



Highlights of RFP

Team no.4

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AIR CANADA

Air Canada, a flag carrier and the largest passenger carrier airlines of Canada grabs your attention to get a chance to be a vendor to develop a partnership with Air Canada for innovation and upgrading I.T. databases, Applications and software through fully integrated smart IT technology.

- This RPF requires the capabilities of the vendors in the field of Information Technology.
- It includes the scope of the departments of Customer service, Commercials and operations to advance and enhanced IT services.
- Adding extra edge to the current working technology through
 - monitoring of weather
 - NOTAM (Notice to Airmen)
 - Airports and Runways management
 - Flight status management(Route/Airways)
 - *Airspace management*



Purpose

Selection of a vendor with which to develop a partnership for innovation



A vendor with proven experience operating in large enterprise environments.



A vendor with professional services staff to assist team of Air Canada.



A vendor with a dedicated support staff





Confidentiality agreement Non Disclosure Agreement

Confidential Information

Confidentiality; Disclosure

Protective Order

No Representation or Warranty

Intellectual Property Rights

Costs and Expenses

Remedies

Venue and Choice of Law



Acknowledgement



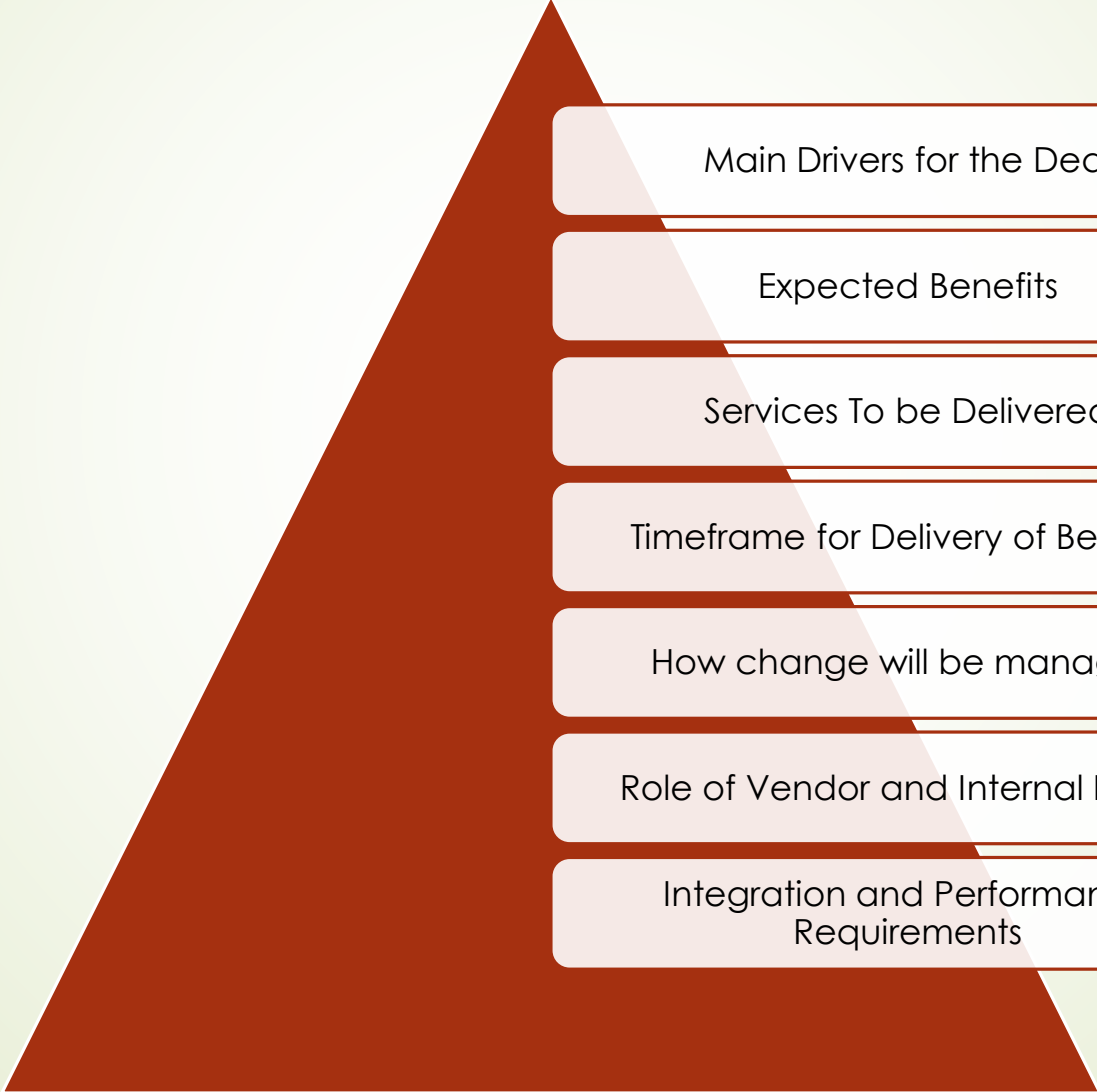


Vendor
receipt of
RFP and

Intention to
respond

Date when
response is
due

Requirements



Main Drivers for the Deal

Expected Benefits

Services To be Delivered

Timeframe for Delivery of Benefits

How change will be managed

Role of Vendor and Internal IT staff

Integration and Performance
Requirements

Requirement for innovation

What are we looking for?





Areas where we need innovation



VENDOR CAPABILITIES - CAPABILITIES TO PROVIDE THE REQUIRED SERVICES

EXPERIENCED RESOURCES

- Vendor needs to have resources with higher experience for the projects. A minimum of 5 years of experienced people in the domain is required.

HIGHER QUALIFICATION

- experienced in the given technology that will be used in particular projects adjust and work in shifts as per the requirements

CYBER SECURITY

- Vendor should have its own cyber security team to deal with fraudulent transactions
Cost reduction is expected without involving any other outsourcing



VENDOR CAPABILITIES - STANDARDIZED SERVICE CAPABILITIES



Resource Distribution

- Worklog
- Knowledge Transfer within team
- 3 months SME KT- 1 month evaluation
- Learning tools for Vendor and Access to Client for evaluation

VENDOR CAPABILITIES

Methodologies

- Disaster Recovery
- Offshore and onshore server maintenance

Productivity
Tools

- Ticketing tools like Symphony, Service Now, Remedy Now

Expertise in Areas
Identified

- On all hardware that will be required
- Management team should be well defined
- Should have staff who knows multi languages for multi language content development

CMM I Level
Certification

- Vendor must be at CMMI Level 3 "Maturity Level"



Thank You