



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

RFQ GSM070/2026

**Request for Quotation for a Billing Information Data
Tapes (BIDT) service for insights and cost management
of global indirect sales distribution through the GDS
and subsequent enforcement measures**

G.1 Written Quote Form

RFQ NUMBER: GSM051/26

ISSUE DATE: 30 September 2026

CLOSING DATE: 06 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:

.....

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

BIDT MANAGED SERVICE SOLUTION FOR GDS COST MANAGEMENT, ENFORCEMENT AND INSIGHT

2.1 INTRODUCTION

South African Airways SOC Ltd ("SAA") invites qualified service providers to submit proposals for the provision of a Business Intelligence and Data Transparency (BIDT) Managed Service Solution to provide comprehensive visibility, analysis, cost management, compliance monitoring, and enforcement of Global Distribution System (GDS) costs.

The successful bidder shall provide an established, market-proven BIDT technology platform together with managed services to support the monitoring and optimization of SAA's GDS distribution expenditure across multiple GDS providers.

The contract term shall be three (3) years from the effective date of contract award.

2.2 OBJECTIVE

The objective of this tender is to appoint a service provider that can:

- Provide a fully operational BIDT platform and managed service.
- Deliver visibility into GDS booking activity and associated costs.
- Identify cost-saving opportunities and leakage.
- Monitor and enforce contractual and policy compliance.
- Produce actionable business intelligence and reporting.
- Support agency performance management and GDS optimization initiatives.
- Provide ongoing analysis and expert recommendations to reduce distribution costs.

The solution must be capable of processing billing and transactional data supplied by multiple GDS providers without requiring extensive system development or customization.

2.3 SCOPE OF SERVICES

2.3.1 Managed Service Requirements

The successful bidder shall provide:

Technology Platform

A commercially available and operational BIDT platform that:

- Is currently deployed and operational within the airline industry.
- Requires only GDS billing and transactional data inputs.
- Does not require custom software development for core functionality.
- Provides secure web-based access for authorized SAA users.
- Supports configurable dashboards and reporting.
- Provides audit trails and data governance controls.

Managed Service

The service provider shall:

- Administer and manage the platform on behalf of SAA.
- Load, validate, reconcile and process all required GDS billing files.
- Maintain business rules and cost-monitoring parameters.

- Conduct ongoing analysis and exception management.
- Generate recurring and ad hoc reports.
- Manage workflows associated with investigations, disputes and enforcement activities.
- Provide expert recommendations to optimize distribution costs.

2.3.2 GDS Coverage

The solution must support the following GDS providers:

1. Amadeus
2. Sabre
3. Travelport
4. Travelsky
5. Infini

The service provider shall demonstrate existing capability to ingest, process and analyze billing and transactional data from all four GDS platforms.

2.3.3 Billing Data Processing

The BDT solution shall:

- Ingest standard GDS billing files.
- Process monthly billing data.
- Support automated data validation.
- Reconcile billing transactions against business rules.
- Identify anomalies and exceptions.
- Maintain historical data throughout the contract period.

The solution must not require direct integration into airline reservation systems to perform its primary functions.

2.3.4 BSP and ARC Support

The solution must support:

BSP Volumes

Processing and analysis of billing data associated with:

- BSP markets worldwide.
- International travel agency sales.
- Agency performance monitoring.

ARC Volumes

Processing and analysis of:

- ARC reporting and ticketing activity.
- United States agency sales volumes.
- ARC-specific distribution costs.

The bidder shall demonstrate experience in supporting both BSP and ARC environments.

2.4 FUNCTIONAL REQUIREMENTS

2.4.1 Cost Visibility and Analytics

The platform shall provide:

- GDS cost reporting by market.
- GDS cost reporting by agency.
- Cost reporting by point of sale.
- Cost reporting by route.
- Cost reporting by country.
- Cost reporting by booking channel.
- Cost reporting by fare product.
- Trend analysis and benchmarking.

2.4.2 Compliance Monitoring

The solution shall identify and monitor:

- Duplicate bookings.
- Passive segments.
- Churning activity.
- Excessive cancellations.

- Hidden city or prohibited booking practices.
- Non-compliant agency behavior.
- Contractual violations.
- Inefficient booking patterns.

2.4.3 Enforcement Capabilities

The managed service shall provide:

- Exception identification.
- Investigation workflows.
- Agency compliance tracking.
- Corrective action monitoring.
- Dispute management support.
- Recovery opportunity identification.
- Documentation of enforcement actions.

2.4.4 Reporting and Dashboards

The solution shall provide:

Standard Reports

- Monthly executive summary reports.
- GDS spend analysis.
- Agency performance reports.
- Compliance reports.
- Cost optimization reports.
- Recovery opportunity reports.

