



**SOUTH AFRICAN AIRWAYS**

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A STAR ALLIANCE MEMBER ™

**South African Airways (SOC) Ltd**

**RFI-GSM006/26 - Request for  
Information for Compressed Hot  
Towels**

## REQUEST FOR INFORMATION

Instructions on Completion of Request for Information Document.

Sections 2 are to be completed by the vendor.

SAA will be glad to 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 Africa Rand.

## **Section 1**

### **Request for Information Details for Compressed Hot Towels**

#### **1.1 Background**

South African Airways (SAA) Ltd is a registered South African company and one of Africa's leading carriers. SAA currently provides hot towels as part of its onboard guest service and now requires an environmentally responsible compressed hot towel solution. The proposed product must retain the service quality, hygiene, comfort and presentation expected of an SAA hot towel while reducing storage volume, transport weight, water use and packaging waste where practicable.

This Request for Information invites suitably qualified vendors to provide information on the design, manufacture, supply and capability to deliver compressed hot towels for use onboard South African Airways flights. The product must be supplied as a dry, compact tablet that expands into a soft, durable hot towel when activated with water. It must support domestic, regional and international operations and be suitable for a busy airline catering environment.

#### **1.2 Objectives**

SAA's objectives (but not limited to) with this Request for Information are as follows:

- Obtain market information on compressed hot towel solutions suitable for SAA.
- Understand supplier capability, product options, lead times, technical specifications, minimum order quantities and commercial considerations.
- Source a compact, lightweight tablet that consistently expands into a full-size, soft and durable hot towel when activated with water.
- Confirm that the towel and its packaging are environmentally responsible, safe, hygienic, fit for purpose and suitable for disposal through applicable waste streams.
- Assess materials, absorbency, strength, expansion performance, heat tolerance, branding, packaging, shelf life and suitability for airline catering operations.

#### **1.3 Business Requirement**

##### **1.3.1 SCOPE**

This RFI covers the supply of compressed hot towels for onboard use by South African Airways. The scope includes towel composition, tablet dimensions and weight, expanded towel dimensions, absorbency, wet and dry strength, softness, expansion time, temperature tolerance, hygiene, shelf life, packaging, branding, environmental credentials and supplier capability to support SAA's operational requirements.

The product must be supplied as an individually protected compressed tablet and must expand evenly into a clean, intact towel when the specified quantity of hot or warm water is applied. Suppliers must state the compressed tablet size and weight, expanded towel size and weight, recommended activation water volume and temperature, expansion time, material composition, shelf life and storage conditions. The towel must be soft against the skin, sufficiently absorbent, lint resistant, odour free, colourfast where applicable, and strong enough to remain intact throughout normal use without tearing or disintegrating.

### **1.3.2 OVERVIEW BUSINESS CORE REQUIREMENTS**

Suppliers are requested to provide written responses covering product drawings or images; compressed and expanded dimensions; unit weight; material composition; activation method; recommended water volume and temperature; expansion time; absorbency and strength test results; microbiological and skin-safety information; shelf life; storage requirements; packaging configuration; branding options; sample availability; production capacity; minimum order quantities; lead times; delivery options; indicative pricing; quality controls; and relevant environmental, safety and product compliance documentation.

No materials will be supplied by South African Airways. The compressed hot towel must be manufactured from responsibly sourced, environmentally preferable materials and must not contain substances that may irritate the skin or create an unpleasant odour when heated. Preference will be given to renewable, biodegradable or compostable fibres supported by credible evidence. The product must be hygienically manufactured, free from visible defects, contamination and loose fibres, and suitable for direct contact with passengers' hands and face. Any fragrance or added treatment must be clearly declared and separately approved by SAA. Packaging must protect each tablet from moisture and contamination while minimising material use. Suppliers must propose recyclable, compostable or otherwise lower-impact packaging, avoid unnecessary plastic and mixed-material laminates where practicable, and provide disposal guidance and substantiation for all environmental claims. Supplier responses must also explain how the solution reduces storage space, transport weight, water consumption and waste compared with a conventional pre-moistened hot towel.

**1.4 Issue date:** 22 October 2026

**All questions must be sent by e-mail to:** [OnkarabetseLeburu@flysaa.com](mailto:OnkarabetseLeburu@flysaa.com) by no later than a 29 October 2026

**Closing date & time:** 05 November 2026 @ 16H00 (GMT+2hr)

**All submissions to be e-mailed to:** [saatenders@flysaa.com](mailto:saatenders@flysaa.com)

#### **1.5 Address for samples**

Physical address:

SAA Airways Park, 32 Jones Road, Kempton Park, Johannesburg, South Africa.

**Note:** *No award will be made following the RFI process; however, the subsequent request for bid (RFP) may be restricted to those who responded to the RFI.*

## Section 2

(To be completed by Supplier)

### Supplier Information

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

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

2.3) Address of company:

Postal 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: \_\_\_\_\_

*End of section*

### **Section 3**

(To be read very carefully by supplier)

#### **Standard conditions for Request for Information**

### **3.1. INTERPRETATION AND DEFINITIONS**

#### **3.1.1 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.

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

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

### **3.2. REQUEST FOR INFORMATION INVITATION**

#### **3.2.1 Request 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.

#### **3.2.2 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.

#### **3.2.3 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.

### **3.2.4 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.

## **3.3. REQUEST FOR INFORMATION DOCUMENTS**

### **3.3.1 Document requiring completion and return**

Vendors 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

### **3.3.2 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).

## **3.4. PREPARATION OF REQUEST FOR INFORMATION**

### **3.4.1 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.

## **3.5. SUBMISSION OF REQUESTS FOR INFORMATION**

### **3.5.1 Address and marking of requests for information**

All requests for information must be submitted to the email address indicated above.

### **3.5.2 Closing date**

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

### **3.5.3 Late tenders**

Requests 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.

*End of Standard Conditions for Request for Information*

**END**