



**SOUTH AFRICAN AIRWAYS**

A STAR ALLIANCE MEMBER 

## **PAPER ITEMS**

## 1. Scope – All Items/Categories

This specification covers the performance requirements of various types of paper items for South African Airways.

## 2. Items Included in Scope

ITEM CATEGORY	DESCRIPTION	ESTIMATED QUANTITY PER MONTH
1. A	2ply Hand Towels for onboard aircraft dispensers (both Economy and Business Class) and business class lounges	100 000
2. B	2ply Soft Tissues	60 000
3. C	2ply Toilet Paper	70 000
4. D	Food Contact Cleaning Wipe	50 000
5. E	Airsickness Bag	8 000
6. F	Cocktail Napkin	150 000
7. G	Quarter Fold Napkin	9 000
8. H	Plate Divider	15 000
9. I	Refresher Towel	23 408
10. J	Paper Serviette Ring	80 000
11. K	Paper Cup	120 000
12. L	Tray Liners 2/3	54 374
	Tray Liners 1/1	22 008
	Tray Liners 1/2	18 124

### **IMPORTANT NOTE\***

- ***Bidders must provide documentation for each category for which they are bidding.***
- ***Bidders shall bear all related costs for providing the required samples to SAA.***
- ***Bidders shall bear all related costs for the return of their samples should they wish to reclaim them after the tender has been awarded.***

## 3 General requirements:

- Bidders must provide samples.
- Bidders must provide samples to SAA free of charge.
- Bidders must indicate the rotation of each item.
- Bidders can collect samples at the end of the tender process at their cost.
- Every product must be clearly marked with bidder's name, GSM number, Category of the product and Description.
- Bidder must supply cost of the product(s).
- Quality assurance standards to be detailed.
- Design and quality must be applied appropriately, SAA welcomes new design proposals.

## **Delivery & Price**

- The incoterm is Delivered Duty Paid (DDP) to SAA Johannesburg Warehouse.
- All prices must be inclusive of packaging, transportation and other related cost.
- Stock must be delivered on treated 4 way entry pallets dimensions 1.2m x 1.0m. (As per the Government Gazette 5 March 2004 notice 319 of 2004 as amended.)
- Products must be packed properly to reach SAA warehouse in a condition that is free from defects and allows for storage in SAA stores.
- Copy of heat treatment certificate for the pallets must accompany each delivery.
- Copy of Quality certificate for the product must accompany each delivery.
- Each pallet must be adequately secured on all four corners to ensure safe transportation of products.
- Product Case Packing details (label on top and side of the case) with below info:  
SAA Code (consist of SA & 4 digit to be advise on award)  
Description of the content
  - Case quantity
  - PO number

## **Ordering of Stock**

- The provided quantities are estimates only; they do not constitute a firm commitment or undertaking to acquire the estimated quantities.
- Forecast and usage will determine monthly orders.
- A rolling ordering schedule based on forecast and usage rate may vary from month to month.
- The appointed supplier must keep a minimum buffer stock of at least 15% or 4 weeks of the annual forecasted quantities.

## **4. Materials**

No materials will be supplied by South African Airways. All materials must be suitable for industrial catering purposes.

## **5. Workmanship**

Each item shall be:

- Of uniform and acceptable make, colour and finish.

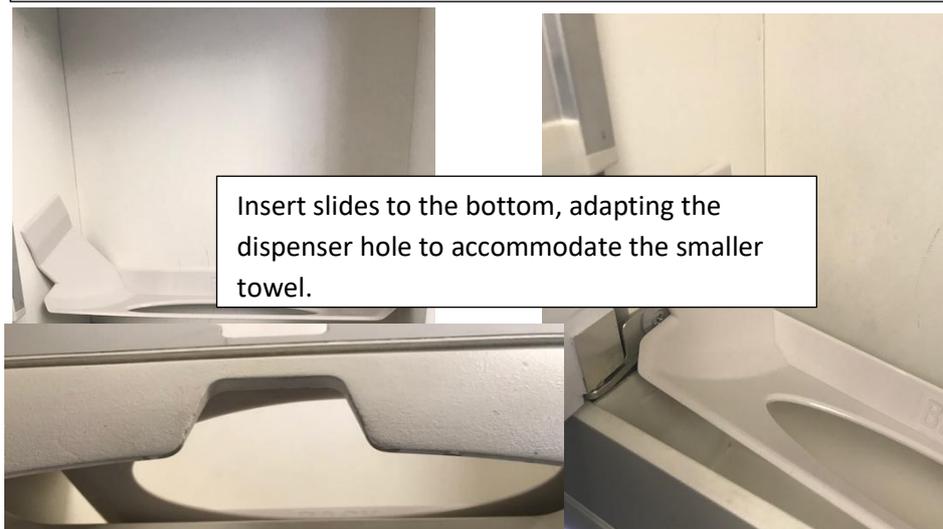
Shall be free from defects that:

