



TENDER FOR PASSENGER REVENUE ACCOUNTING WITH RELATED MIS AND INTERFACES

Tender No. DF/REV/PRA-RFP/01

DUE DATE: FEB 10, 2012

INTRODUCTION TO AIR INDIA

Air India, a full service airline, currently carrying about 15 million passengers annually, and expecting an annual growth of 15%, requires Passenger Revenue Accounting solution (PRA) with Target setting module and Interfaces with various applications, as an outsourced model. Currently Air India operates approximately 360 flights daily including code share with other airlines.

Air India currently operates to 93 destinations in India and abroad. Air India envisages increased operations within India, and to/from the UK, Europe, North America, the Gulf, Far East, South East Asia as well as expansion to new markets such as Australia, Africa. The current break up of documents are approximately: Interline – 40,000 per month, Non Interline International – 300,000 per month, Non Interline Domestic – 10,00,000 per month and Others – 65,000 per month. Currently, AI participates in about 45 BSPs as well as ARC, and has about 30 GSAs worldwide.

1. KEY BUSINESS OBJECTIVE OF PRA SYSTEM

Provide a revenue accounting service that delivers timely, accurate and reliable processing, accounting and reporting of passenger transactions. . The solution should be offered out of India, and should be capable of processing revenue based on sales data. This proration engine should be industry recognized; meeting all industry standards which is continuously updated for any changes introduced by Prorate Agency, and also capable of handling proration of fare and taxes based on SPA or MPA. , The following qualities are required from the new service, system and the system's provider.

The Service should have the following qualities:

The Service should be delivered by the Service provider with single point accountability for all the components – Application software, Data Center and infrastructure, BPO Operations

Service must conform to industry best SLA's

Service must conform to proper accounting and quality controls



Service must deliver quality based on Quality Assurance and Quality Control processes and measures

Service must be improved every year and also be flexible to accommodate Industry and Air India's changing requirements.

Must have established DR (Disaster recovery) and BCP (Business Continuity Plan) capability including ability to shift to DR Data center and second location processing within very short period.

2. The system shall at least have the following qualities:

1. Platform must be proven and used in the industry for customers similar in size and business complexity to Air India
2. Data integrity should be maintained even through multiple modifications with audit trail of all changes
3. Data is available when needed (just in time)
4. Data is accurate and consistent for Revenue Accounting and down line systems
5. User interface is easy to use
6. Product has many ways to access data, so, different roles can use the tool for different functions through interfaces for different systems and software used by Air India.

The Service provider should be certified on ISO, CMMI or any such similar standards of IT.

The Provider shall demonstrate the following qualities:

1. Has proven capabilities and experience in processing Passenger Revenue Accounting on a turnkey basis.
2. Has a strong history of working in Passenger Revenue Accounting and success on building market leadership.
3. Shows insight and thought on future uses of Revenue Accounting
4. Should ideally have complete ownership of both platform/system and processing. If working with partners to deliver the service, then partners have no potential conflict of interest with Air India.
5. Can offer continued support of the product in terms of keeping it up with the latest industry requirements and state-of-the-art technology
6. Has established DR BCP facility used for Customers of sizeable volumes
7. Is a good match for both domestic and international operations of Air India along with specific needs of statutory agencies
8. Has a strong record of engaging with customers
9. Understands, complies and integrates with Air India business rules
10. Demonstrates compliance with applicable standards for quality, information security etc.
11. Has demonstrated ability to integrate and migrate complicated systems
12. Embraces the customization that will occur at different times, as required by Air India in terms scalability, interface and processes
13. Understands that componentization of different products may occur, and is willing to support their product and work in a multi-Service Provider environment



3. TERM OF CONTRACT

3.1. The contract will be valid for five years with an option to extend it for a further five years on the same terms and conditions.

4. TERMS AND CONDITIONS FOR PROCUREMENT

Mandatory Requirements as mentioned in Section 7, Sub Section 7.1 of RFP Technical need to be met in order to qualify for this bid.

1. Commercial Terms

- i. Earnest Money Deposit: Bidder should make payment in the form of Demand Draft/Pay Order for an amount of Rs. 2,00,000/- (Rupees Two lakhs only), payable in Mumbai in favour of Air India Limited. EMD should be submitted at the Cash section, 1st Floor, Finance Department, Old Airport, Kalina, Santa Cruz East 400029 before 1400 hours on any working on or before the close date of the RFQ.

