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| South African Airways  (SOC) Ltd |
| **Request for Information for Operations Management System (Crew and Ops)** |
| **RFI-GSM050/18** |
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**REQUEST FOR INFORMATION**

Instructions on Completion of Request for Information Document.

Section 2 is to be completed by the vendor.

SAA will accept any information you can offer on the commodity as stated.

This request for information must be completed in English and the prices must be stated in South African Rand.

**SECTION #1**

**Request for Information Details**

**Project Background**

The purpose of this document is to convey the requirements of South African Airways for new Crew and Operations Management Systems, thereby enabling bidders to propose systems that will fit the stipulated requirements. All the requirements could be covered by a single integrated solution, SAA however reserves the right to award the tender separately in parts for Crew and Operations Management to different bidders.

SAA is interested in implementing new generation Crew and Operations Management Systems. The replacement of the existing technology and implementation of the new applications will assist in supporting the SAA strategic business requirements inclusive of achieving optimised processes to drive efficiencies in the business with the aim to lower costs and increase revenue.

South African Airways (SOC) Ltd is a registered South African Company that over the decades has evolved into one of the leading carriers in Africa. We offer the biggest route network in Africa and fly to more destinations, both overseas and within South Africa, than anyone else within the African region.

**CURRENT ENVIRONMENT**

The challenges faced by SAA are predominantly a lack of functionality and flexibility within the current Crew and Operations Management solutions. The existing system is a fully integrated solution which has a single database and consists of the following functional modules:

* Operations Management – Flight Tracking, Flight Planning, Movement Control, Tail Assignment, Fleet Recovery and Aircraft Routing / Aircraft Management.
* Crew – Pairing, Rostering, Tracking, Vacation Planning, Training, Qualifications and Licensing Management, Crew Online Remote Access, Rule Engine, Manpower Planning, Bidding and APIS/APP.

**SCOPE**

The respondent will supply South African Airways with Crew and Operations Management solutions with a proven track record. The main functionality to be provided by the solution must include at a minimum: -

* Automated Operations Management System
  + Flight Tracking
  + Flight Planning
  + Schedule Optimiser
  + Movement Control
  + Tail Assignment
  + Disruption management (Fleet Recovery, Crew Recovery)
  + Aircraft Routing / Aircraft Management
  + Master Data Management
  + Full Audit Capability
  + Rules Engine
  + BI / Analytics Platform (Reporting, Predictive analytics and optimisation)
* Automated Crew Management System
  + Pairing
  + Rostering / Assignment
  + Roster and Pairing Optimiser
  + Tracking
  + Vacation Planning
  + Training
  + Disruption management (Fleet Recovery, Crew Recovery)
  + Licencing and Qualification Management
  + Crew Remote Online Access
  + Crew Mobile
  + Rules Engine
  + Manpower Planning
  + Bidding
  + Fatigue Management
  + Master Data Management
  + APIS / APP (as per various country immigration legislation)
  + Full Audit Capability
  + BI / Analytics Platform (Reporting, Predictive analytics and optimisation)

**OVERVIEW BUSINESS CORE REQUIREMENTS**

The following overview details the Airlines’ Core requirements for Crew and Operations Management Solutions.

**Overview – Operations Management**

The new Operations Management System must provide SAA the ability to perform daily operations planning, disruption management recoveries, maintenance control and tail assignments efficiently. The key purpose of the system is to increase operational efficiency with a core focus on cost containment and better passenger service whilst remaining within the regulatory boundaries that are agreed upon from time to time. The systems must have capabilities to extensively simulate possibilities and assist with pre-emptive problem resolution, allowing for informed and efficient operational decisions during daily operations. The required systems/modules must further seamlessly integrate to each other and core operational systems such as Flight Scheduling and Crewing solutions. Operations management data is extensively used in multiple Airline Systems such as Revenue Management, Accounting, Business Intelligence, etc. it is therefore essential that the new systems easily integrate into existing SAA systems.

1. **Movement Control (MCS)**

The system is used to manage the operational flight schedule and monitor daily operations in real time. Up to date flight information must be available to operations controllers for informed decision making for the management and recovery of irregular flight activities. The movement control system allows SAA to maximise available aircraft resources and minimise passenger disruptions and the associated cost at the same time.