- Affect their appearance.
- Affect their serviceability (or both).

## CATEGORY A: PAPER TOWELS

Item	Material	Size	Towel Configuration	Colour
<p>Paper Towel for onboard aircraft dispensers (both Economy Class and Business Class) for narrow body aircraft.</p> <p><b>An adapter to be provided for the fitting of the smaller paper towel into the larger dispenser for the wide body aircraft to adapt the dispenser cavity for the smaller towel (see example per images below)</b></p>	Paper	<p>185x100mm</p> <p>(Up to 5% deviation allowed)</p>	Individually folded (not attached)	White
<p><b>Critical Requirements/Information:</b></p> <ul style="list-style-type: none"> <li>• Since the dispenser and paper towels function as a unit/system, the provided paper towels must ensure optimal efficiency, allowing for a single folded sheet to be dispensed at the point of use.</li> <li>• The dimensions of the existing paper towel dispensers in the SAA aircraft may or may not comply with industry standards, therefore, bidders can bid with a product as close to the specified dimensions as possible or alternatively develop a customize paper towels to accommodate the existing dispensers.</li> <li>• Possibly include technology that results in a material having a very high open fibre structure, creating absorbency cells in every towel that enhance its absorbency properties, are strong when wet and reduce towel usage.</li> <li>• To have an acceptable soft handle</li> <li>• Paper towel to be environmentally friendly.</li> <li>• Colour must white.</li> <li>• Easily flushable: composition of the material of the hand towel needs to be easily soluble and decompose quickly in the event that it is discarded into the lavatories.</li> <li>• Recycled fibre compositions will be considered.</li> <li>• Bidder to supply MSDS (Material Safety Data Sheet), where applicable</li> </ul>				

Plastic insert fits into aircraft dispenser.



## **Workmanship**

The paper towels shall be:

- cut, made and packed with first-class workmanship throughout
- of uniform colour and trimmed with clean smooth edges

The paper towels shall be free from:

- Defects that affect their appearance or may affect their serviceability (or both)
- Specks, holes, tears, undue wrinkles, abrasive particles and other imperfections
- Disagreeable odours, either wet or dry

## **General Performance of the Paper Towels**

- Once wet, the base sheet must demonstrate strength and resilience, returning to its previous state without tearing or disintegrating.
- Paper towels do not necessarily have to be creped in the traditional manner if alternative, latest technologies are utilized, provided they can demonstrate performance matching or exceeding the requirements for stretch and absorbency as outlined in the standards below.

## **Paper towels: Applicable for SAA onboard aircraft dispensers**

To comply with minimum requirements as specified for folded paper towels as given in table 1 of SANS 1887-1 "Tissue Paper - General requirements" and SANS 1887-4 "Tissue paper – Part 4: Paper towels" for single-ply paper towels.

## **Visual of the SAA aircraft dispensers and current paper towels used:**

Images below showcase the wide-bodied aircraft onboard dispensers. The left image shows the open dispenser, and the right image shows the closed dispenser.



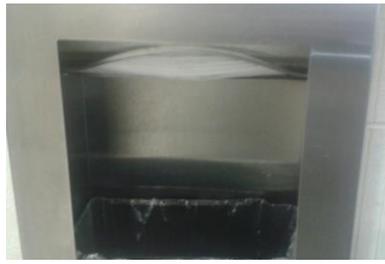
A340

Images below showcase the narrow-bodied aircraft onboard dispensers. The left image shows the open dispenser, and the right image shows the closed dispenser. The left image will give an indication of current issue SAA has with the dimensions of the current paper, where the paper size is too large to fit.



