# Request for Proposal



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#### Introduction to Air Canada

- •AIR CANADA was Founded in 1937 and has Headquartered in Montreal, Quebec.
- •In terms of Global operations, it serves over 220 destinations across six continents.
- •Operates a fleet of 400+ aircraft, including Boeing and Airbus planes.
- •Actively implements initiatives to reduce carbon footprint.
- •Dedicated to environmental stewardship.
- •Air Canada' frequent flyer program is called Aeroplan

# Why is Air Canada Issuing this RFP

- Technology Upgrades for systems or infrastructure
- Operational Enhancements
- Cost Reduction Initiatives
- Expansion Plans and strategic Partnerships
- Contract Renewal
- Customer Improvement Plan
- Seeking a cloud based solution

## **RFP Questions**

**Vendor Capabilities and Experience** 

- •Detail your approach to ensuring reliability, scalability, and resilience of solutions, particularly in a high-demand and dynamic industry like aviation?
- •Describe your experience in establishing successful long-term partnerships with clients for innovative initiatives. Highlight examples where your collaboration led to transformative outcomes?

## **RFP Questions**

**Approach to Transition Planning** 

- •How adaptable is your company to evolving requirements and scale of operations within the aviation industry? Can you accommodate both current and future needs of Air Canada?
- •Describe your experience in establishing successful long-term partnerships with clients for innovative initiatives. Highlight examples where your collaboration led to transformative outcomes

# Transition Methodology with Innovative Solutions

•Describe your transition methodology during outsourcing, emphasizing the integration of innovative solutions to enhance customer experiences, with a specific focus on Customer Solutions & Innovations?

•What is the estimated timeline for Air Canada to start seeing the benefits from your innovative solutions?

#### How Change will be Managed

- •What strategies does the vendor have in place to effectively manage and mitigate any potential risks and disruptions associated with the introduction of innovative solutions at Air Canada?
- •How does your company adapt to and manage regulatory changes, ensuring compliance without compromising innovation and service delivery?

#### **Cultural Compatibility for Innovation**

- •How does your company assess and ensure cultural compatibility, particularly in fostering a culture of innovation and customer-centricity?
- •How will remote operations be managed, if applicable, and what is the vendor's contingency plan for potential disruptions?

#### **Key Personnel for Marketing and Customer Experience**

- •Who are the key personnel contributing to the transition and ongoing management of IT services for Air Canada, especially those with expertise in Marketing and Customer Experience?
- •What are the key performance requirements and benchmarks that the vendor will commit to meeting?
- •Describe your company's vision and strategy for fostering innovation in the aviation industry. How do you envision collaborating with Air Canada to drive innovation?

#### **Innovation Collaboration and Integration**

 Share examples of successful projects where IT collaborated with business to develop solutions and initiated innovative ideas to address business challenges

#### **Technology Watch and Adaptability**

 How does your organization stay informed about industry changes, regulatory requirements, and respond to external/internal changes in the context of Customer Solutions and Innovations, ensuring both innovation and adaptability?

#### **Collaboration with Transformation IT**

 Describe the collaboration between Customer Solutions and Innovations and Transformation IT, especially with the Architecture team

#### **Transformation IT Expertise**

Share specific examples of successful projects related to modernizing front-end applications, maintaining a robust IT infrastructure, and bringing innovation to the organization within the Transformation IT unit

#### **Long-Term IT Roadmap**

How does your organization approach the development of long-term IT roadmaps, especially considering Air Canada's strategic initiatives and transformational projects?

#### **Vendor Performance Evaluation**

In a multi-sourced environment, how do you evaluate and ensure the performance of vendors, particularly those critical to operations?

#### **Risk Mitigation Strategies**

•How does your organization identify and address potential risks during the outsourcing process, specifically in the domains of Transformation IT, Customer Solutions & Innovations, and Marketing and Customer Experience?

#### Services to be Delivered

- •Can the vendor outline the specific service levels and performance metrics expected for each type of service they will be delivering to Air Canada?
- •How will the vendor proactively address any service level deviations or performance issues?

#### **Operational Excellence Program**

Share details about your operational excellence program, including how your Operations team evaluates and improves the performance of critical vendors

#### **Setting Corporate IT Policies and Standards**

Given Transformation IT's role in setting corporate IT policies and standards, how does your organization communicate and enforce these standards across different entities, including IBM and business branches?

#### **Employee Innovation and Skill Requirements**

How does your organization attract and retain individuals with both business and IT acumen, especially considering the dynamic and agile nature of the airline industry?

## **Score Card**

1	A	В	C	D	E	F	G	Н	1
1	Categories	Vendor A	Vendor B	Vendor C	Vendor D		Wieghtage		
2									
3	Technical Competencies						50		
4	Proposed Personnel						10		
5	Qualifications						5		
6	Proposed management Plan						5		
7	Proposed operational Plan						5		
8	Overall Transition Plan						10		
9	Risks Managment						10		
10	Proposed maintainance Plan						5		
11									
12	Financial Competencies						15		
13	Financial Risks of Investments						10		
14	Financial Compliance Policies						5		
15									
16	Innovations						10		
17	Innovative Solutions						10		
18									
19	Past Experience						10		
20	Position in the Market						5		
	Past Client Record and								
21	Performance matrix						5		
22									
23	Total Pricing						15		
24	Payment Cycles						5		
25	Service Terms and overall pricing						5		
26	Future Scope						5		
27	Total						100		
28									

#### Conclusion

- We have issued an RFP for a cloud-based solution that can help us improve our performance and customer satisfaction. We have specified our requirements and expectations in the RFP document. We are looking for a certified provider that can offer a scalable, secure, reliable, and cost-effective solution that can integrate with our existing systems and processes.
- We are expecting to receive several proposals from different providers by 28 November, 2023. We will review and evaluate them based on their features, benefits, and costs. We will also ask them some questions to clarify their proposal and qualifications. We hope to find the best fit for our needs and goals, and to establish a long-term partnership with the selected provider.

# Thank you