**Movement Control objectives: -**

1. Improved fleet utilization
2. Improved operational efficiency and on time performance
3. Reduced operational disruptions
4. Integrated view of flight, crew, fleet, airport and passenger information
5. Automated messaging facilities with the ability to auto apply these
6. MCS E-mail capabilities in/out box - MVT e-mails should comply with IATA MVT standards.
7. Messaging - Create and Transmit
8. US DOT Requirement - ASM Change Message to be generated pertaining to delayed and rescheduled operations
9. Integration with CTOT (ATC System)
10. Integrate with other systems outside of Flight Operations systems and display connecting and booked passenger connections. Include information on transfer passengers. Alerts must be displayed regarding all constraints
11. Integration with AMOS/MRO
12. Automation of Slot coordination
13. integration with flight planning
14. Integration with DCS
15. **Tail Assignment**

Effective aircraft assignment during the planning and operational processes is important to ensure the optimal usage of available fleet resources. The system must take into account revenue forecast, operational costs and operational constraints i.e. ETOPS, noise controls, airport information, etc. This system should fully integrate with the other aircraft, crewing modules as well as other systems to ensure that all aspects of the airline’s operations are optimised to positively impact the bottom line.

**Tail Assignment objectives: -**

1. Ensure robustness of the schedule
2. Improved aircraft utilization
3. Improved scenario planning
4. Improved productivity distribution between aircraft
5. Improved disruption management
6. Minimise aircraft related costs
7. Improved maintenance planning
8. Improved aircraft/crew following to optimise productivity and reduce cost
9. **Fleet Recovery (Disruption Management)**

Fleet recovery system must be able to evaluate and generate multiple, feasible recovery options for disruptions. The primary aim of the tools should be to minimize total operational cost and reduce the knock-on effects caused by disruptions. The solution must take into consideration factors such as the crew and passenger connections and enable controllers to make informed decisions to quickly and efficiently recover from irregular operations.

**Fleet Recovery Objectives: -**

1. Faster recovery from disruption
2. Improved passenger service during disruptions
3. Informed decision making to recover faster from disruption whilst evaluating the costs at the same time.

1. **Flight Inhibit**

Provide inhibit functionality i.e. inhibit and encrypt the affected flight and pairings in the event of a catastrophe while keeping the application available for daily operations

1. **Aircraft Maintenance Control System**

Track the airline's maintenance schedule, at different bases considering planned and unplanned activities during the course of operations. The solution must be able to track aircraft utilization, movement and associated aircraft maintenance planning to ensure that the aircraft is at the correct place for planned maintenance activities. Maintenance control must ensure that operations stay on track by enabling regularly scheduled aircraft maintenance information to be updated into the operations systems, thus only in-service aircraft are scheduled to fly. Maintenance control prevents aircraft from being grounded and taken out of service by preventing the violation of any legislative regulations and organizational policies. Additionally, when unscheduled maintenance needs arise, this information must be made available to controllers who can make the appropriate decisions in a dynamic environment to reassign aircraft and recover flight schedules.

**Maintenance Planning Objectives: -**

1. Enable users to move individual aircraft, strings etc.
2. Change individual aircraft, strings etc.
3. Assign un-assign individual aircraft, strings etc.
4. Receive messages in different formats i.e. oooi formats, ACARS, etc.
5. Add and cancel Maintenance
6. Assign / un-assign maintenance
7. Manage changes and generate messages
8. View problems
9. Track constraints, equipment aircraft hours, cycles, calendar time and maintenance
10. Check intervals and expiries
11. Messaging, including automated messages, sms, Type A & Type B, E-mail, IACO, AFTN, fax, free formatXML standard

**CREW MANAGEMENT SYSTEM**

**Overview – Crew Management**

The new generation Crew Management System must allow SAA the ability for overall crew planning and operations related to both flight deck and cabin crew. The purpose of the system is to increase crew efficiency and cost compression whilst remaining within the regulatory boundaries that are agreed from time to time. The systems must have capabilities to extensively simulate possibilities allowing for informed and efficient operational decisions during development of labour union agreements, processes and systems. The required systems/modules must further seamlessly integrate to each other and various operational systems such as Flight Scheduling, Operations Control, etc. to allow for overall management of SAA’s operational needs whilst maintaining crew satisfaction.

1. **Crew Pairing and Optimization**

Pairings represent the sequence of flights to which the same crew can be allocated, starting and ending at the same base. The objective of Crew Pairing is to produce pairings, which optimize crew utilization and minimises crew costs within legal, industrial and organizational constraints The crew pairing system must be able to build pairings from any draft or current flight schedule The draft schedule is used for approval purposes whilst the current schedule is used at all other times. The eventual output from pairing is a single pairing plan covering the whole set of flights. It must, however, be possible to release a draft pairing sent to the rostering system for scenario purposes. It must not be possible to release a roster to crew which is based on a draft pairing set. Pairings are the major input into rostering.

