**Client Organization:** AeroGlide Airlines  
**Issued By:** Customer Experience & IT Department  
**RFP Reference Number:** RFP-AG-2025-042  
**Date of Issue:** 04/09/2025

**1. Introduction**

AeroGlide Airlines invites proposals from qualified solution providers for the design and implementation of an **AI-powered Claims and Complaint Management System**. The solution should streamline the handling of passenger claims (delays, baggage loss, cancellations) and customer complaints, reduce turnaround times, and improve passenger satisfaction scores.

**2. Background**

The airline currently processes over 20,000 claims and 35,000 complaints annually. The existing system is largely manual and email-based, with limited automation. This leads to:

* Long resolution times
* Inconsistent decision-making
* High claim denial disputes
* Lack of real-time tracking for passengers

These inefficiencies negatively affect the airline’s customer experience index, regulatory compliance, and brand reputation.

**3. Problem Statement**

The key problems AeroGlide Airlines faces are:

1. **Manual & Delayed Processing** – Claims and complaints are processed manually by customer support teams, often taking weeks.
2. **High Dispute Rate** – Due to inconsistent resolution, passengers frequently escalate denied claims.
3. **Lack of Transparency** – Customers cannot track the status of their claims in real-time.
4. **Operational Cost Burden** – Large staff teams are required to handle repetitive claim processing tasks.

**4. Objectives**

Through this RFP, AeroGlide Airlines aims to:

* Automate claims & complaint intake using **AI and NLP**.
* Reduce average resolution time by at least **40% within the first year**.
* Provide **real-time tracking** for customers through a self-service portal.
* Ensure compliance with **aviation regulatory guidelines** on claims processing.
* Improve **customer satisfaction scores (CSAT)** by 20%.

**5. Scope of Work (High-Level)**

The selected vendor will be expected to:

* Develop or deploy an **AI-driven Claims & Complaint Management System**.
* Integrate with existing customer service channels (email, web, chatbot, mobile app).
* Provide multilingual support for global passengers.
* Enable analytics dashboards for monitoring claim trends and bottlenecks.
* Ensure secure storage and handling of passenger personal data (GDPR/DPDP compliance).

**6. Deliverables**

* Detailed solution design and project plan.
* Fully deployed claims & complaint automation system.
* Passenger self-service portal & mobile integration.
* Training manuals and sessions for customer support staff.
* Post-deployment support and maintenance for 2 years.

**7. Proposal Submission Guidelines**

* Deadline for submission: **30/09/2025**
* Proposals must include:
  + Technical solution architecture
  + Implementation timeline
  + Cost & licensing model
  + Case studies of similar deployments
* Late submissions will not be accepted.

**8. Evaluation Criteria**

Proposals will be evaluated on:

* **Technical capability & innovation** (30%)
* **Implementation feasibility & timeline** (20%)
* **Cost competitiveness** (20%)
* **Vendor experience in airline/customer service projects** (20%)
* **Support & SLA commitments** (10%)

**9. Contact Information**

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