The receipt towards the said payment made should be enclosed with your RFP (Technical Bid). The EMD would be interest free and will be refunded after the finalization of the contract.

- ii. Payment Terms:

Payment Terms within 60 days from the receipt of the invoice

- iii. Mode of Payment: Payment will be made by cheque/ECS mode

- iv. Performance Guarantee: (Applicable for Services)

- i. Successful bidder who is awarded the final contract is required to submit interest free performance guarantee equivalent to 5% of annual contract value. This can be in the form of bank guarantee.
- ii. Performance Guarantee will be applicable from the date of commencement of service.
- iii. Performance Guarantee will be refunded on successful completion of the service period.

- v. Penalty Clause:



In case of any repeated act/s of gross negligence or omission by the vendor or any of its employees that causes actual financial loss to Air India, Air India has the right to withhold up to 10% of the invoiced amount for the respective month subject to the right of recovery of the amount of actual loss.

vi. Price Negotiation:

Post tender negotiations will be in exceptional cases with the bidder who is deemed the winner of the contract as per the evaluation process mentioned in the tender. You are therefore requested to submit the best quote in the initial stage itself

vii. Fall in Price:

The price as quoted should remain firm till the completion of the contract period. During the contract period if for any reason there is a downward revision in prices the successful bidder will be responsible for passing on the benefits to Air India.

viii. Exit Clause:

The contract may be terminated under the following circumstances.

- i. In the event of unsatisfactory performance during the contract period, contract will be terminated with minimum 03 months notice, without any costs and consequences.
- ii. In case of a change in Business requirement the contract can be terminated with three months advance notice at the sole discretion of Air India.

2. Technical Terms

i. Quality Assurance Certificate:

The successful vendor will provide all required certifications assuring quality, such as ISO/CMMI (Capability Maturity Model Integration) certifications etc.

ii. Site Inspection/Audit

Air India reserves the right to inspect the premises of the vendor and seek independent audit certificates related to processes and services provided by the vendor.

Non-adherence to this clause may lead to cancellation of Contract and Air India reserves the right to withhold payment of invoices for this reason.



- iii. As part of the evaluation process Air India may request parties to make presentations, may visit the site for inspection and will require vendor to provide proof of concept at no cost to Air India.

3. Award Decision:

L1 bidder from among the technically qualified bidders will be selected.

4. Other Terms and Conditions

i. Validity of Quote:

Your quote must be valid for 120 days from the date of submission of the bids.

ii. Submission of Bid (Two Bid System)

Please submit your quotation in two bid system that is RFP (Technical Bid) and RFQ (Price Bid) quotes in two separate sealed envelopes clearly identifiable by RFP, RFQ number – DF/REV/PRA-RFP/01 and DF/REV/PRA-RFQ/01 respectively.

Both RFP and RFQ envelopes can be put in master envelope. This master envelope should be super scribed with both RFP and RFQ number along with contact person's name and email address. Please note that non adherence to this aspect may result in rejection of your bid. However if the technical bid and the price bid are in open condition when the sealed master envelope is opened, your bid will stand disqualified.

a. **Technical Bid:** In the technical bid you must provide detailed technical specifications of the services offered.

You must also provide acceptance to Air India's terms and conditions, any deviations from the specifications or terms or conditions must be clearly spelt out in the technical bid. **Your technical bid should not mention any rates/price .**

b. **Price Bid:** Your price bid should be submitted strictly as per format given in RFQ. Any other applicable taxes/levies should be clearly mentioned in your quotation. Please specify the exact percentage of taxes/levies.

Your quotation should be addressed to the Executive Director – MMD and submitted on or before the close of office hours, that is, **1700 hrs IST on February 10, 2012**, at the following address duly super scribed by RFP/RFQ number and close date along with contact persons name and email address.