**Pairing and Optimization Functional objectives: -**

1. Planning efficiency to reduce crew costs whilst improving crew productivity
2. What if scenarios showing cost differences?
3. Automation to reduce planning time
4. Multiple Scenario building (Simulations) for informed decision making
5. **Rostering**

The Crew Rostering Module is the core of all the crewing modules and is the module that allocates crew to activities. The module is designed to integrate pre-assigned activities of all types and produces a feasible roster for each crewmember. The module will need to provide Rostering functions for both cabin and cockpit crew.

**Rostering Functional Objectives: -**

1. Produce rosters, which provide an equitable distribution of work among the crew subject to legal, industrial and organizational rules. (in line with company rules and principles)
2. Planned vs Actual stats
3. Take pre-defined activities such as pairings, flight bids, training courses, leave periods, check renewals, reserve and ground duties, open and off days into consideration
4. Increased crew productivity
5. Increased crew satisfaction
6. Integration with bidding module
7. **Tracking**

The objectives of Crew Tracking are to maintain the published crew roster and a record of crew movements, detect potential problems and communicate changes to crew. Tracking is a real time process, which starts from current day of operation and extends to a user-specified number of days into the future. Support the decision making process during disruptions so that schedule changes are kept to a minimum, considering the most cost effective options and minimising the impact on passengers. Changes must be smoothly carried out for Flight Deck as well as Cabin Crew.

All changes must update the planned roster and feedback into the rostering system when the latter is loaded or on demand after rostering has been loaded.

**Tracking Functional Objectives: -**

1. Monitoring of crew sign-on and sign-off
2. Reworking of pairings using the Crew Pairing System/Trip repair
3. Real-time updates of actual flight times
4. Managing crew unavailability / sick / leave
5. Notification of changes to the flight schedule / rosters
6. Changing sign-on or sign-off times
7. Detection of deviations by applying rules to events
8. Sending of notification messages to crew
9. Alerting the user to problems caused by deviations
10. Recording of actual events
11. Activity countdown checks
12. Finding crew available for an activity
13. Provision of decision support data
14. Assigning, un-assigning, moving or swapping of activities
15. Recording of changes in the audit trail
16. Assigning standby crew members
17. Roster querying and reporting
18. Splitting pairings by flight or position-trip repair
19. Automated Legality checks and alerts caused by Schedule / Roster changes
20. Hotel accommodation requirements and reservation requirements
21. Hotel pick up
22. Crew Hotel and Allowance cost
23. Detailed Planned Vs Actual Reporting
24. **Vacation Planning**

The purpose of the Vacation Planning Module is the planning, maintenance and the control of assignment of annual leave to crew members. Vacation planning must achieve an optimal balance between business and crew requirements whilst covering all the phases from bidding to tracking of vacations and provision of decision support tools to enable a better focus on creating and maintaining efficient, comprehensive, legal, economic, fair and satisfying vacation plans. Planners must be able to review and consider operational needs including annual leave liabilities while balancing the crew requirements for leave, resulting in sound decisions that can effectively achieve operational goals and crew member satisfaction.

**Vacation Planning Functional Objectives: -**

1. Management of leave bidding and auctioning process
2. Vacation leave Awarding based on organizational rules
3. Easy Online crew access for processing of requests
4. Tracking and maintenance of leave including historic overview
5. Adhoc leave bidding
6. **Training**

The Training System must allow for new crew member training, recurrent training required to maintain crew qualifications and conversion training to enhance a crew member’s qualifications. The module will be used to plan training for flight deck as well as cabin crew.

**Training Functional Objectives: -**

1. Reduction of regulatory compliance issues
2. Optimization of available training resources
3. Efficient scheduling and processing of training requirements
4. Simplify the communication process between all training stakeholders using automated notifications
5. Maintenance of training data including record keeping
6. Simulator rostering and resources
7. **Licensing and Qualification**

The Renewal Scheduling System is used to schedule the various elements, which are required to maintain crewmembers’ qualifications. These renewals include check flights, licence renewals, medical checks, visas, passports, language qualifications, emergency training, training qualifications etc.

