



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER ™

RFQ GSM031/2026

**Request for Quotation for a panel of service providers
to provide baggage delivery services**

G.1 Written Quote Form

RFQ NUMBER: GSM031/2026

ISSUE DATE: 13 May 2026

BRIEFING SESSION: 20 May 2026 at 13:00pm to 14:00pm (GMT+2)

Join: <https://teams.microsoft.com/meet/321925259019093?p=0hl6VHix2CXNdcvXrm>

Meeting ID: 321 925 259 019 093

Passcode: Zh2cg74e

CLOSING DATE: 27 May 2026 @ 16:00pm

VALIDITY OF RFQ: 90 days

RFQ DOCUMENTS TO BE E-MAILED TO: tenders@flysaa.com – limit 2MB (send in parts or via downloadable link)

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, B-BBEE 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**

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: GSM031/2026
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

The panel of service providers shall provide baggage delivery services as required in terms of the Agreement and in accordance with but not limited to the following:

- Service provider needs to have an office at all major airports – OR Tambo International Airport, King Shaka International Airport, Cape Town International Airport, and in Chief Dawid Stuurman (Port Elizabeth) Airport.
- Drivers need to be available at short notice (within 30 minutes of receiving phone call)
- A door-to-door delivery of delayed bags.
- Weighing and wrapping bags with plastic and/or protective material before delivery.
- Seal and/or tape bags to avoid tampering after wrapping.
- Deliveries are to be dispatched 30 minutes after the BDO (Baggage Delivery Orders) are done by Baggage personnel or upon advice of a competent authority.
- Ensure that a Coordinator is always present in Baggage Services offices at all four (4) Airports to ensure timeous coordination of baggage deliveries and to prevent theft and/or pilferage.
- The coordinator must work closely with SAA Baggage Services personnel to ensure that deliveries are well coordinated by routes.
- Enter all deliveries into the tracking system to get updates and whereabouts of the drivers.
- Ensure that delivery addresses are confirmed, and customer is available before dispatching the drivers.
- Ensure that all the deliveries are documented by the coordinator.
- All vehicles at all four (4) Airports must have tracking devices installed and operational to monitor vehicle movements.
- Baggage Delivery Order (BDO) and the delivery spreadsheet must be submitted weekly to respective SAA Accounts personnel

- Billing invoice and statements must be submitted weekly to the respective SAA Accounts personnel.
- Organize one (1) standby car and a Driver during special events
- Delivery must be completed
 - Within 1 hour of receipt of bags within 50 km radius.
 - Within 2 hours of receipt of bags for all deliveries.
 - Long-distance deliveries will take into account the driving duration.
- Ensure that there is full staff complement (Coordinator and Drivers) at all 4 stations at the beginning of each shift.
- Drivers must be contactable.
- Delivery staff must wear uniform and name badges.
- Ensure that vehicles are ready for deliveries at the beginning of each shift and that the allocation is as per RFQ specification and must have fuel to make deliveries.
- JNB – 4 or more vehicles, 1 Coordinator and 4 or more drivers.
- DUR – 3 vehicles, 1 coordinator and 3 or more drivers.
- CPT – 3 or more vehicles, 1 Coordinator and 3 or more drivers
- PLZ – 2 or more vehicles, 1 Coordinator and 2 or more drivers.
- Ensure that the address is clear before accepting baggage for delivery.
- All drivers to be trained in customer service as per SAA standards.
- Long-distance deliveries must be made between 06h00 to 17h00 the same day.
- No deliveries that are 500km (round trip) shall be made after 16h00. These deliveries will take place the following day first thing in the morning.
- All vehicles must be in good condition and roadworthy.
- In the event of vehicle breakdown, a backup vehicle must be dispatched within 30 minutes to continue with the services.
- The relevant station Baggage Representative or Team Leader must be notified of breakdown within 30 minutes of such breakdown with proof of breakdown.
- All group bag deliveries must be delivered with 1 tonner LDV long base vehicles.
- All vehicles must have lockable canopies.
- Ensure adherence to operational hours as required in terms of the Agreement.

Note: The selection of the panel of service providers will be 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

Table of contents must be provided, and documentation must be submitted in sequence addressing each requirement in Critical and functional criteria.

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

Critical Criteria Phase 01

No.	CRITICAL CRITERIA: None Weighted, Mandatory requirements to be met, for the Bidder's submission to qualify further evaluation. Proof of information below needs to be provided. A bidder who fails to meet this requirement will be disqualified.	BIDDER TO INDICATE COMPLIANCE (YES/NO)
1	Vehicle Ownership/Lease agreement and Road Worthy certificate Bidder to provide valid certificates of vehicle ownership or lease agreement and road worthy test of all currently operating vehicles. Bidder to provide a list of operating vehicles per domestic airport and relevant document must accompany the list. (Relevant documentation must be provided with the proposals).	
2	Public Driving Permit (PDP) Current drivers must have driver's license and valid PDP verified by relevant department. Clear copies must be provided to ensure that licenses are valid. Unclear copies may lead to disqualification. (Relevant documentation must be provided with the proposals).	
3	Proof of insurance Bidder to provide proof of relevant insurance cover to cover items that will be delivered. Insurance documentation must explicitly state that the cover provided is for Goods in Transit. Any insurance cover not specifically aligned to Goods in Transit requirements will result in disqualification. (Relevant insurance documentation must be submitted with the proposal).	
4	Fully Completed Pricing Schedule The pricing schedule provided by SAA must be fully completed. No other pricing schedules other than the one on the tender document will be accepted.	

