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Planning

Airline Inventory

Civil Aviation Authority

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-000265

Procurement identifier (OCID): ocids-h6vhtk-042ac9

Published 4 January 2024, 4:06pm

Section I: Contracting authority

I.1) Name and addresses

Civil Aviation Authority

Aviation House, Beehive Ring Road, Crawley, West Sussex

London

RH6 0YR

Contact

Scott Taggart

Email

scott.taggart@caa.co.uk

Telephone

+44 3300221500

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.delta-esourcing.com/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Other type

Aviation Regulator

I.5) Main activity

Other activity

Aviation Regulator

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Airline Inventory

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

In a crisis situation, where consumers abroad may need emergency repatriation back to the UK, there is currently no service provision immediately available whereby, under certain business rules, a consumer can arrange their own flights back to the UK using existing scheduled services and charter services arranged by the CAA. The CAA is therefore seeking interested parties who may be able to design, build, test and implement an efficient and cost-effective flight booking service in which a consumer is able to book their own repatriation flight(s) back to the UK under certain business rules. The service will need to offer consumers all fares available on the GDS, and additional Rescue Fares offered by various airlines during the period of the crisis. The service solution will need to be able to offer online flight ticketing and manage any changes to ticketing under certain business rules. Where a financial flight contribution is required from the consumer, the service solution will need to be able to collect and reconcile card payments made by the consumer and have an audit function capable of tracking and all payments made. Because of the nature of an emergency repatriation, the service solution will need to offer a 24/7 service support for the period of the crisis with further reduced support during the post repatriation phase. The service solution will need a capability to database all consumer data impacted by the crisis so that business rules can be applied to consumers indicating entitlement to a repatriation flight and where applicable the associated costs. This will in the future be replaced by an API to the CAA's central repatriation database which will be used as the master record keeping database. Due to the nature of the service solution and the need to stand up the solution quickly in response to a crisis it would be preferable for potential bidders to have an ongoing commercial interest in the travel industry and hold an ATOL license. Should you be interested in this requirement, please express an interest by no later than 5pm on 31st January 2024 by emailing Scott.Taggart@caa.co.uk

II.1.5) Estimated total value

Value excluding VAT: £50,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

The CAA would expect interested parties to be Travel Companies offering a solution that can be customised to suit the CAA's needs. The CAA would not expect a system to be custom built as technology exists in the marketplace and it is our desire to not add unnecessary complication or cost. The CAA would require interested parties to be an established business and hold a valid ATOL license.

II.3) Estimated date of publication of contract notice

1 March 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./849837STAA>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/849837STAA>

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