**Licencing and Qualification Functional Objectives: -**

1. Reduction of regulatory compliance issues
2. Optimization of available crew resources
3. Simplify the communication process between all training stakeholders using automated notifications
4. Maintenance of renewal data including record keeping
5. **Online Remote Access (Crew mobile)**

All crew modules as applicable must support online remote access either with a normal internet browser or preferably via mobile applications

**Online Remote Access Functional Objectives: -**

1. Sign on and Sign off
2. Crew Roster Queries
3. Messages and Notifications (in system, sms, social media, email etc)
4. Bidding
5. Remote access for planners, managers, etc. to relevant modules
6. **Rules Engine**

All crew modules as applicable must be supported by a fully integrated, fast, flexible and easy to use business work rules engine that allows for user rule configuration in a single place for all modules thus reducing system change requests. The Rules engine must further be able to be used for testing changes to the operation and produce outcomes – scenario based to support the decision-making process. It must also indicate to the user if there are conflicts between rules that have an impact on crew productivity. All current rules sets must be incorporated into the new rules engine by the supplier as part of the system implementation.

1. **Manpower Planning**

Determines manpower requirements to fulfil the schedule and associated activities. This module is required to support the forecast of airline crew manpower requirements with a focus on having the correct number of crew with the required qualifications available over time. The system must produce outputs that indicate the crew requirements daily (these will vary from day to day) up to a long term requirement for a period of 18 months and more. Short / medium term planning requirements are based on forecasting the short-term future, e.g. sick-leave, unused standbys, leave, promotion and transfer, etc. The outputs from planning activities are used to adjust current and future plans to reduce operational risks. Longer term planning facilitates simulations based on rule changes, complement changes, new fleet introductions, structure or size of Bases etc., allowing for informed, effective strategic decisions.

**Manpower Planning Objectives: -**

1. Integrate with current published schedule for decision making
2. Improved human resource (Crew) productivity and utilization
3. Effective risk management regarding crew availability
4. Improved crew satisfaction
5. Improved training allocation and planning
6. Improved passenger service
7. **Bidding**

Bidding must enable crew members to bid for leave, training, reserves, ground duties, fleet change, trip properties (e.g. airports, check-in times, night stops) and days-off in the rostering period. The bidding process must be flexible and configurable to work strictly on seniority or optimal in assigning of bids for everyone (fairness) whilst taking into consideration historic allocations or a combination of these factors, in short the bidding system must be able to support organizational bidding policies that may vary from time to time. The bidding system required must cater for both flight deck and cabin crew.

**Bidding Objectives: -**

1. Improved crew quality of life (satisfaction)
2. Improved transparency in allocation of preferences
3. Improved crew and planner productivity
4. Reduced crew absenteeism
5. Reduced crew overtime
6. Balanced Roster
7. This must integrate with Crew Mobile(app).
8. **Fatigue Management**

Fatigue Management is being introduced into airline’s planning process and will soon become a legislative requirement. Fatigue Risk Management must be incorporated into the crew planning optimizers to produce pairings and rosters that are optimal from a fatigue point of view. Safety is of paramount importance to SAA, managing risk related to crew fatigue improves safety and enhances the customer experience.

**Fatigue Management Objectives: -**

1. Accurate prediction of crew alertness and associated risk
2. Better safety risk management
3. Improved passenger services
4. Legislative and industry standard compliance
5. Ensure that flight duty periods are planned in order to enable flight crew members to remain sufficiently free from fatigue
6. Allocate duty schedules which avoid practices that cause a serious disruption of established sleep/work pattern such as alternating day/night duties.
7. **APIS / APP:**

The system must be able to generate and export of all crewmember / passenger information as required by APIS / APP country specific legislation.

**Hardware Requirements.**

The bidding vendor must supply the system minimum hardware requirements of the offered solution. The requirements should include both on prem and cloud

**Training**

Training for all user groups should be included.

**Data Migration**

The Vendors should cater for and include Data Migration. The current systems are licensed and hosted onsite at SAA premises.

**Contract Period**

The duration of the contract will be negotiated between SAA and the vendor.