Executive Director



Material Management Department
1st Floor, Tender Receiving Cell
Air India Limited
Old Airport, Kalina
Santacruz (East)
400029

- iii. Intention to Quote:
You are requested to confirm your intention to quote/regret preferably by email to the buyer of this RFP/RFQ or on our fax number +91 22 2615 7183
In case you have forwarded your quote, please advise courier details in advance preferably by email to the buyer of this RFP/RFQ or on our fax number +91 22 2615 7183
- iv. Executive Director, Materials Management reserves the right to accept or reject, in part of whole, any or all tenders received, without assigning any reason whatsoever.
Note: The above are General Terms and Conditions of procurement of Air India. However participants to any tender should read the terms and conditions as mentioned in the tender document.
- v. Integrity Pact: Pre Bid Integrity Pact and Post Bid Integrity Pact is required to be signed by Air India Limited and the successful bidder of this tender document. (Integrity Pact document is attached as an Annexure to this tender document)

5. OTHER INSTRUCTIONS

- 5.1. Air India reserves right to withdraw the tender at any point of time without giving any prior intimation and justification;
- 5.2. **Pre Bid Meeting will be held on January 17, 2012 at 1100 hrs at Conference Room, Materials Management Department, Second Floor, Old Airport, Kalina, Santa Cruz (E), Mumbai 400029. All interested parties can attend the same and clarify any queries they may have regarding this tender with Air India officials;**
- 5.3. Queries related to the technical bid can also be sent by email to pra.tender@airindia.in not later than close of office hours, that is 1700 hrs IST, on January 20, 2012. All queries will be updated on website under FAQs. No further queries will be entertained after this date;
- 5.4. The tender and the contents of the tender are the sole property of the Air India and cannot be reused;
- 5.5. Tenders received through Fax or Email shall not be considered;
- 5.6. Tenders that are incomplete are liable for rejection;



- 5.7. Tenders received late , delivered at an address other than that specified in the tender document, or delayed in transit will not be accepted irrespective of whether the delay has arisen on account of the delivery system. E.g. postal service/courier;
- 5.8. Conditional discounts/credits if any shall not be given any consideration;
- 5.9. NO OBLIGATION – Air India reserves the right to withdraw the tender or to reject any response in part or full without assigning any reason whatsoever;
- 5.10. ACCEPTANCE OF RESPONSES – reserves the right to reject in case response is not in the desired format;
- 5.11. The Service Provider shall render harmless all employees and officers of Air India from any liability arising out of infringement of any laws, patents, copyrights etc. by the Service Provider or any of its employees;
- 5.12. Jurisdiction: This contract is enforceable in the Indian Courts of Law only.

6. EVALUATION FACTORS

6.1. SELECTION CRITERIA - TECHNICAL

1. Technical bid evaluation will be carried only in respect of bidders who meet the mandatory requirements defined in Section 7, Sub-section 7.1 of this RFP.
2. Technical Evaluation is divided into following progressive phases of technical evaluation leading to short-listing of Service Providers:

Stage	Phase	Description	Weightage	Comments
T1	RFP Response	Evaluation based on response to RFP Requirements	40	Those who do not comply with mandatory clauses will be automatically excluded, Extra score will be given to service providers who own the software with IPR and do the processing in their offices



				without further outsourcing .
T2	Presentation and Reference Check & Site Visit	Evaluation based on presentation by the short-listed Service Providers of the above phase and Reference Check of Customers	10	Presentation to be done at Air India premises at service provider's own expense. This should include references of current as well as past customers.
T3	Proof Of Concept	Parallel Run for one month data including customizations	50	The test data would be provided by Air India. The Service Provider would be required to populate this data into their system and provide the results at no cost to Air India. This may involve capture of ticket data/ SPA's / Load sheet/ Pilot report/ BSP Sales data etc.

3. Technical Score of Service Provider :

Total marks obtained by bidder/Maximum marks obtainable under each of the above categories x 100

4. Technical Score of a bidder should be equal to or more than 80 in order for a bidder to be considered as technically qualified.

6.2. SELECTION CRITERIA - COMMERCIAL



1. Commercial Bids will be opened only for those parties who are technically qualified
2. If Commercial Bid does not comply with the mandatory format, the Service Provider is liable to be disqualified.
3. L 1 bidder will be selected.

7. RFP RESPONSE – TECHNICAL BID

7.1 Response to Mandatory Requirements

Service Provider is required to respond to the following mandatory requirements with (Yes/No) with a proof of confirmation to these requirements. Unless all the below points are answered positively the respondent will be disqualified from the tender process.