**Visual of the SAA Lounge dispensers and current towels**

Images below showcase the two types of dispensers within the SAA Lounge. The image on the left showcases the dispenser embedded into the counter-top of the washing station. The image on the right showcases the wall mounted variation of the Lounge dispenser.



**CATEGORY B: 2PLY SOFT TISSUES**

**MATERIAL SPECIFICATION OVERVIEW.**

SAA uses soft pack tissues with a perforation for easy opening, to load in onboard lavatories.

Product Name: Soft pack 2- Ply Tissues

**Item Code**

**SAXXXX**

**Dimensions**

	Units	
Weight:	g	1 (per individual tissue)
Sheet Size	mm	216 x 216

**Material Specification**

Finished Product: 100% Virgin fibre

Finished Product Colour: White

**Notes:**

- Tissues must be inter-folded.
- Ease of pulling out one sheet at a time
- Flushability: Composition of the material of the tissue must be easily soluble and decompose quickly in the event that it is discarded into the lavatories.

**Additional information:**

**Packaging will be confirmed with successful bidder but note:**

- Packets must be perforated.
- 100 2-ply tissues in a poly outer packet.
- Soft-pack only (no carton box allowed).
- Poly outer pack to be branded with SAA.

**CATEGORY C: TOILET PAPER**

**MATERIAL SPECIFICATION OVERVIEW**

<b>Product Name: 2-Ply Toilet paper</b>

<b>Item Code</b>
SAXXXX
<b>Material Specification</b>
Finished Product: 2-ply toilet paper. <ul style="list-style-type: none"><li>• Option 1: 100 % virgin</li><li>• Option 2: a combination of virgin fibre and recycled materials (quality cannot be compromised)</li></ul> Finished Product Colour: White  Finished Product requirements: <ul style="list-style-type: none"><li>• Soft to touch</li><li>• 350 sheets per roll</li><li>• Sheets must be perforated.</li><li>• Perforation to be lined-up on upper and lower sheets.</li><li>• Composition of the material of the toilet paper must be easily soluble and decompose quickly as it is discarded into the in-flight lavatories.</li></ul>
<b>Additional information</b>
Packaging: <ul style="list-style-type: none"><li>• Standard printed wrap.</li><li>• 100 rolls per carton.</li><li>• Toilet Roll wrapper to be branded with SAA.</li></ul>

**CATEGORY D: FOOD CONTACT CLEANING WIPES**

Limited repeat-use anti-bacterial wiper that is suitable for catering, and any other surface which requires cleaning, use in the hospitality industry (heavy duty).

**MATERIAL SPECIFICATION OVERVIEW**

Item	Material
Food Contact Cleaning Wipes	<p>Fibre composition: Minimum of 50% cellulosic fibres</p> <p>Construction: Spun lace*, nonwoven, constructed WITHOUT binders, chemicals and/or adhesives.</p> <p>Applied Technology: To include technology that promotes the fast absorption of liquids, that is strong when wet or dry, low-linting properties, resistant to most solvents typically used in the food industry with a capability of absorbing liquid at least 6 times its dry weight.</p> <p>Type: Separate sheets/ interfolded (NOT in roll form)</p> <p>Size: Minimum: 350 mm x 420 mm Maximum: 400 mm x 420 mm</p> <p>[a 5% deviation of the maximum/minimum dimension is acceptable]</p> <p>Colour: Preferably white, another colour may however be proposed.</p>
<p>Preferred Packaging:</p> <ul style="list-style-type: none"> <li>• 25 sheets wrapped in poly outer packets.</li> <li>• 10 Packets per Bag.</li> </ul> <p><b>Bidder must supply MSDS (Material Safety Data Sheet), where applicable</b></p> <p><b>*Spunlace:</b> Spunlace is a non-woven fabric produced by entangling fibres firmly by water jets (water jet interlaced nonwoven fabric). This fabric is manufactured by bonding fibres into a sheet only with hydraulic power without the use of a binder, which makes it safe for use in skin-touching products.</p>	

**Visual of the current Food Contact Cleaning Wipes in use:**



**CATEGORY E: AIRSICKNESS BAG**

SAA loads an Airsickness bag in each seat pocket, onboard of the aircraft. This is a regulatory requirement.

