



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER



South African Airways SOC Limited

RFI-GSM001/2026

**REQUEST FOR INFORMATION ON THE
PROVISION OF UNIT LOAD DEVICE (ULD) MANAGEMENT**

REQUEST FOR INFORMATION (RFI)

Instructions on Completion of Request for Information Document.

Sections 2 are to be completed by the proposer.

SAA will be glad to accept any information you can offer on the option/s as stated.

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

This information request does not obligate SAA in any form, and we reserve our rights.

SECTION 1: REQUEST FOR INFORMATION DETAILS

South African Airways SOC Ltd (SAA) invites suitably qualified and experienced organisations to submit information regarding the provision of comprehensive Unit Load Device (ULD) Management Services.

This Request for Information (RFI) is issued solely to obtain market information and industry insight. It does not constitute a Request for Proposal (RFP), Request for Quotation (RFQ), or invitation to tender, nor does it create any obligation on SAA to procure goods or services.

1. Background

SAA Cargo currently manages its Unit Load Devices (ULDs) internally while warehouse operations are outsourced. Recent operational reviews and audit findings have highlighted opportunities to improve ULD asset management, inventory control, maintenance, repair capability, digital tracking, and overall operational efficiency.

SAA is therefore undertaking a market assessment to determine the feasibility of outsourcing all or part of its ULD management activities while exploring opportunities to establish regional maintenance and repair capabilities in partnership with industry participants.

2. Scope of Work

Specification for RFI:

2.1 South African Airways (SAA) Cargo requires an outsourced service provider to manage all SAA ULD operations in order to achieve cost savings, improve operational efficiency, and align with industry best practices.

2.2 The outsourced model is intended to support the business by ensuring the sufficient availability of ULD equipment for both cargo and baggage operations. This will help SAA remain competitive in the market while maintaining secure, consistent, efficient, and effective operations.

2.3 There is currently no accredited Maintenance, Repair and Overhaul (MRO) service provider for ULDs in the region.

2.4 Respondents should indicate their capability to provide, either directly or through strategic partnerships, the following services:

SAA's objectives with this Request of information are:

- SAA seeks to establish the range of services, technologies, operating models, and industry best practices available in the market to determine the feasibility of outsourcing its ULD management function.
- Confirm whether the services required by SAA are available from interested bidders, and identify any alternative solutions, innovations, or value-added proposals that bidders may wish to offer for SAA's consideration.

SAA Requirements:

Following all the information supplied above, we would like to have the following information:

The following information to be supplied by interested bidders	
1	Interested Bidders are requested to provide comprehensive information demonstrating their organisational capability, experience, technical expertise, and innovative solutions in relation to Unit Load Device (ULD) management:
	Accredited ULD MRO Capability -Bidders must provide evidence of their capability to perform Maintenance, Repair and Overhaul (MRO) services for Unit Load Devices (ULDs).
	EASA Certification -Bidders must provide copies of current EASA approvals or certifications applicable to ULD maintenance and repair, together with details of the scope of approval, validity period, and issuing authority.
	Modern Digital Tracking Solution -Bidders must provide detailed information on their digital ULD asset management solution, including the technologies employed, real-time

	tracking capabilities, reporting functionality, system integration capabilities, cybersecurity measures, and examples of successful implementation within the aviation industry. Quality Management System-Bidders should provide information demonstrating their Quality Management System (QMS), including: A description of the Quality Management System and its application to ULD management and MRO operations. Repair Network Covering Current and Future SAA Markets-Bidders should describe their repair network and operational capability by providing: ○ Network coverage supporting SAA's current and planned route network, ○ Availability of strategic repair partners or subcontractors. ○ Typical repair turnaround times. Adequate and Diverse ULD Fleet Applicable to All SAA Aircraft Types -Bidders should provide information on their available ULD fleet, including: ○ Types and quantities of ULDs available. ○ Compatibility with SAA's current and future aircraft fleet. ○ Availability of: Passenger baggage containers, Cargo containers, Cargo pallets, Temperature-controlled ULDs (where applicable), Special-purpose ULDs. Lead Time and Spare Parts Support -Bidders should provide details of: ○ Standard lead times for the supply of new ULDs. ○ Lead times for repairs and refurbishment. ○ Availability of critical spare parts and consumables. ○ Stockholding locations. ○ AOG response capability. Supporting Documents • Company brochures. • Relevant certifications. • Similar projects. • Copies of relevant quality management certifications (e.g. ISO 9001). • Aviation approvals (e.g. EASA, FAA, IATA or equivalent). • Any additional information considered relevant to SAA's assessment
2	Additional Information -Bidders may submit any further information or recommendations that they believe would assist SAA in understanding current market capabilities, emerging technologies, innovative operating models, or opportunities to improve the management, maintenance, and utilisation of Unit Load Devices.

The information requested is intended solely to assist SAA to assess the market and does not constitute an evaluation for contract award.

3. Structure of Responses

Interested parties must clearly demonstrate and address all of the above-mentioned requirements.

4. Enquiries

Questions must be sent by e-mail to angelinelekabe@flysaa.com before **28 August 2026**.

5. Issuing Date - Closing Date and Time

Time:	16:00 South African Time (GMT+2.00)
Date:	13 August 2026 – 28 August 2026

6. Method and Place of Submission

Submissions must be emailed to angelinelekabe@flysaa.com before the closing date and time. Kindly note that SAA emails can only receive 2MB of data anything larger than that must be split in separate emails.

7. Condition of the RFI

NB: This RFI is issued for information-gathering purposes only and does not constitute a commitment by SAA to initiate a procurement process or award following this RFI process, however, the subsequent request for Proposals (RFP) **may** be confined to the RFI respondents from which an award may be made.

SECTION 2
(To be completed by Service Provider)

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: _____