



**SOUTH AFRICAN AIRWAYS**

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A STAR ALLIANCE MEMBER ™

**RFQ GSM005/26**

**Request for Quotation for Baggage Repairs and  
Replacement for all the Domestic Airports**

**G.1 Written Quote Form**

**RFQ NUMBER: GSM005/26**  
**ISSUE DATE: 02 March 2026**  
**CLOSING DATE: 13 March 2026 at 12:00pm**  
**VALIDITY OF RFQ: 90 days**

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RFQ DOCUMENTS TO BE E-MAILED TO: [tenders@flysaa.com](mailto:tenders@flysaa.com) and copy  
[tracyvelbroek@flysaa.com](mailto:tracyvelbroek@flysaa.com) and  
[LethaboNtlekoana@flysaa.com](mailto:LethaboNtlekoana@flysaa.com) - limit 2MB  
(send in part or via downloadable link)

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

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**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:
.....		.....

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**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 4**
- 3. SBD 4 Document. Refer to Annexure 6**

**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 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. 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 VENDOR: \_\_\_\_\_

CAPACITY: \_\_\_\_\_

**RFQ NUMBER GSM005/2026**  
**SAA Business Unit: Global Supply Management**

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## **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**

**The Panel of Service Provider shall provide the Repair and Replacement of damaged baggage.**

1. The Panel of Service providers need to have shops situated near major airports - namely OR Tambo International Airport, King Shaka International Airport, Cape Town International Airport, and in nearby main cities, including Chief Dawid Stuurman (Port Elizabeth) Airport where passenger can have bags repaired and replaced.
2. Service providers must have a minimum of two (2) years' experience in the baggage industry and demonstrate sound customer service knowledge and capability.
3. All baggage repairs and replacement must be of high quality, offered at affordable prices and include a variety of brands and sizes.
4. Baggage Replacements must be completed the same day, matching the same specification and quality, and must fall within the airline's liability limits.
5. Baggage Replacements services must be provided in line with SAA's operating hours, including public holidays, and all replacements require prior approval from SAA.
6. All Invoices must be accompanied by a detailed shopping list, duly signed and authorised by both SAA Baggage Service personnel and the supplier's Store Manager.
7. All invoices are to be submitted to the SAA Baggage Services Department by the service provider's authorised accounts personnel on the last day of each month.

The contract period will be 3 years.

**The selection of service providers from the panel will be used on a rotational basis as and when required.**

### **3. EVALUATION PROCESS & CRITERIA**

Responses will be evaluated on the critical and 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.

***Suppose only one bidder meets the tender requirements and qualifies to be on the panel. In that case, SAA reserves the right to immediately approach the market and proceed with the process of including any new or potential service providers on the panel to enhance competition. This will occur after evaluating such a service provider based on the advertised evaluation criteria.***

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:

##### **Critical Criteria Phase 01**

<b>CRITICAL CRITERIA:</b> None Weighted, Mandatory requirements to be met, for the Bidder's submission to qualify further evaluation. <b>Proof of information below to be provided. A bidder who fails to meet this requirement will be disqualified.</b>	<b>COMPLY (attach proof)</b>	
	YES	NO
<b>Pricing Schedule</b> The pricing schedule provided by SAA should be fully completed. <b>Note: No Other pricing schedule will be accepted.</b>	<input type="checkbox"/>	<input type="checkbox"/>