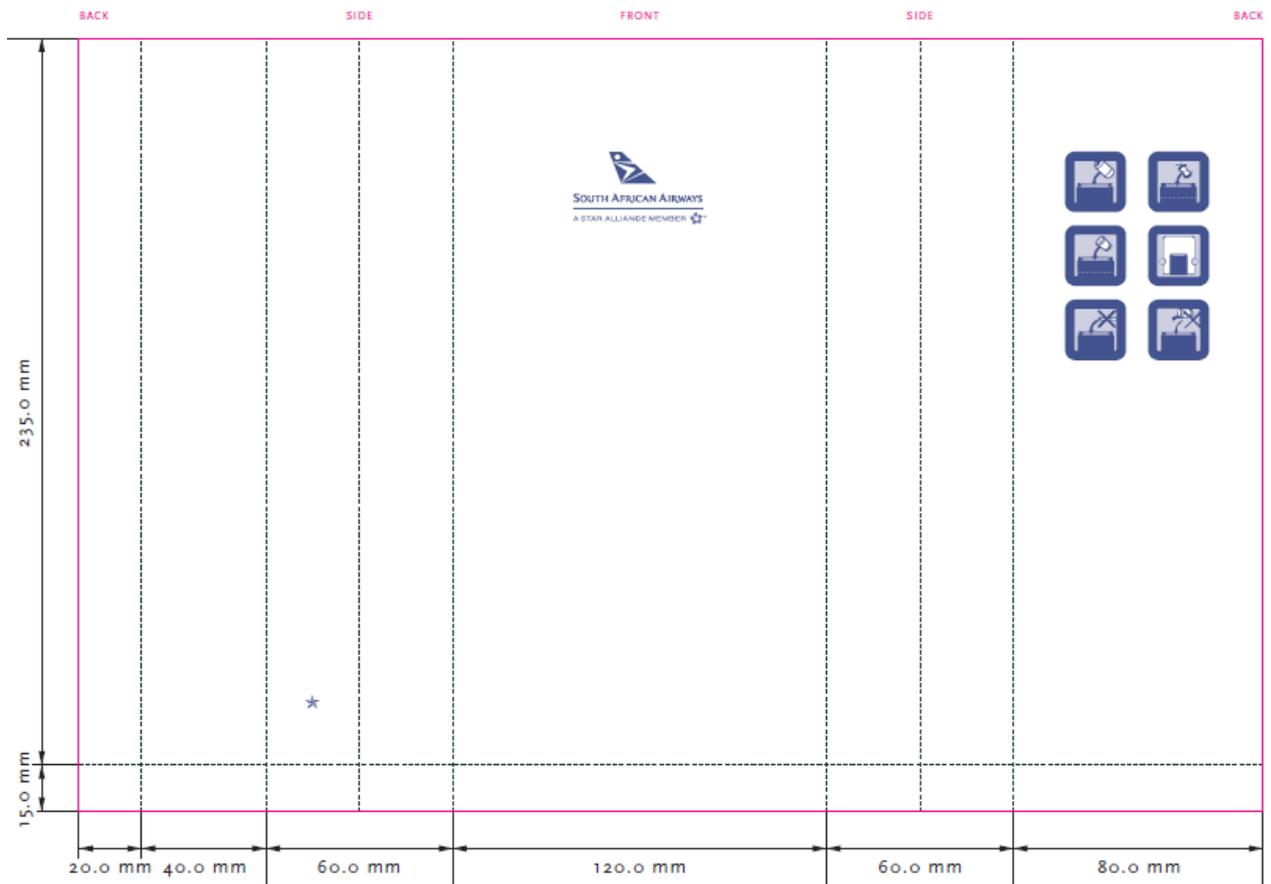
Current ASB has a block bottom, but it can also be a seamed closure, for a more economical approach.

**MATERIAL SPECIFICATION OVERVIEW:**

<b>Item</b>	<b>Material</b>	<b>Size</b>	<b>Weight</b>	<b>Colour &amp; Design</b>
Airsickness Bag	Finished Product: 60gsm white paper + 15gsm PE (Polyethylene) coating.  Plastic coated (laminated), leak-proof inner lining.	L: 235 W: 120 D: 60mm (Optional with block bottom)	7.2 grams	Finished Product Colour: white with blue design (Blue PMS 662U)  SAA Logo to be printed one side and instruction icons on the reverse side with one colour blue.

