



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER ™

RFQ GSM084/26

**Request for Quotation for IBM Planning Analytics (TM1)
Professional Support Services.**

G.1 Written Quote Form

RFQ NUMBER: GSM00084/26

ISSUE DATE: 30 October 2026

CLOSING DATE: 05 November 2026 at 12:00pm

VALIDITY OF RFQ: 180 days

RFQ DOCUMENTS TO BE EMAILED TO: Rubinadata@flysaa.com & 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

South African Airways SOC Ltd ("SAA") utilises IBM Planning Analytics (TM1) as its strategic Enterprise Performance Management ("EPM") platform supporting financial planning, budgeting, forecasting, management reporting, statutory reporting and business performance analysis.

TM1 serves as a critical component of SAA's financial reporting environment and is extensively used by Finance, Financial Controllers, Executive Management, and other authorised business users to support decision-making, governance, and reporting obligations.

The TM1 environment supports several business-critical processes including:

- Annual Budget Planning and Consolidation
- Monthly Forecasting and Reforecasting
- Monthly Management Reporting
- Variance Analysis and Financial Performance Reporting
- Executive Committee (Exco) Reporting
- Board Reporting
- Reporting to the Department of Public Enterprises and National Treasury
- Statistical Reporting and Operational Metrics Management
- Flight Schedule Analysis
- Route Contribution Tool (RCT)
- Financial Modelling and Scenario Planning
- Cost Centre, Departmental and Operational Reporting

The availability, integrity, performance and reliability of the TM1 environment are critical to ensuring the accuracy, completeness and credibility of financial information presented to internal and external stakeholders.

SAA therefore requires the services of a suitably qualified and experienced IBM Planning Analytics Service Provider to provide specialist support, maintenance, administration, development, enhancement and advisory services for the TM1 environment.

The successful bidder will be required to provide specialist IBM Planning Analytics resources with extensive experience in:

- IBM Planning Analytics (TM1) Administration
- TM1 Model Development and Support
- Planning Analytics Workspace (PAW)
- Planning Analytics for Excel (PAfE)
- Turbo Integrator (TI) Processes
- Rules Development and Optimisation
- Security Administration
- Financial Planning and Budgeting Models
- Forecasting and Reporting Models

- Performance Optimisation and Troubleshooting
- Data Integration and Automation
- Financial Reporting and Analytics

Objective

The primary objective of this procurement is to appoint a suitably qualified service provider to provide ongoing IBM Planning Analytics TM1 support services including:

- Application Support and Maintenance
- Incident and Problem Management
- User Support and Training
- TM1 Administration
- Security Administration and User Access Management
- Data Integration Support
- Performance Monitoring and Optimisation
- Development of New Models and Enhancements
- Budgeting and Forecasting Process Support
- Month-End and Year-End Reporting Support
- Documentation and Knowledge Transfer
- Disaster Recovery Support
- Upgrade and Patch Management
- Technical and Functional Advisory Services

The engagement seeks to ensure that SAA maintains a stable, secure, scalable and fully supported IBM Planning Analytics environment that continues to meet current and future business requirements.

SPECIALISED RESOURCE REQUIREMENTS

SAA requires the provision of suitably qualified IBM Planning Analytics (TM1) resources.

1. Senior IBM Planning Analytics Solution Architect (K6)

Functional Scope:

- TM1 Architecture Design
- Solution Governance
- Performance Optimisation
- Technical Leadership
- Capacity Planning
- Upgrade Strategy
- Security Architecture
- Integration Architecture

Mandatory Experience Requirements:

- Minimum 15 years Enterprise Performance Management experience
- Minimum 10 years IBM Planning Analytics (TM1) experience
- Proven financial planning and budgeting implementation experience
- Experience supporting executive and board reporting environments
- Experience with large enterprise budgeting and forecasting processes

Mandatory Technical Competencies:

- Planning Analytics Workspace (PAW)
- Planning Analytics for Excel (PAfE)
- TM1 Server Administration
- Turbo Integrator (TI)

- TM1 Rules and Feeders
- Security Administration
- Performance Tuning
- Disaster Recovery Planning

3. Senior IBM Planning Analytics Functional Consultant (K5)

Functional Scope:

- Budgeting Models
- Forecasting Models
- Financial Reporting Models
- Variance Analysis
- Business Requirements Analysis
- User Support and Training

Mandatory Experience Requirements:

- Minimum 10 years TM1 consulting experience
- Strong finance and management reporting background
- Experience supporting budgeting and forecasting processes

CONTRACTUAL OBLIGATIONS

The engagement shall be subject to operational requirements of SAA.