**Core Functionality**

Attached Annexures “A” for Operational and Crew Management Systems are the detailed descriptions of the Core functionality that will satisfy the business requirements of the Airline. The details from the specification by functions are:

* Automated Operations Management System (Annexure “A” Operational Systems)
  + Flight Tracking
  + Flight Planning
  + Schedule Optimiser
  + Movement Control
  + Tail Assignment
  + Disruption management (Fleet Recovery, Crew Recovery)
  + Aircraft Routing / Aircraft Management
  + Master Data Management
  + Full Audit Capability
  + Rules Engine
  + BI / Analytics Platform (Reporting, Predictive analytics and optimisation)
* Automated Crew Management System (Annexure “A” Crew Management Systems)
  + Pairing
  + Rostering / Assignment
  + Roster and Pairing Optimiser
  + Tracking
  + Vacation Planning
  + Training
  + Disruption management (Fleet Recovery, Crew Recovery)
  + Licencing and Qualification Management
  + Crew Remote Online Access
  + Crew Mobile
  + Rules Engine
  + Manpower Planning
  + Bidding
  + Fatigue Management
  + Master Data Management
  + APIS / APP (as per various country immigration legislation)
  + Full Audit Capability
  + BI / Analytics Platform (Reporting, Predictive analytics and optimisation)

**REFERENCES**

Please provide a minimum of one to three reference customer sites, with contact details. Detail of the complete solution deployed at the customer sites should be provided as well as any projects still in progress. Please indicate the size of the reference customer both in terms of fleet size, crew complement and installed user base.

**METHODOLOGY & TIMELINE FOR IMPLEMENTATION**

The timing and successful first-time implementation of the systems/s is critical to SAA, any risks associated with the implementation should be carefully managed and appropriately mitigated. Please indicate the typical timeframe and project phases envisaged for an implementation of this nature. Particular attention should be paid to the methodology utilised to ensure a successful project implementation and this should incorporate learnings from similar projects. It would be advantageous to provide SAA with some insight into the learnings which have driven changes to your project implementation approach and common pitfalls to avoid.

Please provide a breakdown of the typical project organisation and resource requirements from all parties involved in the implementation project. Please provide details of test platforms available, how application testing is approached and what quality measures are put into place to ensure successful cut over.

**ANCILLARY SERVICES**

Please indicate any additional services, products or functionality that is available in your solution which have not been covered under the core functionality which SAA has listed.

**OTHER INFORMATION**

Please provide other relevant information, for instance company profile, research and development efforts, preferred relationships with clients, turnaround time on program changes or patches as well as other products your company may support.

**PRESENTATIONS AND DEMONSTRATIONS**

Note: All costs are for the bidders own account.

A demonstration of the application/s may be required highlighting processing and integration capabilities. The demonstration should concentrate on highlighting the integrated nature of the solution and how the solution optimises business processes and provides competitive advantage and cost savings. Incorporated into the demos should be the illustration of the user friendliness of the application for SAA users both back office and crew members. This should include:

* Rules engine
* Any mobile applications
* Compliance to industry standards, e.g. IATA to be demonstrated.

The objective is to evaluate the full functionality of the solution and the user friendly nature of it.

**COMPANY RESOURCES, INFRASTRUCTURE, TRACK RECORD AND LIST OF CUSTOMERS**

Please provide the following to assist SAA in understanding more about your company and your service delivery capability:

1. A comprehensive list of current clients who are utilising your systems and the extent of the functionality deployed and in use by them
2. A list of recent system migrations undertaken and the approach adopted for the migration
3. Infrastructure and resources available for the development and maintenance of your products. The number of resources and R&D spend annually
4. Staff compliment in the support services division directly responsible for support of the application/s proposed
5. Provide your Roadmap for the product.

**SOFTWARE SOLUTION OPTIONS AND SERVICE LEVEL AGREEMENT**

**Bidders must supply full details and pricing on the following options:**

* Licensing of application/s for SAA usage.
* Hosting of software solution on SAA owned infrastructure and facilities in Johannesburg.
* Application maintenance and support services to be provided by vendor.
* Application hosting, maintenance and support services if the software were to be provided by the vendor on a SaaS model
* Please indicate the envisaged dedicated networking solution and associated bandwidth requirements keeping in mind that Internet connectivity in South Africa is not at the level where this can be relied on for a critical application.
* Please indicate whether SAA would apply for and manage the network requirements. Please include any infrastructure costs in the solution pricing.

**APPLICATION INTEGRATION**

Please provide a solution architectural overview which includes a graphical representation of the solution. The overview should cover the following as a minimum:

* Application architecture
* Application Interfaces - Airline specific
* Application messaging architecture
* 3rd Party Software Requirements
* Networking requirements
* Disaster recovery facilities

Please indicate whether there may be any specific technology/skills required from SAA to perform the application integration which may not have been considered.

