



REQUEST FOR EXPRESSION OF INTEREST

REoI No.: *EOI-PSS-KB001-2020*

PASSENGER SERVICE SOLUTION



DISCLAIMER

This Request for Expression of Interest (REoi) is not an agreement and is neither an offer. The purpose of this REoi is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this REoi.

Drukair may, in its absolute discretion, but without being under any obligation to do so, update, amend, modify or supplement the information, assessment or assumption contained in this REoi.

The issuance of this REoi does not imply that Drukair is bound to select an Applicant or to appoint the selected Applicant, Drukair reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever and take any measures that it deems fit, including annulment or withdrawal of the REoi process (in whole or in part), at any time prior to the selection and without any liability or obligation or notice for such acceptant, rejection, withdrawal or annulment.



● **Table of Contents**

INVITATION FOR EXPRESSION OF INTEREST4

SECTION I: INSTRUCTIONS TO VENDORS5

SECTION II: STANDARD FORMS7

FORM 1: SAMPLE EXPRESSION OF INTEREST (EOI) FOR CONSULTANCY SERVICES 8

FORM 2: FIRM INFORMATION SHEET 9

FORM 3: RELEVANT PSS PROJECT EXPERIENCE 10

FORM 4: HIGH LEVEL PASSENGER SOLUTION CAPABILITIES 11

SECTION III: TERMS OF REFERENCE 14

ANNEXURE 15



INVITATION FOR EXPRESSION OF INTEREST

DAC/PSS/21-20/.

1st August, 2020

Dears Sir/ Madam,

Drukair Corporation Limited, Royal Bhutan Airline invites expression of interest to provide the following services: Procurement, Design, Development, Testing and Implementation and Integration of Passenger Service Solution

More details on the services are provided in the Terms of Reference.

A complete set of EoI document is enclosed herewith and also can be downloaded from the company's website www.drukair.com.bt

A Vendor will be shortlisted as per the procedures described in this REoI, in accordance with Procurement Rules and Regulations of the Drukair Corporation Limited

The EoIs are to be submitted at the latest by 14 August, 2020 at 1700 Hrs Bhutan Standard Time.

The procedural requirements for responding to this invitation are provided in the complete REoI document, which includes the following:

Section I - Instructions to Vendors

Section II - Standard Forms

Section III – Terms of Reference

Address for response/ Address of Drukair:

Responses: sonam.wangchuk@drukair.com.bt

Copy the email to: pss.committee@drukair.com.bt

SECTION I: INSTRUCTIONS TO VENDORS

1. Scope of Assignment: Drukair Corporation Limited intends to select a Vendor for the specific assignment as specified in the Terms of Reference in Section III.
2. Qualifications of the Vendors: Prospective Vendors shall demonstrate in their EoI that they meet the required qualifications and experiences and are fully capable of carrying out the assignment.
3. Conflict of Interest: The Vendors shall hold Drukair's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or its own corporate interests. For this purpose, the provisions of the Procurement Rules and Regulations of Drukair on Conflict of Interest shall apply.
4. Unfair Advantage: If a Vendors could derive an unfair competitive advantage from having provided Services related to the assignment in question, Drukair shall make available to all Vendors together with this REoI all information that would in that respect give such Vendors any unfair competitive advantage over competing Vendors.
5. Preparation of EoI: EoI shall be typed or written in indelible ink in English language and shall be signed by the Vendors. Vendors are required to complete the following Forms including supporting documents to substantiate the qualification and experience of the firm:

Section I - Instructions to Vendors

Section II - Standard Forms

Section III – Terms of Reference

6. Submission of EoI : The prospective Vendors should deliver their EoI as a soft copy through email. The document may be shared through either Google drive or Dropbox. It should be protected and password shall not be shared until sought during the opening of the respective proposals by the Bid Opening Committee, DAC.)
7. Clarifications may be requested not later than 7th August, 2020 up to 1700 Hrs.
The address for requesting clarification is:
Responses: sonam.wangchuk@drukair.com.bt

Copy the email to: pss.committee@drukair.com.bt

8. The closing date for submission of EoI is 14th August, 2020 up to 1700hrs Bhutan Standard Time.
9. The EoI may be modified or substituted before the deadline for submission. The password for the substituted folder should be different from the initial password. Drukair may at its sole discretion, extend the deadline for submission of EoI.
10. At any time prior to the deadline for submission of EoI Drukair for any reason or on its own initiative may revise the EoI Document by issuing an addendum, which shall form an integral part of the Document.
11. Evaluation: The Vendors shall be evaluated on the following criteria:
[Drukair may modify and allocate the following indicative points based on their requirements and further breakdown each criterion into sub- criteria and allocate points accordingly].

SL.NO	CRITERIA	POINTS
1.	FORM 3: RELEVANT PSS PROJECT EXPERIENCE	25
2.	FORM 4: HIGH LEVEL PASSENGER SOLUTION CAPABILITIES	50
3.	FORM 5: SCHEDULE	10
4.	FORM 6: RESOURCES	15

12. Immediately after the closing date and time for submission, Drukair shall open all EoI documents, including any substitutions accompanied by a properly authorized substitution notice.
13. Following the opening of the EoI, and until the RFP is issued; no Vendors shall make any unsolicited communication to Drukair. Such an attempt to influence Drukair in its decisions on the examination, evaluation, and comparison of the EoI may result in the rejection of the EoI.
14. EoIs shall be evaluated based on the criteria outlined under clause 11.
15. Request for Proposal (RFP) documents shall be issued to the shortlisted Vendors only.
16. A proof of document must be submitted for SECTION II, wherever its required.