##### **Functional Criteria – Phase 02**

**Only Bidders who passed the critical criteria will be evaluated on the functional criteria**

**Bidders to provide a portfolio of evidence that address all the items in this tender.**

Evaluation Criteria	Weight %
<p><b>The number of years providing repairs or replacement of baggage:</b></p> <p><b>Company profile must clearly indicate the number of years in business relevant to the scope of work as stated above.</b></p> <ul style="list-style-type: none"> <li>• More than two (2) years' experience = 30%</li> <li>• More than 1 year but less than 2 years' experience = 20%</li> <li>• Less than one (1) year experience = 10%</li> <li>• No experience = 0%</li> </ul> <p><b><i>Note: The Company must provide evidence in the form of a company profile/portfolio detailing information as requested above.</i></b></p>	<p><b>30%</b></p>
<p><b>Written Reference Letters</b></p> <p><b>Bidders must submit written reference letters on the client's company letterhead with contact details and signed by an authorized official, from previous clients.</b></p> <p><b>These letters should attest to the bidder's capability in delivering high quality repairs and replacement of baggage.</b></p> <ul style="list-style-type: none"> <li>• Four (4) reference letters = 20%</li> <li>• Three (3) reference letters = 15%</li> <li>• Two (2) reference letters = 10%</li> <li>• One (1) reference letter = 5%</li> <li>• No reference letters = 0%</li> </ul> <p><b><i>Note: The SAA reserves the right to verify the validity of the evidence submitted.</i></b></p>	<p><b>20%</b></p>
<p><b>National Footprint around South Africa (OR Tambo Airport, Cape Town International Airport, King Shaka International Airport, Chief Dawid Stuurman (Port Elizabeth) Airport.</b></p> <ul style="list-style-type: none"> <li>• Four (4) main Airports with affiliated shops in the 4 provinces = 10%</li> <li>• Three (3) main Airports with affiliated shops in more than 3 provinces = 5%</li> <li>• Three (3) airports with less than 3 affiliated shops = 0%</li> </ul> <p><b><i>Note: Documentary proof (or Signed Company letter head) must be submitted to substantiate claim.</i></b></p>	<p><b>10%</b></p>
<p><b>Baggage Replacement must not take longer than three (3) days.</b></p> <ul style="list-style-type: none"> <li>• <math>&gt;0 \leq</math> Two (2) days = 20%</li> <li>• <math>&gt;</math>Three (3) days <math>\leq</math> Five (5) days = 10%</li> <li>• <math>&gt;</math>Five (5) days = 0%</li> </ul>	<p><b>20%</b></p>

<b>Note: Bidder to provide a report or Company letter from one of the references provided detailing the replacement timeline.</b>	
Bidders to provide a detailed baggage repair and replacement methodology/ project plan which should include but not limited to: <ul style="list-style-type: none"> <li>• Resource Plan, how many staff do you have at each shop = 2.5%</li> <li>• Contingency Plan during festive and peak periods = 2.5%</li> <li>• Service delivery guideline within timeline to repair or replace baggage within stipulated timelines = 5%</li> </ul> <b>Note: Documentary proof (or Signed Company letter head) must be submitted to substantiate claim.</b>	<b>10%</b>
<b>Bidders show that they have sufficient replacement bags and materials to repair bags (stock) available onsite.</b> <ul style="list-style-type: none"> <li>• Sufficient Stock on hand = 10%</li> <li>• Limited Stock on hand = 5%</li> <li>• No stock on hand = 0%</li> </ul> <b>Note: Bidders to provide a portfolio of evidence or signed company letterhead with stock on hand.</b>	<b>10%</b>
<b>Total</b>	<b>100%</b>
<b>Threshold</b>	<b>70%</b>

**Threshold: The minimum qualifying score for Functionality is 70%. All tenders that do not comply with all the Mandatory Requirements for Functionality and that fail to achieve the minimum qualifying score of 70% on Functionality shall not be considered for further evaluation against Price and B-BBEE.**

### Pricing schedule

**The following table should be used as a guide for the pricing proposal:**

**Bidders should provide fixed discount rates for the following brands of baggage. Bidders must indicate any deviations in their bid documents.**

<b>Brand LARGE CHECK-IN TROLLEY (70CM-83CM)</b>	<b>Recommended Sales Price Excl. VAT</b>	<b>% Discount on Retail Selling Price (RSP)</b>	<b>Final Price on Large Excl. VAT</b>
Travelwise			
Samsonite			
Travelite			
Cellini			
Blue Star			
American Tourister			
Eyeful			
Travel One			

Brand MEDIUM CHECK-IN TROLLEY (60CM-69CM)	Recommended Sales Price Excl. VAT	% Discount on Retail Selling Price (RSP)	Final Price on Medium Excl. VAT
Travelwise			
Samsonite			
Travelite			
Cellini			
Blue Star			
American Tourister			
Eyeful			
Travel One			

**Please note that the scope of this RFQ is not limited to the above specified brands and models. These items were chosen for evaluation purposes only.**

### **PHASE 3 - Preference Point System**

All tenders that comply with the mandatory requirements for Functionality and that have achieved the minimum qualifying score of 70% (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"> <li>• BBEE Level (1 or 2) = 10.</li> <li>• A company ("bidder") that is 51% or more black owned = 5; and</li> <li>• A bidder who is 51% &amp; more black women owned = 5</li> </ul>	
Total	100 Points

### **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 a 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 4
- SBD 4 Document. Refer to Annexure 6

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