**Bidder to supply MSDS (Material Safety Data Sheet) where applicable.**

**Design and dimensions of current Airsickness Bag:**



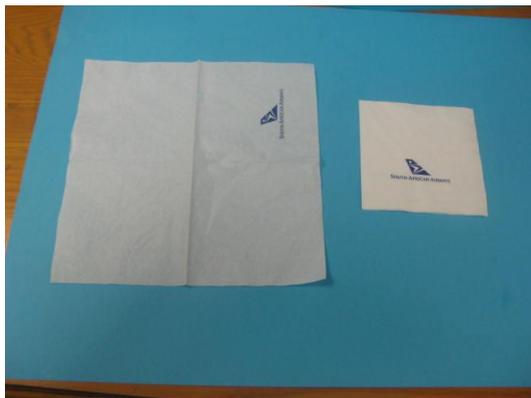
**CATEGORY F: PAPER COCKTAIL NAPKIN**

**MATERIAL SPECIFICATION OVERVIEW**

Item	Material	Size	Weight	Colour & Design
Cocktail Napkin	2-ply paper	Open Size: 245 x 245 mm (square) Folded Size: 122 x 122 mm (square)  [a 5% deviation is acceptable]	2.125 grams	White with a blue logo print  Embossed border design to be included.

**Bidder to supply MSDS (Material Safety Data Sheet) where applicable.**

**Current Cocktail Napkin in use:**



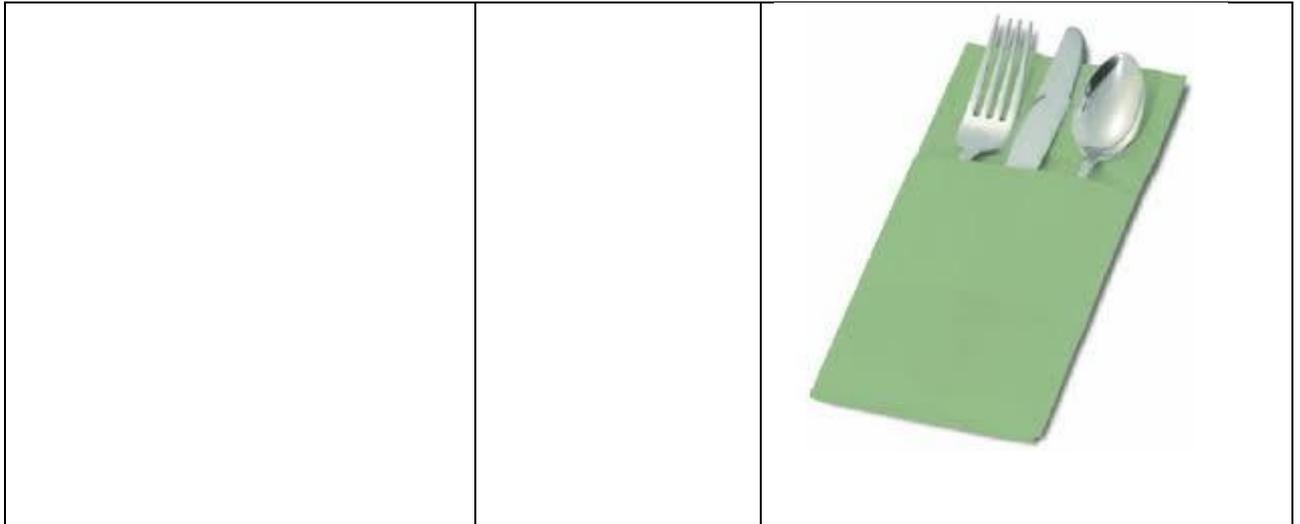
**CATEGORY G: QUARTER FOLD NAPKIN HIGH QUALITY**

**HIGH QUALITY SINGLE USE NAPKINS FOR ONBOARD BUSINESS CLASS SERVICE and for the Premium SAA lounges**

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 travelling with the airline, have a high-end classical textile feel, suitable for a fine dining experience. The serviettes will also cater for the Premium lounges in OR Tambo, Cape Town and Durban.

