



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

RFQ GSM055/2026

Request for Quotation for Vetting System

G.1 Written Quote Form

RFQ NUMBER: GSM0055/2026

ISSUE DATE: 06 August 2026

CLOSING DATE: 14 August 2026 at 16:00pm

VALIDITY OF RFQ: 180 days

RFQ DOCUMENTS TO BE EMAILED TO: Tenders@flysaa.com – The maximum size of documents that can be sent via the email box at once is **2MB**. If your files exceed this size, please send them in parts or provide a downloadable link. Note that South African Airways will not be responsible for links that are corrupt and cannot be opened.

Vendors must submit quotations before the specified closing date and time. If the quotation is late, it will not be considered.

South African Airways requests your quotation for the goods and/or services listed on the attached form. Please include all requested information and submit your quote by the specified deadline. Late or incomplete submissions will invalidate the quote, and the bidder will be automatically disqualified.

SUPPLIER INFORMATION:

NAME OF VENDOR:

.....

POSTAL ADDRESS:

.....

TELEPHONE NO.:

.....

CELL NO:

.....

E MAIL ADDRESS:

.....

CONTACT PERSON:

.....

This RFQ will be evaluated according to Evaluation Methodology. Bidders must meet all Administrative, Substantive, Technical, and financial requirements to be considered among the preferred bidders to be awarded the contract.

Required Documentation to be attached.

- 1. SAA Vendor Document. Refer to Annexure 1**
- 2. SBD 4 Document. Refer to Annexure 2**
- 3. General Conditions of Contract. Refer to Annexure 3**

CONDITIONS

- All goods or services purchased will be subject to the SAA General Conditions of Contract. A copy of the said conditions is available from the local Procurement office.
- The Vendor is responsible for ensuring that SAA has 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 certificate's validity 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 or services must be delivered before receiving an official order/contract.
- I certify that the information supplied is correct, that I have read and understood the SAA General Conditions of Contract, and that I accept the SAA General Conditions of Contract.
- I further certify that all the required information has been furnished, and the relevant forms have been completed and are herewith submitted as part of the bid.

SIGNATURE OF VENDOR: _____

CAPACITY: _____

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 the specifications. Service providers are expected to submit a cost that is fair and reasonable.
- 1.2. SAA has the right to negotiate with a prospective Service Provider regarding any proposed contract terms and conditions, including price(s).

2. SCOPE OF WORK

A proficient vetting process is required to ensure that prospective and existing employees comply with the minimum position, organisational and applicable legislative requirements. It is expected that all external applicants will be subjected to background checks deemed necessary prior to appointment. Certain background checks may also be required for internal candidates before promotions or transfers.

Depending on the nature of the position, the following combination of verification checks may be required for internal and external candidates prior to appointment:

- ID check - verifies the authenticity and validity of Identity
- SA Citizenship check - confirms the South African citizenship of the candidate
- Qualification check - verifies the authenticity and validity of matric certificates, tertiary diplomas, degrees and post graduate qualifications etc.
- Criminal check - verifies criminal record history
- Credit check - indicates the applicant's past track record with credit
- Drivers' license - indicates the validity of the applicant's driver's license
- Professional membership - verifies professional membership of the candidate
- Reference checks/Employment history
- Other checks as may be required

SAA assesses all successful applicants for security risks, including, but not limited to, qualification checks (local, regional and international), criminal checks, citizenship verification, ITC checks, and recurring criminal checks for employees. A background screening service provider is required to support internal and external recruitment processes for local and where applicable regional and international appointments.

3. EVALUATION METHODOLOGY

Administrative Responsiveness	Technical Functionality Evaluation	Evaluation of Price and Specific Goals	Business Award and conclusion of contract
Step 1	<u>Step 2</u>	<u>Step 3</u>	Step 4
<i>Evaluation of returnable documents per tender requirements</i>	The minimum threshold for technical functionality is 75%. Bidders must meet this minimum requirement to proceed to the next stage of evaluation.	Price [Proposed Hourly & Daily resource rate Structure] (80) & Specific Goals (20)	<i>Post-tender negotiations (if applicable) are held at this stage before the LOA is issued to the preferred supplier.</i>

Note: The evaluation of the various stages will generally occur sequentially. However, to speed up the process, South African Airways may choose to conduct different steps of the evaluation in parallel. In such cases, evaluating bidders at any stage should not be taken as an indication that they have passed previous stages.

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 apparent deviations from the requirements/conditions will be eliminated from further adjudication.

3.1.2 EVALUATION OF QUOTATION

The contract shall be awarded at SAA's sole and absolute discretion. SAA hereby states that it is not compelled to award this quotation to any bidder. SAA has the right to withdraw this quotation at any time from the date of issuance. SAA is not obligated to accept the lowest quotation, offer, or proposal.

SAA shall not be required to accept the lowest quotation, offer, or proposal.

All quotations will be evaluated according to the criteria, weightings, and threshold scores as indicated in 3.2 below:

3.2 ADMINISTRATIVE AND SUBSTANTIVE EVALUATION

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

3.2.1 ADMINISTRATIVE REQUIREMENTS

This evaluation stage will confirm whether all Returnable Documents [where applicable] were completed and returned by the closing date and time. At this evaluation stage, SAA will also verify if the Bid document has been duly signed by the authorised respondent, and the validity of all returnable documents will be verified.

