



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

RFQ GSM071/26

**Request for Quotation for SAP
professional services resources**

G.1 Written Quote Form

RFQ NUMBER: GSM0071/26

ISSUE DATE: 25 September 2026

CLOSING DATE: 01 October 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:

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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

South African Airways SOC Ltd (“SAA”), through the Group Information & Communication Technology Division, in conjunction with operational business units and wholly aligned subsidiaries, namely Air Chefs SOC Ltd and South African Airways Technical (“SAAT”), hereby seeks to procure highly specialised SAP professional services to support the stabilisation, optimisation, re-engineering, integration and strategic transformation of the current SAP ECC6 landscape.

The current enterprise architecture remains substantially dependent on SAP ECC6 operational constructs, highly customised Z-development frameworks, non-standard integration methodologies, fragmented logistics execution layers, and multiple airline-specific operational dependencies that have evolved over time through organically expanded airline operational requirements.

SAA is currently embarking on a phased enterprise digital transformation journey with the medium-to-long-term strategic intention of transitioning toward a future-state SAP S/4HANA-enabled intelligent enterprise architecture. Accordingly, the airline requires senior-level SAP resources capable of simultaneously operating within:

- SAP ECC6 environments
- Hybrid integration ecosystems
- Airline operational platforms
- Transitional S/4HANA readiness frameworks
- Airline-specific logistics and maintenance integration layers

The successful service provider(s) will therefore be expected to possess extensive experience not only in traditional SAP implementation and support environments, but specifically within highly complex, operationally sensitive and time-critical airline ecosystems where financial, logistics, engineering, catering, passenger operations and supply chain execution are tightly interdependent.

Accordingly, all SAP processes must support near-real-time operational execution capability across multiple integrated operational entities. The SAP environment currently interfaces and/or partially integrates with:

- Passenger Service Systems (PSS/PAX)
- Catering production systems
- Legacy warehouse execution processes
- Maintenance engineering platforms within SAAT
- Financial and procurement governance systems
- Contract Lifecycle Management (CLM) solutions
- Supplier ecosystem integrations
- Airline operational reporting environments

The primary objective of this request is to appoint suitably qualified and highly experienced SAP specialists to support:

- Enterprise SAP ECC6 optimisation
- SAP logistics harmonisation
- Financial process integration and governance enhancement
- SAP custom development and middleware integration
- SAP workflow enablement and process orchestration
- SAP-to-non-SAP ecosystem interoperability
- S/4HANA migration readiness assessment and remediation activities
- Operational automation within airline logistics and technical maintenance environments

The engagement further seeks to establish an integrated operational and financial ecosystem capable of supporting future-state intelligent enterprise transformation objectives.

Specialised Resource Requirements

SAA requires the provisioning of the following senior specialist resources:

1. Senior SAP Logistic Consultant - K6 Level

- Functional Domain Coverage

- SAP Material Management (MM)
- SAP Sales & Distribution (SD)
- SAP Production Planning (PP)
- SAP Warehouse Management/ Extended Warehouse Management (WM/eWM)
- SAP MRP & Supply Network Optimisation
- Airline catering logistics execution
- Technical maintenance logistics integration

- Mandatory Experience Requirements

- Minimum 15–20 years SAP Logistics experience
- Extensive ECC6 configuration and optimisation experience
- Proven airline industry implementation exposure
- Deep understanding of airline operational supply chains
- Strong knowledge of inventory optimisation for perishable and technical inventory environments
- Experience integrating logistics execution with operational flight scheduling dependencies

- Critical Airline-Specific Competencies

- Airline catering planning integration
- Maintenance repair and overhaul (MRO)-related logistics processes
- Technical warehouse management environments
- Deep integration expertise across MM-SD-PP-FI-CO
- Advanced understanding of ZTMAIN custom operational environments
- Exposure to S/4HANA logistics simplification architecture
- Strong capability in complex cross-company code integration models

2. SAP Finance & Controlling (FICO) Consultant - K5 Level

- Functional Scope

- Financial Accounting (FI)
- Controlling (CO)
- Accounts Payable / Accounts Receivable
- Cost Centre Accounting
- Profitability Analysis (COPA)
- Projects/Internal Orders

- Airline operational cost allocation models
- Revenue accounting integration dependencies

- Mandatory Experience Requirements

- Minimum 15 years SAP FICO implementation and support experience
- Strong ECC6 finance transformation exposure
- Deep understanding of airline financial operational models
- Experience in multi-entity financial integration environments
- Exposure to procurement-finance integration optimisation

3. SAP (Workflow / ABAP / PI) Consultant – K5 Level

- Functional & Technical Scope

The resource will provide advanced SAP technical development, workflow orchestration, middleware integration and enterprise interoperability services across the SAP ecosystem.