- A. Service Provider should be an entity WITH AN OFFICE in India.
- B. Service Provider shall provide the service from a facility in India. If yes please give details of the service centre
- C. Service Provider should be ISO certified
- D. Service Provider should be PCI compliant
- E. Submit proof of :
 - E.1 At least 5 years experience in the industry,
 - E.2
 - i. At least two full service carriers, each having passenger carriage of 12 million or more per annum, as customers for outsourced PRA with the software proposed to be used for Air India as customer.
 - ii. One of such customers should have been with the vendor for at least two years.
 - E.3 The vendor should accept complete turnkey responsibility for application software, data centre and BPO operations.
 - E.4 Application software must be SIS compliant and should be live on SIS with at least one customer who has been certified by IATA in all categories (including sampling) as of the date of response to this tender.
- F. Names and details of all Service Providers or partners involved in service provision should be disclosed (although Single Ownership of Service and Product Preferred) and none of them should be owned by another airline or subsidiary or any group affiliated with any other airline which is considered as a competitor by Air India. Air India has sole discretion to determine its competitor.
- G. The settlement of invoices will be direct and not through ICH.



- H. Service Provider should be willing to provide Air India with a systems audit certificate by an independent auditor on an annual basis, corresponding to Air India's fiscal close.

7.2 Company Overview:

- A. **EXECUTIVE SUMMARY** – brief overview from the Service Provider in terms of the response to the RFP
- B. **COMPANY OVERVIEW** – overview from the Service Provider in terms of company profile.
- C. **PRIMARY CONTACT OF AUTHORISED CONTRACT ADMINISTRATOR** – signatory of the Service Provider
- D. **FINANCIAL STABILITY** – Financial statements of the Service Provider for last 3 years
- E. **CLIENT BASE** – List of clients for passenger revenue accounting with model – in-house, hosted, out-sourced, etc.
- F. **REFERENCES** – References for existing RA clients of Service Provider and also lost customers over last one year

7.3 Technical Documentation:

Service Provider is required to provide technical documentation of the following :

- A. **PROCESSING ENGAGEMENT** – Complete Implementation and Project plan (go-live by 1-Apr-2012) with requirements of Air India participation in any of the activities, Project Risks & Mitigation, identified dependencies on Air India
- B. **PROCESSING ENGAGEMENT GOVERNANCE** – Implementation, Support and Processing organization structure with team Staffing and names of core team members with their credentials
- C. **SERVICE LEVEL GUIDELINES FOR PRA**

The following are SLA Guidelines and not limited to, to be followed are required by Air India post go live of the engagement. The final SLA's shall be made on selection of the successful vendor at the time of finalization of contract.

Sr. No.	Process	Output Required	Compliance (Y/N)
1.0	Uplift Processing		
1.1	<ul style="list-style-type: none"> Maintenance of seasonal time table Ad-hoc flight schedule 	<ul style="list-style-type: none"> Vendor to complete flight schedule maintenance within 1 	



Sr. No.	Process	Output Required	Compliance (Y/N)
	changes	week of receipt of complete data	
1.2	<ul style="list-style-type: none"> Flight Manifest and Flight Coupon Capture Loading of E-ticket uplift data from SITA PSS Loading of Cargo and Mail Revenue data 	<ul style="list-style-type: none"> Vendor to complete the same within 1 week on receipt of complete information Vendor to load E-Ticket data on a daily basis Vendor to load cargo and mail data within 1 day on receipt of information from Air India 	
1.3	<ul style="list-style-type: none"> Processing of uplift coupons Generation of daily revenue Generation of monthly revenue MIS Reports 	<ul style="list-style-type: none"> Vendor to complete coupon processing on a daily progressive basis Daily revenue figures to be provided to Air India on a D+2 basis. The revenue figures should be provided AOS wise and Flight wise Monthly revenue should be submitted to Air India by 8th of the subsequent month with coupon matching percentage at 96% All the MIS reports which have been mentioned need to be delivered within 2 working days from the date of submission of final monthly revenue figures 	
2.0	Sales & Refund Processing		
2.1	<ul style="list-style-type: none"> Agency Master Maintenance 	<ul style="list-style-type: none"> Vendor to complete capturing of agency master within 1 week from date of receipt of complete information 	
2.2	<ul style="list-style-type: none"> Manual Sales/Refund Capture 	<ul style="list-style-type: none"> Vendor to complete capture of manual sales and refunds within 3 weeks from date of receipt of information 	
2.3	<ul style="list-style-type: none"> Loading of BSP data 	<ul style="list-style-type: none"> For all BSP's which are on daily basis, vendor to 	