3.2.2 SUBSTANTIVE REQUIREMENTS

This evaluation stage will confirm if the following requirements have been met:

3.3 Technical Functional Questionnaire/Evaluation (Minimum Threshold = 75%) – Phase 01

Evaluation Criteria	Weight %
Able to conduct all required background checks for all domestic, regional and international appointments with in-country services and wide-ranging screening capabilities Bidders to provide the below: • Service catalogue detailing all available screening services = 5% • List of countries covered, network of international partners, and evidence of in-country verification capability = 5%	20%

• POPIA compliance statement, information security policies, certifications, and data protection procedures = 3% • Screening methodology, process flow diagrams, quality assurance framework, and escalation procedures = 3% • Reference letters, client list, case studies, and examples of completed screening engagements = 4% • None of the above provided = 0%	
The bidder must demonstrate that it has a dedicated and suitably qualified account management structure capable of supporting SAA throughout the contract period, including operational support, issue resolution, service reviews, escalation management, and continuous improvement. • Bidder to provide a CV of the proposed Key Account Manager, appointment confirmation, role and responsibilities = 15% • No CV of the proposed Key Account Manager, appointment confirmation, role and responsibilities = 0%	15%
The bidder must demonstrate the capability, capacity, systems, and service management processes necessary to consistently deliver standard background screening results within 24–48 hours while maintaining accuracy, quality, and regulatory compliance. • Bidder to provide a formal commitment to delivering standard screening results within 24–48 hours = 15% • No formal commitment provided = 0%	15%
The bidder must provide a secure, reliable, hosted background screening system that includes user licensing, system availability, technical support, and helpdesk services to ensure uninterrupted access and efficient resolution of user queries or technical issues. Bidders must submit documentary evidence demonstrating that the proposed solution is a secure, reliable, hosted background screening platform. As a minimum, bidders shall provide: ➤ A system overview and architecture diagram. ➤ Details of the hosting environment and licensing model. ➤ User access and security management procedures. ➤ Service Level Agreements (SLAs) covering system availability, support response times, and resolution commitments. • Bidder has submitted all the above requirements = 10% • Bidder has submitted 3 of the above requirements = 7% • Bidder has submitted 2 of the above requirements = 5% • Bidder has submitted 1 of the above requirements = 2% • None of the above requirement submitted = 0%	10%
The bidder must provide training and operational manuals during implementation and ensure these remain up to date. The bidder must also provide dedicated customer success and account management support,	10%

including defined turnaround times for critical issues and a commitment to partnering with SAA to achieve the required business objectives. Bidders must submit a comprehensive Training and Support Portfolio consisting of: • Training methodology and implementation plan; • Sample training and operational manuals; • Customer Success and Account Management Plan; • Support and escalation procedures; • Service Level Agreement (SLA) defining turnaround times for incidents and service requests; • CVs of key customer success and account management resources; and • At least two (2) client references or case studies demonstrating successful delivery of training and ongoing support services. • Bidder has submitted a comprehensive Training and Support Portfolio = 10% • Bidder did not submit a comprehensive Training and Support Portfolio = 0%	
Please provide your feedback detailing the above criteria as each criteria has a Weight/score that will be allocated.	
Demo's (Bidders are requested to provide a demo as part of their Submissions)	
• Efficiency of the system (5%) • User-friendliness (5%) • Generate customised Reports (5%) • Provide clear audit trail (5%) • Generate compliance risk management plan and checklists (5%) • Provide regulatory alerts and updates from multiple sources (5%)	30%
Please note: SAA will communicate with regards to the date and time for the Demos after the RFQ closing date	
Total	100%

Bidders must note that the minimum qualifying score for Functionality is 75%. All tenders that fail to achieve the minimum qualifying score of 75% for Functionality shall not be considered for further evaluation against Price and B-BBEE.

Phase 3 – Pricing and Specific Goals assessment

All bid submissions that meet the Administrative, Substantive (Mandatory), and functional/technical requirements (minimum threshold of 75%) and have confirmed their commitment to SAA's commission structure will be further evaluated under Specific Goals (20 points) to determine if they meet the preferential procurement objectives outlined for this tender.

These specific goals have been set as follows:

Selected Specific Goal	Number of points allocated (20)
B-BBEE Level 1 and 2 (Non-Compliant and/or B-BBEE Level 3-8 contributors = 0)	10
Bidders that are 30% or more, black women owned	10
Total Points for Specific Goals	20

Bidders should be aware that preference points will be awarded to those who provide evidence according to the table below:

Specific Goals	Acceptable Evidence
B-BBEE	B-BBEE Certificate / Sworn- Affidavit / B-BBEE CIPC Certificate (in case of JV, a consolidated scorecard will be accepted) as per DTIC (Department of Trade, Industry and Competition) guideline
Bidders that are 30% Black Women Owned	B-BBEE Certificate / Sworn-Affidavit / CIPC Certificate

4. STANDARD CONDITIONS FOR REQUEST FOR QUOTATION

Conditions:

- 4.1 All prices provided must be exclusive of Value Added Tax (VAT).
- 4.2 All goods/services purchased will be subject to the SAA Conditions of Contract and Order, which are available upon request.
- 4.3 All prices submitted must be firm. "Firm" prices are deemed fixed and are only subject to the following statutory changes: VAT.
- 4.4 Service, pricing, and availability will be taken into consideration.
- 4.5 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.
- ☐ SBD 4 Document. Refer to Annexure 2.
- ☐ General Conditions of Contract. Refer to Annexure 3

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