



**SOUTH AFRICAN AIRWAYS**

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A STAR ALLIANCE MEMBER 

# **South African Airways**

**RFQ GSM 013/2025  
Request for Quotation for Supply  
of Paper Napkins for Onboard  
Services**

**Written Quote Form**

**RFQ NUMBER: GSM 013/2025**

**ISSUE DATE: 03 April 2025**

**CLOSING DATE: 19 April 2025 Time: 17:00 (GMT+2)**

**VALIDITY OF RFQ: 90 Days (from closing date)**

**RFQ DOCUMENTS TO BE E-MAILED TO:**

[NomalangaMaso@flysaa.com](mailto:NomalangaMaso@flysaa.com)

**Size limit – 19.99.**

**Responses must be sent on a downloadable link that remains valid for at least 7 days**

**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.**

**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 and functionality.**

**Required Documentation to be attached;**

- 1. SAA Vendor Document. Refer to Annexure 1**
- 2. SBD1 Document. Refer to Annexure 2**
- 3. General Conditions of Contract. Refer to Annexure 3**
- 4. Pricing Schedule. Please provide own template with pricing**

**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 their tax matters are in order in the respective countries
- 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 Price Schedule  
RFQ NUMBER 013/2025

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 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. Specification**

- 2 SAA seeks to replace the **Business Class catering linen** with a similar (linen or cotton look-alike) disposable paper product. The disposable solution must be suitable for the Business Class customers. It must be a high-end classical textile feel, suitable for a fine dining experience.
- 3 **Disposable napkin in Cutlery Fold** 400x200mm or closest size suitable for pre-fold. 400x400mm sand/beige/white/cream or similar SAA branding to be applied (logo) [a 5% deviation is acceptable]
- 4 **Cocktail Napkin 2-ply Paper** Open Size: 245 x 245 mm (square) Folded Size: 122 x 122 mm (square)
- 5 Up to 5% deviation is allowed.

Description	Quantities Per Month
Cocktail Paper Napkin	150 000
Quarter Fold Paper Napkin	9 000

***Important note\****

- ***Bidders are instructed to deliver samples ONLY, before/or on the closing date and time of the RFQ.***
- ***Bidders who fail to provide samples will be disqualified.***
  
- ***Bids must be submitted electronically to [NomalangaMaso@flysaa.com](mailto:NomalangaMaso@flysaa.com) (on a downloadable link, that remains valid for at least seven (7) days from the closing date of the RFQ).***

BIDDING CONDITIONS	YES	NO
<input type="checkbox"/> <b>Delivery period:</b> Should the bidder be awarded this RFQ, does it agree to deliver the products fifteen (15) days from signing of the Letter of Award?  <i>Note*The products must be delivered DDP to SAA Warehouse based at Inflight Services, Service Road, OR Tambo International Airport, Kempton Park.</i>		
<input type="checkbox"/> <b>Payment Terms:</b> Does the bidder accept a 15-day payment term from the date of invoice following the delivery of the products?		
<p>I, _____ (print name) hereby certify that the information, facts and representations are correct and that I am duly authorised to sign on behalf of the company.            Name of Company: _____            Company Registration Number: _____            Company VAT Registration Number: _____            Signature: _____            Date: _____</p>		

### 3. EVALUATION PROCESS & CRITERIA

#### 4.1 EVALUATION PROCESS

##### 4.1.1. 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.

##### 4.1.2 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.

**EVALUATION CRITERIA:**

**PHASE 1: CRITICAL EVALUATION CRITERIA REQUIREMENTS**

**Critical for Cocktail Paper Napkin**

<b>PHASE 1: CRITICAL CRITERIA:</b> None weighted, mandatory requirements to be met, for the bidder's submission to qualify. Bidders who do not meet all the below mentioned requirements will be disqualified from the RFQ process.		<b>COMPLY YES/NO</b>
1	Bidders are required to provide 3 packs of product samples before/on the closing date of the RFQ.	
2	Bidders are required to supply MSDS (Material Safety Data Sheet).	
3	The product samples must be white. Bidders are required to submit proof of quality management system certificate ISO 9001/SABSA standard certification or equivalent.	

**PHASE 2 – FUNCTIONAL CRITERIA EVALUATION**

**Functional for Cocktail Paper Napkin**

<b>PHASE 2: FUNCTIONAL CRITERIA:</b> Bidders who do not meet the threshold will be disqualified from the tender process.		<b>WEIGHTINGS</b>
<b>1</b>	<b>Product Attributes</b>	
1.1	Single-use 2-ply paper Weight: 2.125 grams	20%
1.2	Eco-friendly materials that are biodegradable and recyclable	50%
1.3	White with a blue SAA logo print embossed border design to be included  Scoring matrix <ul style="list-style-type: none"> <li>• Sample with logo – 30%</li> <li>• Sample without a logo – 15%</li> </ul>	30%
<b>Total</b>		<b>100%</b>
<b>Threshold</b>		<b>75%</b>
<b>TOTAL</b>		<b>100</b>

**Critical for Quarter Fold Napkin**

<b>NO.</b>	<b>DESCRIPTION</b>	<b>BIDDER TO INDICATE COMPLIANCE (YES / NO)</b>
1	Bidders are required to provide 3 packs of product samples before/on the closing date of the RFQ.	
2	Bidders are required to supply MSDS (Material Safety Data Sheet).	
3	The product samples must be white. Bidders are required to submit proof of quality management system certificate ISO 9001/SABSA standard certification or equivalent.	

**Functional for Quarter Fold Napkin**

NO.	DESCRIPTION	SCORE/WEIGHT
1	Single use <ul style="list-style-type: none"> <li>Air laid or similar material</li> <li>Must be absorbent</li> </ul>	20%
2	The serviette must be pre-folded for easy insertion of the cutlery.	15%
3	Eco-friendly materials that are biodegradable and recyclable	25%
4	Must be similar to classical textile look and feel of linen/cotton – 12.5% Colour: Sand/beige/white/cream or similar. SAA branding to be applied – 12.5%	25%
5	To have an acceptable soft handle and pleasant touch	15%
<b>THRESHOLD</b>		<b>75%</b>
<b>TOTAL</b>		<b>100</b>

**Preference Point System**

All tenders that comply with the above-mentioned will be evaluated further in terms of the applicable preference point system as follows:

Criteria	Points
Price	80
BBBEE	20
<b>Total</b>	<b>100 points</b>

**5. 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
- SBD1 Document. Refer to Annexure 2
- Pricing Schedule. – bidders must provide their own Pricing Schedule Template.

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