འབྲུག་མཁའ་འགྲུལ་ལས་འཛིན་ཚོད།
Drukair Corporation Limited



SECTION II: STANDARD FORMS

- Form 1: Sample letter of Expression of Interest
- Form 2: Firm Information Sheet
- Form 3: Relevant PSS project experience
- Form 4: High level passenger solution capabilities
- Form 5: Schedule
- Form 6: Resources



FORM 1: SAMPLE EXPRESSION OF INTEREST (EOI) FOR CONSULTANCY SERVICES

Date:

To

[Insert address of Drukair]

Sub: **Expression of Interest (EOI) for the Consultancy Service***[Insert title of Services]*

Dear Sir/Madam,

This is in response to your public notice published in *[.....insert name of paper/ website.....]* on *[.....insert date.....]*, inviting expression of interest for *[insert description of services]*. We hereby submit our expression of interest and have attached necessary information according to the standard forms.

The information furnished by us in this expression of interest is correct to the best of our knowledge. Based on this information, we understand you would be able to evaluate our proposals in order to shortlist for the above-mentioned assignment. We, however, understand that Drukair reserves the right to decide whether or not to shortlist our firm without disclosing the reason whatsoever.

Sincerely yours,

On behalf of the firm: Signature:

Name of signatory:

Designation:

Company Seal



FORM 2: FIRM INFORMATION SHEET

CATEGORY	VENDORS RESPONSE
Company's Name and Address	
Year of Incorporation	
Parent Company Name and Address (if any)	
Core Competencies / Business	
Revenue for the 3 most current year-end periods	
Net Profit for the 3 most current year-end periods	
Contact Person's Name, Job Title, email address, mobile & DID contact no., fax no.	
Name of your PSS application	

FORM 3: RELEVANT PSS PROJECT EXPERIENCE

CATEGORY	VENDORS RESPONSE
Please provide number of PSS Customers currently in production on your system	
How many PBs does your smallest customer carry?	
How many PBs does your largest customer carry?	
How many airlines have you successfully migrated to your PSS system in the last three (3) years?	
How many airlines have migrated from your PSS system in the last five (5) years?	
How many airlines have you successfully integrated your PSS to external PRA in the last 3 years? Mention the names of the external vendors	
How many airlines have you successfully integrated your PSS to IBE and mobile app in the last 3 years? Mention the names of the external vendors	
How many airlines have you successfully integrated your PSS to external Loyalty Programs in the last 3 years? Mention the names of the external vendors	
<p>Relevant Customer Reference</p> <p>Please list Ten (10) reference customers whom we may contact</p>	
Please provide a brief description of your Disaster Recovery/Business Continuity capabilities.	

FORM 4: HIGH LEVEL PASSENGER SOLUTION CAPABILITIES

CATEGORY	VENDORS RESPONSE
Please provide a high-level overview of the components of your solution.	
Do you have an IATA compliant E-Ticket Database?	
Does your solution support connections to other external applications, schedule distributions (OAG) or others	
Does your Inventory solution support at least 5 legs?	
Does your solution support automatic passenger notification when flight is cancelled, timing change, etc.?	
Does your solution provide capability for an airline to build and distribute its fares as an alternative to ATPCO?	
Does your Solution's reservation & ticketing system support Interline?	
Does your Departure Control System (DCS) support Interline Through Check In?	
Does your Solution support codeshare partnerships? If Yes, please confirm which options you support?	
Please detail which GDS connections does your solution support?	
Does your system support sending information via Type A and Type B to third parties such as GDS, OAG, etc.? Please provide a list.	

Is the exchange of date over type A and type B chargeable within your PSS platform and over third parties?	
Does your system also support sending information via other messaging platforms apart from Type A and Type B?	
Does your system support both EMD-S and EMD-A capabilities (issuance, exchange & refund) and inclusive of Interline EMD & GDS issued EMD?	
Does your system allow to use tour code in ticketing field and issue system generated invoice?	
Does your system have the capability to provide Sales Reports in EXCEL format at the end of the day?	
Does your system provide Sales Reports capability? RET/DISH should be provided per IATA standards.	
Is your system compatible with CUTE workstations? Provide the List of names.	
Is your DCS System compliant with APIS and AQQ standards?	
Does your DCS include a Weight and Balance module?	
Does your system provide mobile application and IBE?	
Does your system provide API and webservice support to link with OTA?	
Does the system support anti robot checks?	
Is viewing of seats availability and airfare over IBE and API services chargeable other than successful flight bookings?	



To access the core (reservation, airfare, inventory, etc), how many licenses are free of cost?	
Is creating and managing User ID free of cost?	
describe the capability of your system supporting NDC and specify if any of your customer already using your NDC solution?	

FORM 5: SCHEDULE

CATEGORY	VENDORS RESPONSE
Specify the duration required from appointment to completion of the project. Also provide details on the breakdown of the schedule.	

FORM 6: RESOURCES

CATEGORY	VENDORS RESPONSE
Number of Staff Worldwide <ul style="list-style-type: none"> • implementation Support (Project Managers, Business Vendors etc.) • Technical (Vendors, Engineer, Data Centre etc.) • Post Implementation Support • Account Management 	

SECTION III: TERMS OF REFERENCE

Terms of Reference shall include the following sections:

1. Background;
2. Objective;
3. Overall task;
4. Specific Task and proposed Methodology;
5. Deliverables;
6. Reporting Requirements;
7. Qualifications and Criteria;
8. Length and Time Frame of the assignment;
9. Other Resources/ counter Facilities;
10. Any other Information(s)



འབྲུག་མཁའ་འགྲུལ་ལས་འཛིན་ཚོད།
Drukair Corporation Limited



ANNEXURE

[Attach any other documents from Drukair and the Vendors, if applicable]