Sr. No.	Process	Output Required	Compliance (Y/N)
		<p>capture the same within 1 day of receipt of data. For other BSP's depending on their reporting period, vendor to capture the same within 1 day of receipt of data</p> <ul style="list-style-type: none"> • Vendor to load the BSP data into Air India FTP via secure method. 	
2.4	<ul style="list-style-type: none"> • Loading of SITA FIN Data 	<ul style="list-style-type: none"> • Vendor to load SITA FIN data on a daily basis 	
2.5	<ul style="list-style-type: none"> • Sales and Refund Processing 	<ul style="list-style-type: none"> • Vendor to complete processing of all reported sales/refunds for a given month within 4 weeks of the agreed cut off date. • Vendor to submit outstanding sales report to Air India for each station/GSA/BSP on a weekly basis • Vendor to submit unreported sales report to Air India within 2 weeks after receiving confirmation of closure of the month from the Air India 	
3.0	Outward Billing		
3.1	Master Data Maintenance for all SPA's/Provisos/Book Rates/Tax Data/FDR/MMR/ROE	<ul style="list-style-type: none"> • Vendor to capture all the details provided by Air India within 1 week of receipt of information and seek confirmation from Air India within 3 days. 	
3.2	Generation Outward Bills	<ul style="list-style-type: none"> • Vendor to load data received from other airlines within 1 day of date of receipt • Billing to other airlines should be done in IS-IDEDEC format as per the prescribed IATA weekly billing cycle 	
4.0	Inward Billing		



Sr. No.	Process	Output Required	Compliance (Y/N)
4.1	Capture of Inward Details	<ul style="list-style-type: none"> Vendor to load and capture all the relevant inward invoices not later than 2 weeks from date of availability on SIS website 	
4.2	Inward Bill Review	<ul style="list-style-type: none"> Vendor to complete the review of inward invoices except for cases relating to correspondence before the next billing cycle Vendor to inform all correspondence cases to Air India along with all the necessary collaterals 	
4.3	Sampling Digit from IATA	<ul style="list-style-type: none"> Vendor to process inward billing invoices as per sampling digit before the next billing cycle. 	
5.0	Accounting and Reconciliation		
5.1	Module wise Trial Balance	<ul style="list-style-type: none"> Vendor to provide module wise trial balance within 7 days post closure of processing month 	
5.2	Accounts Reconciliation of all major accounts – FSA/Discount/Commission/Tax	<ul style="list-style-type: none"> Vendor to provide reconciliation of FSA/Discount/Commission accounts on a quarterly basis to Air India. 	
5.3	Review and Release of amounts to P and L account for various transactions	<ul style="list-style-type: none"> Vendor to review balances in Suspense and Discrepancy accounts and advice accounting action to Air India once every quarter 	
5.4	Raising of Manual JV's	<ul style="list-style-type: none"> Vendor to raise manual JV's on receiving approval from Air India. JV's shall be supported by documents verified by Air India 	
6.0	Ad-Hoc Queries	<ul style="list-style-type: none"> For all requests raised for ad-hoc queries relating to accounting or MIS shall be responded to by 	



Sr. No.	Process	Output Required	Compliance (Y/N)
		the vendor within 2 working days from date of receipt of the query. These are over and above the MIS reports which have been listed.	
7.0	Revenue Dashboard	<ul style="list-style-type: none"> Vendor to provide Revenue Dashboard to all stations/regions. This should be made available 24 x 7 to all the personnel as advised by Air India on the entire network. 	