**MATERIAL SPECIFICATION OVERVIEW:**

<b>Item</b>	<b>Size</b>	<b>Colour/Design</b>
Option 1: Disposable Napkin	400x400mm	Sand/beige/white/cream or similar SAA branding to be applied (logo)
Option 2: Disposable napkin in cutlery Fold	400x200mm or closest size suitable for pre-fold.	Sand/beige/white/cream or similar SAA branding to be applied.  The serviette already to be pre-folded so the caterer has to insert the cutlery pack only.  Image as illustration only. SAA's cutlery pack would be flow wrapped and inserted in the fold.



**Critical Requirements:**

- Single use.
- Plush and looks neat.
- Airlaid or similar material.
- Absorbent.
- Eco-friendly materials that are biodegradable and recyclable.
- To have an acceptable soft handle and pleasant touch.
- Must be similar to classical textile look and feel of linen/cotton.
- Suitable for Business Class fine dining experience.
- **Bidder to supply MSDS (Material Safety Data Sheet), where applicable.**

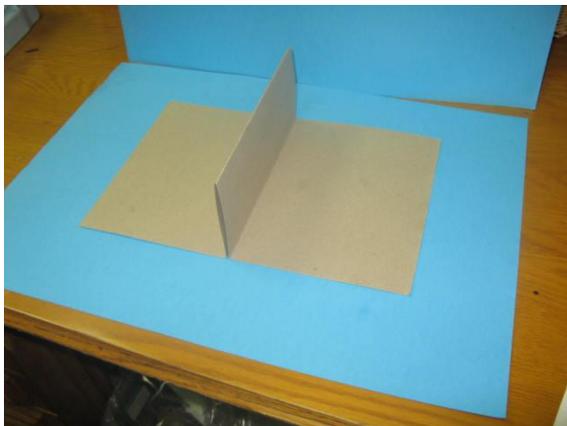
## CATEGORY H: PLATE DIVIDER

Dividers are utilized to load and protect crockery in order to avoid breakages. Crockery product items may change from time to time; therefore, the plate divider dimensions would need to adjust to accommodate these changes. Due notice will be given to the supplier of these changes.

### MATERIAL SPECIFICATION OVERVIEW

Item	Material	Size	Colour
Plate Divider	Cardboard	Total length: 580mm Width: 240mm From outer edge to bent upside in middle: 180mm Height of folded part: 105mm Thickness of carton: 1.5mm Weight: 58 grams	Brown or any
<ul style="list-style-type: none"><li>• The height of the divider must not exceed 105mm.</li><li>• <b>Bidder to supply MSDS (Material Safety Data Sheet), where applicable.</b></li></ul>			

### Current Plate Divider in use

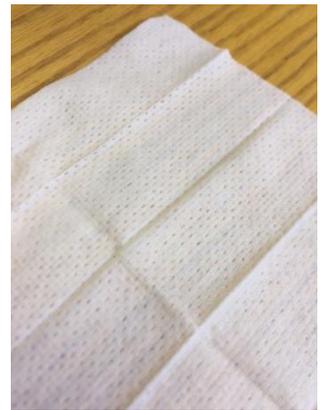


**CATEGORY I: REFRESHER TOWEL**

**MATERIAL SPECIFICATION OVERVIEW**

<b>Item</b>	<b>Material &amp; detail</b>	<b>Size</b>
Individually packed anti-bacterial moist refresher towel	<p><b>Liquid compound:</b> Hypoallergenic, skin-friendly cosmetic formulation without alcohol.</p> <p><b>Towel fibre composition:</b> Minimum of 30% cellulosic fibre..</p> <p><b>Towel material construction:</b> non-woven using binders or Spunlace* or similar, of nominal mass in the range 35g/m2 to 52 g/m<sup>2</sup></p> <p><b>Fragrance:</b> Light and fresh</p> <p><b>Shelf life:</b> Minimum of 30 months from date of manufacture.</p> <p><b>*Spunlace:</b> Spunlace is a non-woven fabric produced by entangling fibres firmly by water jets (water jet interlaced nonwoven fabric). This fabric is manufactured by bonding fibres into a sheet only with hydraulic power without the use of a binder, which makes it safe for use in skin-touching products.</p>	Size may vary to suit the packaging. Current is 185 mm x 190 mm (when packed in moist state and unfolded)
Packaging	<p><b>Packaging material:</b> Acceptable non-toxic white gloss opaque plastics sheeting that is heat-sealable and capable of maintaining the moist condition of the refresher towel (as when packed) for the full shelf life of the product.</p> <p><b>Nominal thickness of packaging material:</b> 50 microns (thickness not to hinder tearing of sachet).</p> <p><b>Printing requirements:</b> To incorporate a custom printed design in a single colour (in addition to white base colour of the packaging material). From time to time the print might be full colour as it will include the print of an external company willing to advertise. Please advise min quantities for customised advert or full colour print as an option.</p> <p><b>Nips:</b> Sides to incorporate nips to facilitate easy opening (tearing)</p> <p><b>Nominal outer dimensions:</b> 55 mm x 140 mm</p> <p><b>Edge finishing:</b> Heat-sealed along all edges.</p> <p><b>Additional markings:</b> The expiry date to be clearly displayed on each sachet.</p>	Size may vary from 55 mm x 100mm to 55 mm x 140 mm To suit towel size
<b>Bidder to supply MSDS (Material Safety Data Sheet), where applicable.</b>		

