



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

RFI-GSM005/26

**REQUEST FOR INFORMATION FOR
LOUNGE BUFFETWARE, CROCKERY,
SERVICEWARE, AND OTHER**

REQUEST FOR INFORMATION

Instructions for Completing the Request for Information Document.

The Respondents of the RFI are required to complete Section 2.

SAA welcomes any relevant information that can be provided for the specified commodity.

This request for information must be completed in English, with all prices stated in South African rand.

SECTION 1

1. REQUEST FOR INFORMATION DETAILS

1.1. Background

- South African Airways (SAA) invites suitably experienced manufacturers, distributors and integrated hospitality-equipment suppliers to provide market information on premium lounge buffetware, crockery and serveware solutions. This RFI is intended to assist SAA in identifying suitable market options that can enhance food presentation, improve operational efficiency, support hygiene and food-safety requirements, and contribute to a consistent premium guest experience across SAA lounges.
- The required solution should combine refined design, durability, ease of cleaning, practical storage and replenishment, responsible sourcing, and suitability for repeated use in high-traffic airport lounge environments. The proposed buffetware, crockery and serveware should also align with SAA's brand image, lounge aesthetics and hospitality standards, while allowing flexibility for different meal periods, lounge layouts and service requirements.
- This RFI will support market assessment, specification development, indicative budget planning and a possible future competitive procurement process.
- At this stage SAA is looking for information and insights regarding the abovementioned and this process should not be interpreted as a Request for Quotation (RFQ), Request for Proposal (RFP) or a commitment by SAA to contract with any respondents.

1.2. Objectives

The objectives of this RFI are to:

- Identify capable suppliers and suitable product ranges.
- Understand available materials, finishes, colours, customisation and branding options.
- Assess sustainability, food-safety compliance, durability and whole-life value.
- Establish indicative pricing, minimum order quantities, lead times and after-sales support.
- Explore standardised core items with flexibility for different lounge layouts and service periods.

These objectives are intended to help SAA assess market capability, product suitability, commercial feasibility and supplier readiness before finalising detailed specifications for any future sourcing process.

1.3. Business Requirement

1.3.1. Scope of Requirements

SAA requires fit-for-purpose lounge buffetware, crockery and serviceware solutions that support premium food presentation, operational efficiency, food-safety compliance and consistent guest experience across its lounge network.

The scope includes the following:

- Cold and hot buffet presentation items,
- Bakery and pastry displays,
- Beverage service ware,
- Serving utensils,
- Utensil supports,
- Signage,
- Labelling and decorative display
- Elements suitable for breakfast,
- All-day dining,
- Peak-period replenishment and
- Premium event service.
- Dinner and side plates
- Cappuccino, coffee and espresso
- Display platters

1.4. Overview of Business Core Requirements

The proposed solution must be durable, hygienic, easy to clean, stackable where practical and suitable for repeated commercial use in high-traffic airport lounge environments. Suppliers should demonstrate the ability to provide coordinated product ranges, consistent finishes, replacement availability, sample support, warranty coverage and after-sales service. Items should enhance SAA's lounge presentation while remaining practical for storage, handling, replenishment and daily operations.

Respondents should also indicate any implementation considerations that may affect rollout, including stock availability, phased supply options, sample approval timelines, replacement-item continuity, storage requirements and any training or handling guidance required for lounge teams.

1.5. Detailed Requirements

Category	Indicative items required	Key considerations
Cold buffetware	Salad bowls in assorted sizes; condiment, topping and dip bowls; rectangular, risers, stands round and oval platters; chilled trays; cheese and charcuterie boards.	Food-safe, stain-resistant, stackable and suitable for chilled presentation.
Hot buffetware	Induction-compatible warmers; soup kettles or tureens; hot plates; carving platters and stations.	Reliable heat retention, safe handles, easy replenishment and discreet heating components.
Bakery and pastry display	Pastry and bread baskets; tiered stands; cake stands and covers; bread boards; roll baskets and crumb trays.	Hygienic liners or washable construction, good visibility and controlled footprint.
Serving utensils	Serving salad, pastry, bread, ice and sugar tongs; solid and slotted spoons; ladles; serving forks; cake and pie servers; cheese knives; carving sets and spatulas.	Balanced grip, corrosion resistance, identifiable placement, and replaceable matching items.
Utensil supports	Serving-spoon holders, ladle rests, tong holders, cutlery caddies, napkin holders and plate stands.	Stable, easy to sanitise and designed to reduce cross-contact and countertop spills.
Beverage serviceware	Tea and hot-water jugs; juice and water dispensers; iced tea; milk jugs; creamers; sugar and sachet holders; tea organisers; stirrer holders;	Temperature retention, controlled pouring, low drip risk, and accessible replenishment.
Display and space fillers	Ornamental vases; planters; artificial or fresh floral vessels; decorative bowls; lanterns; centrepieces; risers; plinths; crates; baskets; greenery and permitted LED candles.	
Signage and labelling	Menu-card holders; dish-name and allergen-label holders; dietary-symbol cards; branded information stands and warning signs.	Clear, replaceable inserts; premium finish; easy cleaning; suitable viewing angle

