



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

South African Airways

**RFQ GSM 009/2025
Request for quotation for
Frontend Services and
Maintenance**

Written Quote Form**RFQ NUMBER: 009/2025****CLOSING DATE: 18 March 2025 @ 16:00 PM****VALIDITY OF RFQ: 90 Days****RFQ DOCUMENTS TO BE E-MAILED TO: SAA Tenders saatenders@flysaa.com****Kindly note that SAA has 2MB limit on emails****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 experience in providing the Services.**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. Refer to Annexure 4**

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 009/2025

SAA Business Unit: Information Technology

1. Background

- 1.1. Service Providers are requested to provide rate card per skillset to SAA for all the roles 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 negotiation with a prospective Service Provider regarding any terms and conditions, including price(s), of a proposed contract.

2. Scope of work

3. VALUATION PROCESS & CRITERIA

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.

All quotation will be evaluated according to the criteria, weightings and threshold scores as Indicated in below:

PROPOSED EVALUATION CRITERIA:

Phase 1: Critical evaluation criteria

Bidders must fully comply with all critical criteria listed below and failure to comply will lead to disqualification. The table below must be completed and submitted with the bid documents, to comply with the critical criteria evaluation.

NO.	DESCRIPTION	BIDDER TO INDICATE COMPLIANCE (YES / NO)
1	The bidder should have experience in providing Services with IT skills for more than 5 years	

	Provide previous engagement with year of implementation	
2	The bidder must have at least 2 years' experience with AMADEUS eRetail/RefX. Bidder to provide proof	
3	The bidder must have at least 3 years' experience with maintaining and providing services for front-end applications developed in Liferay (CMS). Bidder to provide proof	

Only bidders who fully comply with **Phase 1** (critical criteria) will proceed to **Phase 2** (Functionality evaluation criteria and weightings). Bidders are required to achieve a minimum threshold of **75%** of the allocated weighting on each evaluation criteria set out below.

Phase 2: Functionality evaluation criteria and weightings

NO.	DESCRIPTION	SCORE/WEIGHT
1	Lead Time to provide the Services– provide timelines for implementation upon award. 0-4 Weeks = 20 4-6 Weeks = 10 6-8 Weeks = 5	20
2	Experience with digital transformation project - provide evidence of having experience in digital transformation projects in the last 5 years. 2 Letters from past engagement = 20 1 letter from past engagement = 5 - No information provided = 0 The information provided must be supported by testimonial letters on the client's letterhead or bidders email with contactable details (e.g. telephone, cell phone, email etc.) of previous clients testifying satisfactory service delivery on the matters cited	20
3	The bidder should have experience providing skilled UI developers from past engagements - List of 3 clients provided = 20 - List of 2 clients provided = 5 - List 0 clients provided = 0	20
4	CV provided must include evidence of professional certifications, references, and minimum educational qualification of IT diploma as per Appendix A below. 3 CVs per role = 40 2 CVs per role = 20 1 CV or less = 0	40
Note: The bidder must notify their customer references that SAA will contact them.		
THRESHOLD		75 %

Threshold

The minimum Qualifying Score for Functionality is **75%**

Preference Point System

All tenders that comply with the mandatory requirements for Functionality and that have achieved the minimum qualifying score of 75% (Acceptable tenders) will be evaluated further in terms of the applicable preference point system as follows:

Criteria	Points
Price	80
BBBEE	20
Total	100 points

Broad Based Black Economic Empowerment

SAA promotes the development and support of Exempted Micro Enterprises and Qualifying Small Enterprises that are 51% or more Black Owned. Where practicable and within the procurement legal framework, SAA will give preference to these types of enterprises.

Note: An additional 10 points shall be awarded where a bidder is 51% and more black owned

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: SAA holds the right to select multiple service providers as per skillset offered, 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. Refer to Annexure 4

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

Appendix A

Note: A minimum of 3-5 years of relevant experience is required for all skills listed below.

1. UX Specialist -

- Proven experience as a UX Designer, UI Designer
- Conduct concept and usability testing and gather feedback.
- Develop wireframes and prototypes around customer needs.
- Find creative ways to solve UX problems (e.g., usability, findability)
- Understand product specifications and user behavior for online booking and management.
- Work with UI designers to implement attractive designs.
- Communicate design ideas and prototypes to developers.
- Keep abreast of competitor products (other airlines) and industry trends.
- Background in project management and research
- Familiarity with interaction design and information architecture
- Knowledge of HTML/CSS; JavaScript
- Analytical mind with a business acumen
- Excellent communication skills

2. Frontend Developer (Java Script, HTML)

- Develop and implement high-quality, responsive, and interactive user interfaces using JavaScript, HTML5, CSS3, and modern frameworks.
- Collaborate with UX/UI designers to create wireframes, prototypes, and visually appealing designs.
- Ensure cross-browser compatibility and mobile responsiveness across various devices and platforms.
- Work with back-end developers to integrate user-facing elements with server-side logic.
- Optimize applications for maximum speed and scalability.
- Debug and resolve performance bottlenecks, bugs, and other technical issues.
- Maintain and improve existing codebases and ensure best practices.
- Stay updated on emerging technologies and trends in UI development.
- Proficiency in **JavaScript** (ES6+), **HTML5**, and **CSS3**.
- Strong understanding of **CSS preprocessors** (e.g., SASS, LESS) and responsive design frameworks
- Knowledge of **RESTful APIs** and integration with back-end services.
- Understanding of web performance optimization techniques.
- Strong problem-solving and communication skills.

3. Liferay CMS Developer

- Design, develop, and maintain Liferay-based web applications and solutions.
- Customize Liferay Portal components such as themes, layouts, and portlets according to business requirements.
- Develop, configure, and deploy Liferay portlets, hooks, and extensions using Liferay SDK.
- Integrate Liferay with third-party systems using APIs, **REST**, or **SOAP** web services.
- Troubleshoot, debug, and optimize Liferay solutions for performance, scalability, and security.
- Work closely with UX/UI designers to develop Liferay themes that provide an optimal user experience.

- Perform code reviews, testing, and documentation of Liferay solutions.
- Collaborate with project managers, business analysts, and other developers to ensure timely delivery of projects.
- Maintain the Liferay environment by applying patches and upgrading versions when necessary.
- Stay updated with the latest Liferay features and best practices to ensure optimal development practices.
- Experience with **cloud-based Liferay deployments** (AWS, Azure, or similar).
- Strong experience in **Java, J2EE, JSP, and Servlets**.
- Proficiency in **Liferay Development** (portlet, theme, hook, and layout templates).
- Experience with **Liferay DXP, content management, and workflow**.
- Familiarity with **Liferay IDE, Liferay MVC, and OSGi framework**.
- Good knowledge of **HTML5, CSS3, JavaScript, jQuery**, and other front-end technologies.
- Familiarity with database technologies like **MySQL, PostgreSQL, or Oracle**.
- Knowledge of version control systems such as **Git**.
- Familiarity with **CI/CD pipelines, Jenkins, or DevOps** tools.
- Experience with **Liferay Commerce** and **Liferay Forms** modules.