Resources may be required on:

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

4. EVALUATION METHODOLOGY

Administrative Responsiveness	Substantive Responsiveness	Technical Functionality Evaluation	Evaluation of Price and Specific Goals	Business Award and conclusion of contract
<u>Step 1</u>	<u>Step 2</u>	<u>Step 3</u>	<u>Step 4</u>	<u>Step 5</u>
<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 75%. Bidders must meet this minimum requirement to proceed to the next stage of evaluation.	Price [Proposed price 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.

4.1 EVALUATION PROCESS

4.1.1 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.

4.1.2 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:

4.2 ADMINISTRATIVE AND SUBSTANTIVE EVALUATION

The criteria and weights referred to in paragraph 3.1 above are as follows:

4.2.1 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.

4.2.2 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
Minimum five (5) years' experience in IBM Planning and Analytics (TM1), including proven implementation and support experience within the airline/aviation industry. Provide IBM partner letter and references of clients in airline/aviation industry		
Submission of qualifications and IBM Planning Analytics TM1 certified resources. copy of relevant IBM/TM1 Analytics Certification per resource.		

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

4.3 Technical Functional Questionnaire/Evaluation (Minimum Threshold = 75%) – Phase 02

Evaluation Criteria	Weight %
IBM Planning Analytics support methodology and mobilisation capability Bidder to provide a proposal outlining the methodology and mobilization capability for IBM Planning Analytics support. <ul style="list-style-type: none"> Methodology addresses all the above requirements, fully compliant = 25% Methodology addresses at least 50% of the above requirement, partial compliant = 15% Methodology does not address the scope, non-compliant = 0% 	25%
Bidder to provide reference letters from TM1 clients with contact details of work done in the past 5 years demonstrating budgeting, forecasting and reporting experience. The reference letters must be clear as to the nature and extent of the work conducted and they must be signed by a senior official of the client. <ul style="list-style-type: none"> 3 Letters of Reference provided from previous clients with contact details. = 35% 2 Letters of Reference provided from previous clients with contact details. = 15% 1 Letters of Reference provided from previous clients with contact details. = 5% 0 Letters of Reference provided from previous clients with contact details. = 0% 	35%

<p>Resource qualifications and experience:</p> <p>Senior IBM Planning Analytics Solution Architect (K6)</p> <ul style="list-style-type: none"> • Minimum 15 years Enterprise Performance Management experience • Minimum 10 years IBM Planning Analytics (TM1) experience • Proven financial planning and budgeting implementation experience • Experience supporting executive and board reporting environments • Experience with large enterprise budgeting and forecasting processes • Qualification in IT <p>The bidder must provide CVs meeting all mandatory qualifications, certifications and experience requirements.</p> <ul style="list-style-type: none"> • Bidder has submitted CV's demonstrating the required minimum of 10 years relevant experience, including the specific Planning Analytics/TM1 and aviation experience stipulated above = 10% • Bidder has submitted qualifications IT= 5% • Bidders has submitted certifications = 5% • Bidder did not provide any on the above = 0% 	<p>20%</p>
<p>Senior IBM Planning Analytics Functional Consultant (K5)</p> <ul style="list-style-type: none"> • Minimum 10 years TM1 consulting experience • Strong finance and management reporting background • Experience supporting budgeting and forecasting processes • Qualification in IT <p>The bidder must provide CVs meeting all mandatory qualifications, certifications and experience requirements.</p> <ul style="list-style-type: none"> • Bidder has submitted CV's demonstrating the required minimum of 10 years relevant experience, including the specific Planning Analytics/TM1 and aviation experience stipulated above = 10% • Bidder has submitted qualifications IT = 5% • Bidders has submitted certifications = 5% • Bidder did not provide any on the above = 0% 	<p>20%</p>
<p>Note: The bidder must notify their customer references that SAA will contact them.</p>	
<p>Total</p>	<p>100%</p>
<p>Threshold</p>	<p>75%</p>

Bidders must note that the minimum qualifying score for Functionality is 75%. All tenders that do not comply with all the Mandatory Requirements for Functionality and that fail to achieve the minimum qualifying score of 75% 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 75%) 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

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