- Core Technology Areas

- SAP ABAP Development
- SAP Workflow
- SAP Process Integration (PI/PO)
- Custom enhancement frameworks
- SAP integration architecture
- ECC6 technical remediation
- S/4HANA technical readiness

- Mandatory Experience Requirements

- Minimum 15 years SAP technical development experience

- Mandatory Technical Competencies

- SPDD/SPAU remediation
- Unicode conversion remediation
- Interface optimisation
- Enhancement framework development
- BAPI/BADI/User Exit enhancements
- IDoc integration
- RFC/API orchestration
- ServiceNow-SAP integration enablement
- SAP event-driven process orchestration
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Contractual Obligations

The engagement duration shall be twelve (12) months, subject to operational requirements and considerations for the continuity of the transformation programme.

Resources may be required on:

- Full-time basis
- Project-based allocation
- Ad-hoc operational escalation support
- After-hours airline operational support models

3. EVALUATION METHODOLOGY

Administrative Responsiveness	Substantive Responsiveness	Technical Functionality Evaluation	Evaluation of Price and Specific Goals	Business Award and conclusion of contract
Step 1	Step 2	Step 3	Step 4	Step 5
<i>Evaluation of returnable documents per tender requirements</i>	<i>Evaluation of Mandatory (Substantive) Returnable Documents i.e</i>	The minimum threshold for technical functionality is 70%. 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:

Phase 1-Mandatory Returnable Documents

Bidders must fully comply (100% compliance) with the statements of compliance below by either selecting “Yes” or “No” with supporting evidence to qualify their statements of compliance. Failure to do so will result in bid disqualification. Bidders should also note that if they select “No,” South African Airways will interpret the bidder as non-compliant, leading to bid disqualification.

None Weighted, mandatory requirements must be met for the bid to qualify for further evaluation. Proof of the information below needs to be provided. A bidder who fails to meet this requirement will be disqualified.	Comply (Make sure that you attach proof)	
	YES	NO
Submission of certified IT Degree/Diploma qualifications and SAP certified certifications for: • Senior SAP Logistic Consultant - K6 Level, • SAP Finance & Controlling (FICO) Consultant - K5 Level and • SAP (Workflow / ABAP / PI) Consultant – K5 Level • SAP Project Manager – K5 Level		

Phase 02- Technical Functional Questionnaire/Evaluation (Minimum Threshold = 70%)

Evaluation Criteria	Weight %
Proven SAP ECC6 implementation, optimisation and integration experience in SAP Logistics (MM/SD/PP/WM), SAP FICO and SAP (Workflow/ABAP/PI) within Airline and comparable high-availability enterprise environments, with S/4HANA readiness exposure, a minimum combined experience of five (5) years comprising two (2) years Airline exposure and three (3) years within comparable multi-entity, high-availability enterprise operating environments. The information provided must be supported by 3 reference letters on the client's letterhead with contactable details (e.g. telephone, cell phone, email, date etc.) of previous clients testifying satisfactory service delivery on the matters cited. • 3 clients reference letters provided = 40 • 2 clients reference letters provided = 20 • 1 clients reference letters provided = 10 • 0 clients reference letters provided = 0	40%
Resource Mobilisation and Availability: Evidence required: A signed mobilisation schedule confirming commitment of proposed resources. • ≤ 5 working days = 40 • 6 -10 working days = 20 • 11-15 working days = 10 • > 15 working days = 0	40%

Bidders to provide CVs with experience and references 1. Senior SAP Logistic Consultant - K6 Level, 2. SAP Finance & Controlling (FICO) Consultant - K5 Level and 3. SAP (Workflow / ABAP / PI) Consultant – K5 Level 4. SAP Project Manager – K5 Level 2 CVs per role provided = 20 1 CVs per role provided = 10 0 CV per role provided = 0	20%
The required CV's above must be submitted with the proposals.	
Total	100%
Threshold	70%

Bidders must note that 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.

Phase 3 – Pricing and Specific Goals assessment

All bid submissions that meet the Administrative, Substantive (Mandatory), and technical requirements (minimum threshold of 70%) 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
EME or QSE that are 51% Black Owned	B-BBEE Certificate / Sworn-Affidavit / CIPC Certificate

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.

Item	Description	Qty & Skill Level	Onsite Rate/Hour Excl. VAT	Onsite Rate/Hour Incl. VAT	Onsite Rate/Hour Incl. VAT	Onsite Rate/Hour Incl. VAT
1	Senior SAP Logistics Consultant (MM/SD/PP/MM)	1 x K6				
2	SAP (Workflow/ABAP/PI) Consultant	1 x K5				
3	SAP Finance & Controlling (FICO) Consultant	1 x K5				
4	SAP Project Manager	1 x K5				

5. **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