Dashboards

- Real-time or near-real-time dashboards.
- User-configurable views.
- KPI scorecards.
- Trend analysis dashboards.
- Export capability to Excel, CSV and PDF formats.

2.4.5 Workflow Management

The service provider shall manage workflow activities including:

- Exception review.
- Investigation tracking.
- Case management.
- Escalation management.
- Resolution tracking.
- Closure reporting.

SAA users shall have visibility of workflow status through the portal.

2.5 PORTAL ACCESS REQUIREMENTS

The solution shall provide:

- Secure web-based access.
- Role-based access control.
- Multi-user access.
- User administration capability.
- Audit logging.
- Single sign-on capability (preferred).
- Secure data transmission and storage.

SAA shall receive portal access while workflow administration remains managed by the service provider.

2.6 IMPLEMENTATION REQUIREMENTS

The bidder shall provide:

Project Initiation

- Project plan.
- Governance structure.

- Risk management plan.
- Resource plan.

Implementation Activities

- Data onboarding.
- Historical data migration (where applicable).
- Configuration.
- User acceptance testing.
- Training.
- Go-live support.

The bidder shall provide an implementation timeline and estimated duration.

2.7 SERVICE LEVEL REQUIREMENTS

The bidder shall define service levels including:

- System availability.
- Data processing timelines.
- Incident response times.
- Resolution times.
- Reporting delivery schedules.
- Customer support arrangements.

Minimum platform availability should be 99.5% excluding planned maintenance.

2.8 TRAINING AND KNOWLEDGE TRANSFER

The bidder shall provide:

- Administrator training.
- End-user training.
- Training documentation.
- User manuals.
- Ongoing knowledge transfer throughout the contract period.

2.9 DATA SECURITY AND COMPLIANCE

The bidder shall:

- Comply with all applicable data privacy regulations.
- Comply with POPIA requirements.
- Implement industry-standard cybersecurity controls.
- Maintain secure hosting environments.
- Ensure confidentiality of airline and agency information.

2.10 EXPERIENCE AND QUALIFICATIONS

Bidders shall demonstrate:

- Proven experience delivering airline distribution analytics solutions.
- Existing BIDD technology deployed within airlines or travel distribution environments.
- Experience managing GDS cost optimization programs.
- Experience with Amadeus, Sabre, Travelport, Travelsky and Infi.
- Experience supporting BSP and ARC reporting environments.
- Availability of suitably qualified resources.

2.11 DELIVERABLES

The successful bidder shall provide:

1. Operational BIDD platform.
2. Secure user portal.
3. Monthly data processing services.
4. Monthly management reports.
5. Compliance monitoring reports.
6. Cost optimization recommendations.
7. Enforcement management services.
8. Quarterly business review presentations.
9. Annual performance assessment reports.

2.12 CONTRACT TERM

The contract shall be for a period of:

Three (3) years

with commencement from the contract effective date and subject to SAA procurement policies and contractual approvals.

2.13 QUOTATION SUBMISSION REQUIREMENTS

Bidders shall provide:

- Company profile.
- Proposed solution description.
- Detailed scope compliance matrix.
- Airline reference clients.
- Implementation methodology.
- Service level commitments.
- Security and compliance certifications.
- Pricing schedule.
- Resource and support model.
- Contract assumptions and exclusions.

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:

Mandatory Returnable Documents – Phase 1

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
The bidder must provide an established and market-proven BIDD technology platform that is currently available for deployment and capable of being successfully implemented and operationalized within a commercial airline operation. • The bidder must provide an established and commercially available BIDD platform with successful deployment in at least three (3) commercial airline environments. • Evidence must include airline reference letters on the client's letterhead confirming that the platform is fully operational and supported.		

All bidders who do not submit all the required returnable documents (Critical Criteria) will be disqualified from further evaluation.

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

Evaluation Criteria	Weight %								
Implementation Lead Time – The bidder must provide a detailed implementation timeline in a table format indicating the time required to onboard SAA, configure the platform, and commence execution and active monitoring. 0-8 Weeks = 40 8-12 Weeks = 20 - More than 12 weeks = 10	40%								
Airline Industry BIDD Experience: Provide client list indicating the duration of the project/s <table border="1"> <tr> <td>No evidence submitted</td><td>0</td></tr> <tr> <td>5 years airline BIDD experience</td><td>5</td></tr> <tr> <td>10 years airline BIDD experience</td><td>30</td></tr> <tr> <td>More than 10 years airline BIDD experience</td><td>60</td></tr> </table>	No evidence submitted	0	5 years airline BIDD experience	5	10 years airline BIDD experience	30	More than 10 years airline BIDD experience	60	60%
No evidence submitted	0								
5 years airline BIDD experience	5								
10 years airline BIDD experience	30								
More than 10 years airline BIDD experience	60								
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 services 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
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