D. **SERVICE PROVIDER PROJECT FLEXIBILITY** – Proof of ability to ramp up in case of business changes.

7.4 Information Security Requirements

This section is to gather requisite information from the prospective service providers on information security practices in their environment and the product, through the following:

A. **SECURITY INFORMATION** – Please provide your response in the tables below

Sr No	Security Policy	Response
1	How is Management's commitment and support for Information Security demonstrated to the staff	
2	What Security Policy are in effect internally, within the organization	
3	Are any developments/Operational work outsourced? If yes, what security controls are in place in such a scenario	
4	How is compliance to security policies monitored?	
5	Are industry standards and best practices adopted, like ISO 27001 etc? Please specify	
6	Are there dedicated personnel responsible for security?	

Sr No	Information Risk Management	Response
1	How are risks managed? What is the methodology used?	



2	Is a risk register maintained	
3	What is the frequency of reviewing the risks?	

Sr No	Personnel Security	Response
1	Are background checks performed for employees	
2	Do employees/contractors/third parties sign an NDA	
3	How is it ensured that employees are adequately trained and skilled to handle information security requirements?	
4	What controls are in place during the employee exit process? Is access revoked and passwords for shared accounts changed?	

Sr No	Physical Security	Response
1	How is physical entry into data processing rooms restricted from unauthorized access?	
2	Have there been any physical intrusions so far into the data processing rooms?	

Sr No	Network Security	Response
1	Have Intrusion Prevention/Detection systems been deployed	
2	What is the process of identifying malicious traffic and taking remedial action?	
3	Are firewalls used in the infrastructure? Is it also deployed for the internal network or only the perimeter?	
4	Is a corporate-wide anti malware deployment in place, which includes antivirus, etc?	
5	At what frequency vulnerability assessment and penetration tests performed? And what is the coverage? Does it include systems, networks and applications?	
6	How would you notify Air India if a significant attack is identified in your network?	
7	What controls are in place to detect/prevent incidents?	

B. **ACCESS TO SYSTEM** - list all agencies, partners or subcontractors who may potentially have access to the System or it's components – i.e. Hardware,



system software, application software, network – for any purpose whatsoever, be it maintenance, support, upgrades, production, testing or training etc.

- C. **DISASTER RECOVERY PLAN** – In this section, please detail the disaster recovery plan. Also mention the SLA's and the critical items that fall under this category. Please indicate the DR/BCP for all components – Data center, Network, Processing space and people.
- D. **TECHNICAL ARCHITECTURE OF THE INFRASTRUCTURE HOSTING THE SYSTEM** – in this section please detail the technical architecture of the infrastructure hosting your application
- E. **OTHER INFORMATION REQUIRED** – In this section, please provide detailed information to understand setup/process put in place for the below activities:
 - 3.E.1.1. Data Back Up
 - 3.E.1.2. Recovery Process
 - 3.E.1.3. Availability of different means for data access
- F. **AUDIT CERTIFICATIONS** – certifications of past statutory & Systems audit for last 3 years

7.5 COMPLIANCE MATRIX

Service Provider should fill in the compliance matrix below with the following standard response:

- A. Compliant as '**FC**' wherever system/process is fully compliant
- B. Partially compliant as '**PC**' wherever system/process is partially compliant
- C. Not compliant as '**NC**' wherever system/process is not compliant
- D. Compliant with customizations as '**CC**' wherever customization is required to meet complete compliance

In addition, in the next section, Air India requires a detail description of the processes for some of the following item

Sr No	MAIN FUNCTION	SUB-FUNCTION	DETAILS	COMPLIANCE	REMARKS
1	SALES	Sales Loading	Automated / Manual tickets, EBTS, MCOs, Receipts and EMDs from BSP, ARC, FINDATA, web-sales and any other industry standard data as Air India may desire. Capability to receive BSP/ARC data through IInet directly into server using sftp mode		



Sr No	MAIN FUNCTION	SUB-FUNCTION	DETAILS	COMPLIANCE	REMARKS
2	SALES	Sales Processing	Processing of automated sales data provided in BSP/ARC through IInet / BSP Link. Further processing of sales data at Booking offices/airport offices / gsa locations by loading sales data from the reservation system as also processing of manual data.		
3			Exception Handling like providing reconciliation of different types of sales at each location giving discrepancies between ticket data and sales data with reasons.		
4			Non-receipt of Sales tracking and follow up		
5			Special Handling of discrepancies in the values of refunds/fares/commission/taxes etc. dual utilizations refunds etc. MCO over utilization and void sale found utilized.		
6			Special Handling of ACM/ADM and revenue enhancement post-facto based on ACM/ADM. Report giving details of Collections for ADMs raised by Fare Audit/BIDT Audit etc.		
7			Raising of ADMs over BSP Link/ arc Memo manager for debits due to unaccounted sales, agent discrepancies, post authorization by AI		
8			Billing of Credit Card transactions reported through BSP/ARC and reconciliation against the electronic payment files		