# Request for Information closing time:

* Time: **11h00 am**
* Date: **11 September 2018**
* All questions must be sent by e-mail to: **Khosimorobi@flysaa.com no later than; 07 September 2018**

**Address of tender box or to send an electronic submission please contact us on:Tenders@flysaa.com**

South African Airways

Jones Road

Airways park – Main Entrance (Tender box is situated inside the security office).

**All documents must be addressed to:**

Main Reception Gate

SAA Airways Park Jones Road

OR Tambo International Airport

Kempton Park

1627

**Number of copies of this RFI to be Submitted (Original included):**

2 copies and soft copy (disc or memory stick).

**NB: No award can be made following a RFI process; however, the subsequent request for bid (RFP) may be restricted to respondent suppliers provided that it was so specified in the RFI document.**

**Section # 1 ends**

**Section # 2**

**(To be completed by Supplier)**

**Supplier Information**

2.1) Name of company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.2) Company registration number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.3) Address of company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Street Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company’s internet address: -

2.4) Contact person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Designation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.5) Names of the directors of your company:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Designation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.6) Total number of Employees: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.7) Declaration: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The information supplied in this document is correct and complete to the best of my knowledge and accurately reflects the capability of:

(Company name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This RFI is signed in my capacity as:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section # 2 ends**

**Section # 3**

**(To be read very carefully by supplier)**

**Standard conditions for Request for Information**

**1. INTERPRETATION AND DEFINITIONS**

* 1. **Definitions**

The expressions defined below shall have the meanings hereby assigned to them unless inconsistent with the context of a particular proposal, agreement, contract or order.

1.1.1 “Company”: South African Airways (SOC) Ltd

1.1.2 “Closing date”: the date and hour specified in the document

**2**. **REQUEST FOR INFORMATION INVITATION**

**2.1 Requests for Information Preparation**

All cost in the preparation, presentation and demonstration will be for the account of the vendor. All supporting documentation and manuals submitted in response to this request for information will become “company’s” property unless otherwise stated by the vendor at the time of submission.

**2.2** **Confidentiality**

The information obtained through this request for information will be regarded as confidential; however, South African Airways (SOC) Ltd does not accept liability for any information which may become public.

**2.3** **No binding Agreement**

It must be clearly understood that no business will be awarded to any vendor out of this request for information. Prices submitted with the request for information are for information only and no vendor will be held to any price submitted. South African Airways (SOC) Ltd further reserves the right to contact individual Vendor’s to obtain further information should this be deemed necessary.

Responses from this RFI may be used to pre-screen potential bidders for the RFP process.

**2.4** **Samples**

Vendors may, as part of their response, submit samples, brochures or documentation of the products supplied by the vendor. Samples, brochures and documentation submitted will be returned to the vendor only on request.

**3. REQUEST FOR INFORMATION DOCUMENTS**

**3.1 Document requiring completion and return**

Vendor’s must complete and submit the following documents as part of their response:

a) Prescribed request for information documents

b) Any information required in the request for information

**3.2 Amendment of documents by South African Airways (SOC) Ltd**

South African Airways (SOC) Ltd may, at any time prior to the deadline for lodging request for information, amend of the documents or extended the time for lodging documents by notice in writing to the prospective Vendor’s. (Any amendments under this clause will become part of the request for information).

**4**. **PREPARATION OF REQUEST FOR INFORMATION**

**4.1 Language of document**

The request for information and all correspondence and documents related to the request for information exchanged by the vendor and South African Airways (SOC) Ltd shall be written in English.

**5.** **SUBMISSION OF REQUESTS FOR INFORMATION**

All requests for information must be:

**5.1 Address and marking of requests for information**

All requests for information must be:

a) Enclosed in a plain envelope or wrapping and clearly marked with the request of information number specified on the document.

b) Lodged so as to ensure that they are received not later that the closing time and date specified for their receipt in accordance with directives issued with the document.

**5.2 Number of copies required**

The vendor must submit 2 copies and soft copy (disc or memory stick) (including the original) of each request for information lodged as specified in the request for information.

**5.3 Closing date**

All requests for information close on the date and the time indicated in the document.

**5.4 Late tenders**

Request for information are late if they are received at the address indicated in the document after closing time and date. South African Airways (SOC) Ltd may, at its discretion, consider or refuse to consider any late request for information.

**Standard Conditions for Request for Information ends.**