Functional Criteria – Phase 02

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

NO	DESCRIPTION	SCORE/WEIGHT
1	<p>Number of years providing delivery of baggage:</p> <p>Bidder must demonstrate five 5 or more years of experience in business <u>relevant to the delivery of passenger baggage</u></p> <ul style="list-style-type: none"> • More than 5 years' experience – 20% • More than 4 years and equal to 5 years – 15% • More than 2 years but less than 4 years' experience – 10% • Greater than 0 but less than 2 years' experience – 5% • No experience demonstrated – 0 <p>Note: Bidder to provide a portfolio of evidence which demonstrates number of years' experience in providing baggage delivery services</p>	20%
2	<p>Track Record:</p> <p>Bidders must submit reference letters from previous clients. Letters must be:</p> <ul style="list-style-type: none"> • on the previous/current clients' letterhead, • with contact details • signed by an authorized official. <p>These letters should attest to the bidders' capability in delivering similar work (<u>delivery of passenger baggage</u>) done within the last 3 years.</p> <ul style="list-style-type: none"> • More than 3 reference letters – 20% • 3 reference letters – 15% • 2 reference letters – 10% • 1 reference letter – 5% • No reference letters provided – 0% <p>Note: SAA reserves the right to verify the validity of the evidence submitted.</p>	20%
3	<p>National Footprint including affiliated service around South Africa. Bidder must have ability to do deliveries at all domestic airports that SAA operates at (OR Tambo International Airport, Cape Town International Airport, Chief Dawid Stuurman (Port Elizabeth) Airport and King Shaka International Airport) as well as obtain ACSA permits where necessary.</p> <p>4 main airports in 4 provinces – 10% 3 Airports – 5% 2 airports or less airports – 0%</p> <p>Note: Bidder to confirm the National Footprint in the portfolio of evidence by listing the airports they operate at.</p>	10

4	<p>Availability of vehicles</p> <p>The bidder must provide a list of start-up vehicles fitted with lockable canopies for each domestic airport. All vehicles must be well maintained, roadworthy, and in good overall condition to ensure that the image and reputation of SAA are not compromised. The standard fleet should consist of base-model half-ton vehicles. However, each operational area must have at least one one-ton vehicle with long base available to accommodate higher capacity requirements.</p> <p>ORTIA</p> <ul style="list-style-type: none"> • 3 or more standard vehicles + 1 one-ton vehicle – 5% • 2 standard vehicles + 1 one-ton vehicle - 2.5% • one standard vehicle or one one-ton vehicle or no vehicles provided – 0% <p>Cape Town</p> <ul style="list-style-type: none"> • 2 or more standard vehicles + 1 one-ton vehicle – 5% • 1 standard vehicle + 1 one-ton vehicle – 2.5% • one standard vehicle or one one-ton vehicle or no vehicles provided – 0% <p>Durban</p> <ul style="list-style-type: none"> • 2 or more standard vehicles + 1 one-ton vehicle – 5% • 1 standard vehicle + 1 one-ton vehicle – 2.5% • one standard vehicle or one one-ton vehicle or no vehicles provided – 0% <p>Gqeberha</p> <ul style="list-style-type: none"> • 2 or more standard vehicles + 1 one-ton vehicle vehicles – 5% • 1 standard vehicle + 1 one-ton vehicle – 2.5% • one standard vehicle or one one-ton vehicle or no vehicles provided – 0% <p>Note: Bidder to provide portfolio of evidence addressing the number of vehicles.</p>	20
5	<p>Baggage delivery methodology</p> <p>Bidders to provide a detailed baggage delivery methodology which should include but not limited to:</p> <ul style="list-style-type: none"> • Resource Plan addressing the number of vehicles, drivers available and coordinator per airport) - 10% • Contingency plan for risk mitigations in cases of strikes, delayed flights, staff shortages etc. - 10% • Same day delivery guideline within timeline – 10% <p>Note: A portfolio of evidence must be submitted to substantiate claim in the form of suppliers' current operations. (Bidder must ensure that all three (3) points are addressed to ensure maximum scoring)</p>	30
TOTAL		100%
THRESHOLD		70%

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.

Site Visit

To thoroughly assess each bidder’s operational capacity and compliance with the required standards, SAA will conduct a comprehensive site visit at the bidder’s premises. This visit enables SAA to verify the authenticity of submitted documentation, observe the working environment, and confirm that all mandatory requirements are being met.

Pricing schedule

The following table should be used as a guide for the pricing proposal. Please provide us with a quotation for the items/services specified hereunder where applicable, in accordance with the above specification.

Distance	Rate per KM (Excluding Vat)	Rate per KM (Including VAT)
0-25km		
26km-50km		
51km-100km		
101km-infinity		

Please note that the scope of this RFQ is not limited to the above rates. These distances were chosen for evaluation purposes only.

PHASE 2 - 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"> • BBBEE Level (1 or 2) = 10. • A company (“bidder”) that is 51% or more black owned = 5; and • A bidder who is 50% & more black women owned = 5 	
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 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

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