### Current refresher towel in use:



### Workmanship

The refresher towels and individual sachets shall be:

- Cut, made and packed with first-class workmanship throughout.
- Of uniform colour and trimmed with clean smooth edges.
- Such that it shall not bloat after being sealed for the entire shelf-life period.

The refresher towels shall be free from:

- Defects, that affect their appearance or may affect their serviceability (or both).
- Specks, holes, tears, abrasive particles and other imperfections.
- Disagreeable odours, either wet or dry.

The refresher towel sachets shall be:

- Printed in such a way that no bleeding occurs.
- The printing shall be sharp, clear and conform to the design approved by the SAA.
- Free from holes or tears that may affect their appearance or affect their serviceability (or both).
- Such that the heat-sealed edges shall not separate.
- Such that the nips on the side edges must be neatly made and aligned with each other.

**CATEGORY J: PAPER SERVIETTE RING**

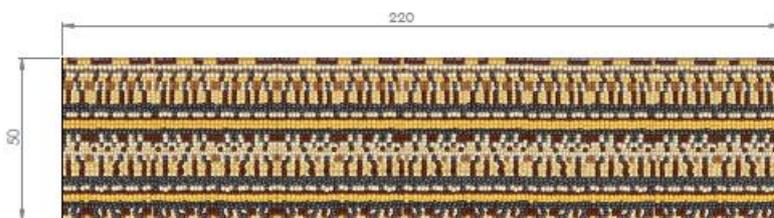
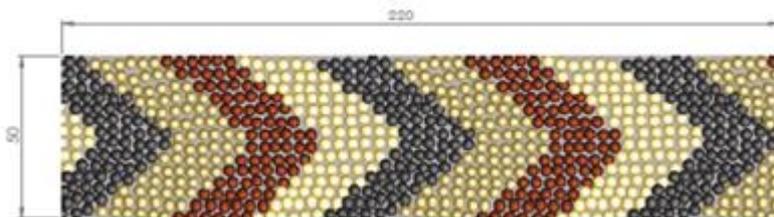
Paper serviette rings are used to wrap around the linen cutlery pouches, presented in Business Class.

The current product is supplied to the caterer in a roll of which each serviette ring must be torn off, sticky strip to be removed and wrapped around the linen pack.

Cost-effective pre-cut solutions can also be proposed.

Item	Current Material	Size	Colour
Paper serviette ring	80gsm RH9 Hotmelt with white backing	Dimensions: 220 x 50mm	Full colour
<b>Bidder to supply MSDS (Material Safety Data Sheet) where applicable.</b>			

**Artwork as follows:  
2 options but other designs may apply.**



## **CATEGORY K: DOUBLE WALLED PAPER CUPS**

SAA utilizes paper cups for the coffee and tea service in economy class, and this specification pertains to the material and design of double-walled paper cups for SAA.

**Design overview:** The cup must be printed with SAA branding material with one colour print. Artwork will be provided by SAA.

### **Workmanship:**

- Cups have to be free of any defects.
- All uniform and acceptable make, colour and finish
- Manufacturing quality assurance processes must be demonstrated.
- Company Quality Assurance standards to be detailed.
- Paper needs to be sourced from sustainably managed forests.
- Recycling information must be included.