Plates	Dinner plates presentation/charger plates, with round or contemporary profile options.	Commercial-grade vitrified porcelain or equivalent; food-safe; dishwasher- and microwave-safe; stackable; chip-, scratch-, stain- and thermal-shock-resistant; consistent glaze and colour; reinforced rim preferred
Side Plates	Side, bread and dessert plates, coordinated with the main plate range	Commercial-grade vitrified porcelain or equivalent; food-safe; dishwasher- and microwave-safe; compact and stackable; chip-, scratch- and stain-resistant; compatible in colour, profile and finish with dinner plates.
Soup/Cereal bowls	Soup/cereal bowls, including deep and coupe profiles suitable for soup, cereal, yoghurt and dessert service.	Commercial-grade vitrified porcelain or equivalent; food-safe; dishwasher- and microwave-safe; stable base; stackable; comfortable rim; resistant to chipping, staining, scratching and thermal shock.
Coffee Cups	Standard coffee cups with matching saucers; straight sided or gently tapered profiles with comfortable handles.	Commercial-grade vitrified porcelain or equivalent; good heat retention; food-safe; dishwasher- and microwave-safe; stackable where practical; comfortable heat-safe handle; chip-, stain- and scratch-resistant; secure fit on matching saucer.
Espresso Cups	Espresso cup, including single and double espresso options, with matching saucers.	Thick-walled commercial-grade vitrified porcelain or equivalent for heat retention; food-safe; dishwasher- and microwave-safe; stable base; comfortable handle; chip-, stain- and scratch-resistant; secure fit on matching saucer.
Cappuccino cups	Cappuccino cups with matching saucers; wide-mouth profile suitable for milk-based coffee presentation.	Commercial-grade vitrified porcelain or equivalent; good heat retention; food-safe; dishwasher- and microwave-safe; balanced handle; stackable where practical; chip-, stain- and scratch-

		resistant; secure fit on matching saucer.
Saucers	Matching saucers sized for espresso, standard coffee and cappuccino cups, with defined cup wells and sufficient space for a teaspoon or sugar sachet.	Commercial-grade vitrified porcelain or equivalent; food-safe; dishwasher- and microwave-safe; stackable; stable and non-rocking; chip-, scratch- and stain-resistant; cup well must securely fit the corresponding cup.
Sachet Holders	Compartment condiment caddies; sugar and sweetener sachet holders; salt and pepper sets; butter, jam and sauce dishes; individual ramekins and small condiment bowls.	Food-safe, non-porous and dishwasher-safe; compact footprint; stable and easy to replenish; rounded edges; stain- and chip-resistant; removable compartments preferred; coordinated finish with the crockery range.
Platters	Round, oval, rectangular and square platters in small, medium and large sizes, including flat, rimmed and sectioned options for cold and ambient food display.	Commercial-grade vitrified porcelain or equivalent; food-safe; dishwasher-safe; suitable for chilled and ambient presentation; stable and easy to carry; stackable where practical; chip-, scratch- and stain-resistant; coordinated finish and manageable weight.

1.6. Estimated Quantities

ITEM	(Estimated consumption per annum/unit)
Dinner Plates	16752
Side Plates	16752
Soup/Cereal Bowl	14400
Coffee Cups	3168
Cappuccino Cups	3168
Espresso Cups	2016
Saucers	8352
Sachet Holder	480
Milk Jugs	672
Wooden Trays	15
Wooden Trays Marble	15
Cereal Dispenser Container	8
Display stands	45
Cheese Boards Assorted sizes	33
Round platter bowl	84
Cheese Knives sets	12
Cutlery holder / baskets	16
Poly carbonate Dome covers	36
Round Display stands	16
Juice Dispenser	14
Fruit Baskets	10
Cake Lifters	10
Ice Crushers	5
Champagne Stoppers	10
Servites Holders	14
Olive Oil/Vinegar duo	14
Serving Tongs	30
Premium Serving Spoons	28
Spoon rests	70
Premium Salad Bowls	42
Salt and Pepper Sachet Holder	19
Salt and Pepper Mills	24
Milk Flasks	28
Salad dressing holder	38

Menu Labels stands	650
Dips Bowls	76
Pots (Cast iron and other)	56

1.7. Design, Premium Finish and Colour Suitability

Respondents should propose a cohesive range with a premium, contemporary, and timeless appearance. The solution must suit SAA lounge interiors without overwhelming food presentation.

