul style="list-style-type: none"> - Meet expectation = 5% - Partially meet expectation = 2,5% - Does not meet expectation = 0% 	60%
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2	Service Attributes	25%												
2.1	Operational and contingency plan: a detailed operational plan indicating the capability to consistently deliver as required. The plausibility of the proposed	5%												

	<p>contingency plan to cater for unexpected eventualities such as production disruptions due to protracted strikes and other unforeseen circumstances will be evaluated.</p> <ul style="list-style-type: none"> - Meet expectation = 5% - Does not meet expectation = 0% 	
2.2	<p>Delivery lead time from receiving the Purchase order from SAA: the delivery lead time must be confirmed; the applicable incoterm is DAP SAA Warehouse Johannesburg. Note: The bidder should also confirm the initial lead time for its products.</p> <ul style="list-style-type: none"> - Meet expectation (1 to 14 days) = 5% - Partially meet expectation (15 to 20 days) = 3% - Does not meet expectation (more than 20 days) = 0% 	5%
2.3	<p>Bidders to provide Quality Assurance documentation.</p> <p>Above information provided = 5%</p> <p>No information provided = 0%</p>	5%
2.4	<p>Bidders to provide origin of the coffee, fair trade farming, and transport from farm to factory with all relevant certifications.</p> <p>Above information provided = 2.5%</p> <p>No information provided = 0%</p>	2.5%
2.5	<p>Bidder offers a solution for maintenance of La Marzocco machines.</p> <ul style="list-style-type: none"> - Meet expectation (1 to 14 days) = 2.5% - Partially meet expectation (15 to 20 days) = 1% - Does not meet expectation (more than 20 days) = 0% 	2.5%
2.5	<p>Bidder offers Barista training solutions.</p> <ul style="list-style-type: none"> - Meet expectation (1 to 14 days) = 5% - Partially meet expectation (15 to 20 days) = 2.5% - Does not meet expectation (more than 20 days) = 0% 	5%
Total		100%
Threshold		75%

PHASE 2: FUNCTIONAL CRITERIA FOR LOUNGE TEA		WEIGHTINGS																										
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Premium Ceylon (Normal Tea) – 1%	- Meet expectation = 1%																											

		<ul style="list-style-type: none"> - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
	Earl Grey – 1%	<ul style="list-style-type: none"> - Meet expectation = 1% - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
	English Breakfast – 1%	<ul style="list-style-type: none"> - Meet expectation = 1% - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
	Rooibos Natural – 1%	<ul style="list-style-type: none"> - Meet expectation = 1% - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
	Pure Green Tea – 1%	<ul style="list-style-type: none"> - Meet expectation = 1% - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
	Green Tea with mint – 1%	<ul style="list-style-type: none"> - Meet expectation = 1% - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
	Green Tea with Ginger and Lemon – 1%	<ul style="list-style-type: none"> - Meet expectation = 1% - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
	Fruity Minty delicious – 1%	<ul style="list-style-type: none"> - Meet expectation = 1% - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
	Ceylon Spice Chai – 1%	<ul style="list-style-type: none"> - Meet expectation = 1% - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
	Chamomile – 1%	<ul style="list-style-type: none"> - Meet expectation = 1% - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
	Peppermint tea – 1%	<ul style="list-style-type: none"> - Meet expectation = 1% - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
	Berry Explosion/Strawberry/berries – 1%	<ul style="list-style-type: none"> - Meet expectation = 1% - Partially meet expectation = 0,5% - Does not meet expectation = 0% 	
2	Service Attributes		28%
2.1	Operational and contingency plan: a detailed operational plan indicating the capability to consistently deliver as required. The plausibility of the proposed contingency plan to cater for unexpected eventualities such as production		8%

	<p>disruptions due to protracted strikes and other unforeseen circumstances will be evaluated.</p> <ul style="list-style-type: none"> - Meet expectation = 8% - Does not meet expectation = 0% 	
2.2	<p>Delivery lead time from receiving the Purchase order from SAA: the delivery lead time must be confirmed; the applicable incoterm is DAP SAA Warehouse Johannesburg. Note: The bidder should also confirm the initial lead time for its products.</p> <ul style="list-style-type: none"> - Meet expectation (1 to 14 days) = 10% - Partially meet expectation (15 to 20 days) = 5% - Does not meet expectation (more than 20 days) = 0% 	10%
2.3	<p>Bidders to provide Quality Assurance documentation.</p> <p>Above information provided = 10%</p> <p>No information provided = 0%</p>	10%
Total		100%
Threshold		75%

Threshold: The minimum qualifying score for Functionality is 75%. All tenders that do not comply with all the Mandatory Requirements for Functionality and that fail to achieve the minimum qualifying score of 75% on Functionality shall not be considered for further evaluation against Price and B-BBEE.

2.1 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:

Criteria	Points
Price	80
BBBEE	20
Total	100 points

3. 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
- SBD 1 Document. Refer to Annexure 2
- SBD 2 Document. Refer to Annexure 3
- Pricing Schedule. Refer to Annexure 5.
- Applicable compliance documentation in line with legislation

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