



REQUEST FOR INFORMATION SPECIFICATION: TO PROVIDE AN ONLINE ETHICS TRAINING TOOLS FOR THE SACAA

This Request for Information (RFI) is an invitation for organisations to submit information(s) for the provision of the services as set out in the Specification contained herein. Accordingly, this RFI must not be construed, interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights. No binding contract or other understanding for the supply of services will exist between the SACAA and any Respondents unless and until the SACAA has executed a formal written contract with the selected supplier.

1. INTRODUCTION

The South African Civil Aviation Authority (SACAA) is an agency of the Department of Transport (DoT), established in terms of the Civil Aviation Act, 2009 (Act No. 13 of 2009) (hereinafter referred to as “the Act”), which came into effect on 31 March 2010. The Act provided for the establishment of a stand-alone authority charged with promoting, regulating, and enforcing civil aviation safety and security. The SACAA fulfils this mandate in alignment with the Standards and Recommended Practices (SARPs) of the International Civil Aviation Organisation (ICAO), while considering the South African legislative and operational context. The SACAA is a Schedule 3A public entity as prescribed by the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999), and is obligated to uphold the highest standards of ethics, integrity, accountability, and transparency in the conduct of its operations.

2. BACKGROUND

SACAA currently occupies two offices for the execution of its duties. The two offices, one being the headquarters at the Ikhaya Lokundiza, 11 Byls Bridge, Byls Bridge in Centurion and the other being a regional office in the Western Cape, at the Cape Town International Airport.

SACAA Board of Directors has adopted the King IV Report on Corporate Governance and subscribes to the principle on ethical behaviour. Ethics and governance is also one of the cultural pillars adopted by the SACAA and as such ethical behaviour underpinned by the SACAA values (being Service Excellence, Teamwork, Integrity, Collaboration, Safety & Security and Accountability) are at the heart of our organisational culture. To strengthen our commitment to these principles, and our ethical culture SACAA is exploring innovative online ethics training solutions that foster ethical awareness and decision-making across all levels of our organisation and for all employees. Through this RFI, we aim to understand the range of ethics training tools currently available in the market that align with current industry best practices in the public sector and/or public entity space, our values, organisational learning and awareness objectives. We seek a user friendly training tool that will enable us to provide ongoing, accessible, and interactive training. This tool will serve as a key enabler in ensuring that employees understand and apply the organisation's ethical standards in their daily activities, while reinforcing compliance with regulatory and corporate governance requirements. Information gathered through this RFI will assist the organisation to enter into a formal selection process aimed at identifying a service provider capable of delivering a robust, scalable and effective online ethics training tool that meets our organisational objectives.

3. INVITATION TO RESPOND

3.1. The purpose

The purpose of this Request for Information (RFI) is to source suitable, qualified and experienced service provider to submit proposals for the provision of an Online Ethics Training Tool aligned with SACAA's core business requirements.

3.2. The Scope

FEATURES AND TECHNICAL FUNCTIONALITY OF THE ONLINE ETHICS TRAINING TOOL SHOULD INCLUDE BUT NOT LIMITED TO THE FOLLOWING:

The SACAA requires information on online ethics training tools that will strengthen SACAA's ethics governance framework while enabling seamless integration with broader organisational systems and processes. The tool should support the following business objectives:

- Provide comprehensive modules covering corporate ethics, compliance, workplace conduct, conflict of interest, whistleblowing, data privacy and declaration of corporate items.
- Provide training tools that include interactive elements such as quizzes, scenarios, case studies, ethical dilemmas, and assessments, thereby enhancing engagement and knowledge retention.
- The tool must have robust multi-media content management system with support for video, audio, pdf, Word, and PowerPoint.
- Provision for multiple digital devices, such as PCs, laptops, smart phones, tablets, etc. to allow learners to learn anytime and anywhere.
- Enable ongoing learning and refresher courses to embed ethical practices as part of daily business conduct.
- The tool must be user friendly and should empower employees to deal with ethical dilemmas. It should be short, succinct but impactful and can include case studies. It would also be useful to issue a certificate once an employee completes all the training for the year. The training tool must be available for a period of 3 years and have at least 12 online training modules to be run over the 3 year period.
- Provide reporting and analytics capabilities for monitoring completion rates, assessment

scores and compliance training.

- Enable the Ethics function/administrators to track departmental and individual compliance metrics.
- Ensure content aligns with relevant legal requirements and best practices.
- Clear audit trails for compliance verification and reporting purposes.
- It will be advantageous if the platform can integrate into SACAA's existing systems such as Microsoft Teams, Outlook, Active Directory, and ECM/SharePoint. This will enable seamless data sharing, streamlined workflows and improved regulatory oversight. By connecting directly to SACAA's existing systems and platforms the tools can enhance efficiency, support decision making, increase transparency and simplify user experience.
- Functionality to evaluate the usability of the platform.
- Respondent must clearly outline costing implications of the solution required, as well as any economic factors (i.e. exchange rate implication) that may pose a risk impact against the costing.

4. SUBMISSION OF BID DOCUMENT

All bids submissions should be submitted via email to caaquotes@caa.co.za **on or before 26 November 2025 @ 11:00am**