- a. **Colour palette:** neutral and versatile base tones such as white, ivory, warm stone, charcoal or black, with controlled accents that complement SAA brand colours and existing lounge finishes.
- b. **Finish:** consistent glazing, brushing, polishing or texturing across the range; no visibly commercial or mismatched appearance.
- c. **Modularity:** items should combine easily across breakfast, all-day, dessert and special-event setups.
- d. **Proportion:** suitable capacities and heights for buffet sightlines, guest reach, food visibility and replenishment.
- e. **Customisation:** identify available options for SAA branding, colour matching, etched logos, removable labels or bespoke finishes, including minimum volumes and implications for lead time.

1.8. Sustainability, Safety and Durability

- Preference for reusable, repairable, recyclable or responsibly sourced materials with credible supporting evidence.
- Reduced single-use components and packaging; recyclable or returnable transit packaging where practical.
- Disclosure of recycled content, material origin, manufacturing practices, certifications and end-of-life options.
- Commercial-grade construction suitable for frequent handling, dishwashing, temperature changes and high guest volumes.
- Resistance to chipping, cracking, scratching, staining, corrosion, tarnishing, fading and warping.
- Food-contact materials must comply with applicable South African requirements and recognised international food-contact standards.
- Items must be non-toxic, non-porous where required, easy to sanitise and free from sharp edges or unstable bases.
- Hot service items must provide safe heat resistance and handling; electrical products must include relevant safety certification, warranty and local plug compatibility.
- Suppliers must state expected service life, warranty period, spare-part availability and recommended replacement cycle.

- Respondents should, where possible, provide recommended item ranges and indicative quantities suitable for small, medium and large lounge footprints, including any assumptions used to determine recommended stock levels.
- Respondents should indicate how the proposed items would integrate with existing lounge equipment, buffet counters, dishwashing processes, storage areas and replenishment workflows.

1.9. Information Required from Respondents

Information area	Required response
Company capability	Company profile, years of experience, relevant hospitality or aviation clients, geographic coverage, production or distribution capacity and local support capability.
Product proposal	Catalogues, item codes, descriptions, dimensions, capacities, weights, materials, finishes, colour options, photographs and recommended quantities or range architecture.
Compliance	Food-contact declarations, electrical and safety certificates where applicable, quality-management evidence, test reports and care instructions.
Sustainability	Material composition, responsible sourcing, recycled content, packaging approach, environmental certifications, repair or take-back options and substantiation of claims.
Durability	Expected service life, dishwasher and temperature suitability, resistance testing, warranty, spare parts and replacement availability.
Commercial	Indicative unit prices excluding and including VAT, volume breaks, minimum order quantities, tooling or branding costs, delivery charges, exchange-rate assumptions and price-validity period.
Supply and support	Standard and customised lead times, stockholding, sample availability, delivery model, installation or training requirements, maintenance and after-sales support.
References	At least three comparable client references and examples of completed premium hospitality installations.

This RFI is intended to support solution discovery, feasibility assessment, indicative costing and procurement planning. Responses may be used to refine a future specification, sourcing strategy, pilot, operational trial or competitive procurement process.

1.10. Samples and Demonstration

Respondents should identify which catalogue samples, finish swatches, colour samples, or demonstration units can be supplied for review. Shortlisted suppliers may be requested to present a coordinated sample setting reflecting breakfast, all-day and premium event service.

Sample assessment may consider appearance, colour suitability, handling, stability, weight, stacking, cleaning, heat or cold performance, resistance to staining and damage, food presentation, guest accessibility and ease of replacement.

Site visits may be arranged, where necessary, to enable SAA to inspect and assess the proposed samples.

Issue date: 20 October 2026

All questions must be sent by e-mail to: OnkarabetseLeburu@flysaa.com by no later than a **28 October 2026**

Closing date & time: 03 November 2026 @ 16H00 (GMT+2hr)

All submissions to be e-mailed to: saatenders@flysaa.com

Note: *No award will be made following the RFI process; however, the subsequent request for proposal (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: _____

Section 3

(Suppliers must read this section carefully.)

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 costs in the preparation, presentation and demonstration will be for the account of the Respondent. All supporting documentation and manuals submitted in response to this request for information will become “company’s” property unless otherwise stated by the Respondent 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 Respondent out of this request for information. Prices submitted with the request for information are for information only and no Responded will be held to any price submitted. South African Airways (SOC) Ltd further reserves the right to contact Respondents individually 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 Review Material

Respondents must provide review materials such as/including product images, physical samples, component samples, or existing catalogue samples. Any review material submitted can be physical or digital. Delivery of any physical material will be at the Respondent’s cost.

Note: Bidders are not required to submit physical samples

3.3. REQUEST FOR INFORMATION DOCUMENTS

3.3.1 Document requiring completion and return

Respondents 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 Respondent'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 Respondent 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 above.

3.5.4 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.