### **Technical and material specification**

- All material must be paper (board) of food grade, products may not contain dyes or other chemical compounds deemed unsafe for human consumption.
- Technical specification:
  - Material: 310/15 board to withstand 85/90 degrees liquid heat.
  - The double walled cup with thickness of 250-300gsm.
  - Double walled with ample thickness to ensure that passengers can hold the cup easily without discomfort.
  - Volume to brim: 200ml.
  - Cups must be stackable.

- Packaging in sleeves to fit in its length in an Atlas size drawer size of 38 cm by 27 cm.  
20-25 per sleeve

Samples to be provided free of charge to SAA, which should be a minimum of 2 sleeves of cups. How many in a sleeve

**Proposed design:**



**CATEGORY L: TRAYLINERS**

**MATERIAL SPECIFICATION OVERVIEW**

SAA uses disposable printed paper tray liners to line the plastic trays, used for serving meals in flight.

The trayliner is printed in a compound that has non-slip properties and must be supplied in three sizes.

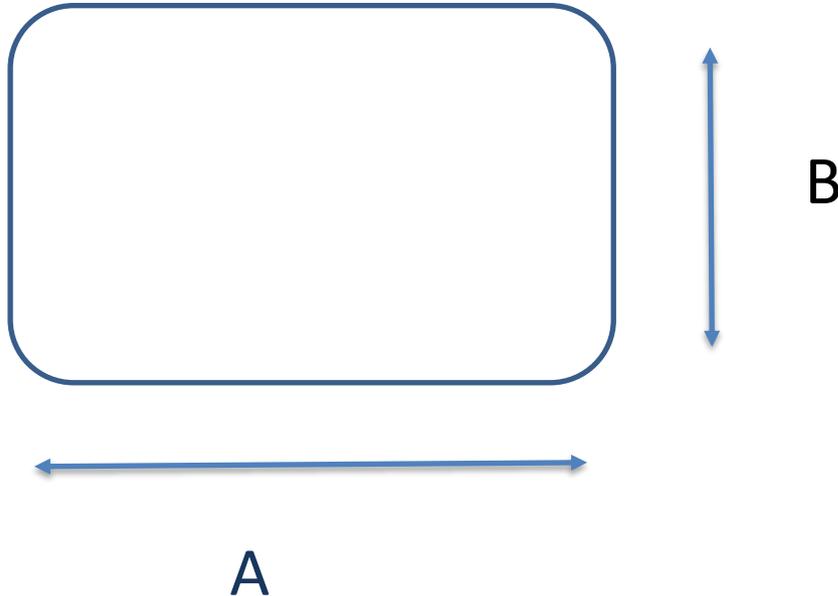
**Design overview:** The trayliners have to be printed with SAA branding material as per the artwork provided by SAA.

Material detail:

<b>Item</b>	<b>Requirement</b>
Weight of paper (prior to print)	85g/m2 +/- 5g/m2 (such as to neatly accommodate the printing compound specified).
Colour of the paper	Artwork to be supplied by SAA for Economy and Business Class.
Printing compound	Anti-slip non-toxic glue/silicone that is odourless (safe for food contact).
Colour of printing compound	Translucent (monotone)
Anti-slip performance of printing compound	Capable of providing a non-slip surface at a minimum angle of 30 degrees.
Print coverage	Full sheet (such as to achieve the anti-slip performance as given above).

Print design	One print for Business class trays and one print for economy trays, as per artwork provided by SAA, in various sizes as stipulated.
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Dimensions:



3 sizes	Side A	Side B
½ size trayliner	250mm	160mm
2/3 trayliner	250mm	230mm
Full size trayliner	354mm	254mm

The trayliners shall be:

- Cut, made and packed with first-class workmanship throughout.
- Of uniform colour and trimmed with clean smooth edges.

The trayliners shall be free from:

- Defects that affect their appearance or may affect their serviceability (or both).
- Specks, holes, tears, abrasive particles and other imperfections.
- Disagreeable odours, either wet or dry.

The printing shall:

- The printing shall be sharp, clear and conform to the design approved by the SAA.
- Free from holes or tears that may affect their appearance or affect their serviceability (or both).
- Such that the stacked sheets (when packed) shall not stick to each other for the shelf life of the products.
- Such that the nips on the side edges are neatly made and aligned with each other.

**Proposed Design (without the copy, just the arrow design)**