Sr No	MAIN FUNCTION	SUB-FUNCTION	DETAILS	COMPLIANCE	REMARKS
			of the acquirers with a detailed mismatch report.		
9		Sales Reporting	Unreported Sales and tracking of dual utilisation		
10		Sales Accounting	Forward Sales Account reconciliation Coupon wise, using SPA/proviso using code share data for budgeting FSA at coupon level. Commission and Discount assessed at coupon level.		
11			Accounting of Provisional, Final, Suspense, Intermediate accounts for Collections, Cost of Sale and Tax and Account reconciliation.		
12			Derivation of commission payable by the airline and the adjustment of discount thereto from the reference agency set up		
13			Processing of ACM/ADM and their proper accounting as per their reason of issuance		
14		Sales Document Collection	Collection of Manual Sales and Sales Support documents from Indian Stations and imaging the same.		
15	FLOWN	Flown Loading	Loading from automated files like SITA ETLR, SITA COM, SITA DCS		
16		Flown Processing	Processing of Passenger uplift data of the normal scheduled flights, marketing flights and Code Share flights (both self and Other Carrier coupons) including EBTS, FIMs, MCOs and paper tickets.		
17			Outstanding Flight reconciliation with reference to Collection of		



Sr No	MAIN FUNCTION	SUB-FUNCTION	DETAILS	COMPLIANCE	REMARKS
			uplift statements/ flight reports etc. resolving the differences and generation of a list of outstanding flights/missing coupons on a weekly basis.		
18			Processing provisional Revenue till Sales data is processed and Revenue Adjustments and reconciliation after conversion of the provisional coupon values to actual values when sale data is received.		
19			Processing of delayed incentive reported in the form of ACM/ADM and apportioning the same on revenue rationally wherever applicable.		
20			Collection of physical flight packets from Indian Stations		
21			Flown revenue reports on a monthly basis showing the Area of Sales with detailed drill down to station/ Agent level, Revenue performance reports should show YQ/YR separately. YQ/YR needs to be processed at coupon level for revenue generation.		
22		Flown Accounting	Accounting of provisional, final, suspense, intermediate accounts and reconciliation. Accounting entries to match with final traffic performance report.		
23		GSA REPORTS	Generate Productivity reports for agents/ GSA based on Uplifts/ Sales for determining ORC Commission.		



Sr No	MAIN FUNCTION	SUB-FUNCTION	DETAILS	COMPLIANCE	REMARKS
24	INTERLINE	INWARD PROCESSING	Loading from IS WEB and process based on tolerance parameters provided by AI		
25			Handling of Rejection / Rebilling. Evaluation of coupons billed to AI and ensure proper supports and validation codes exist. Review inward bills and raise rejections in the format with proper reasons as per RAM timelines.		
26			Obtain sampling digit announced by IATA as well as UAF forms from carriers and initiate processing on sampling basis in forma D and E		
27			Verify inward billing from direct settlement carriers which are not part of ICH and raise rejections if required		
28		OUTWARD PROCESSING	Creation of automated output data using the processed other carrier documents uplifted.		
29			Create and generate passenger outward billing from the processed other carriers uplift, reissues, refunds, and rejections arising from incoming prime billings/ rejections.		
30			Coding of SPAs and other agreements into the proration system and obtain Air India confirmation on the correctness		
31			Segregate all correspondence cases and refer to AI Initiate billing action on authority received on correspondence cases		



Sr No	MAIN FUNCTION	SUB-FUNCTION	DETAILS	COMPLIANCE	REMARKS
32			Generate outward billing on direct settlement carriers which are non ICH for both prime uplifts and rejections		
33		Interline Accounting			
34	CODE SHARE		System should be capable of handling code share arrangements both as marketing and operating carrier		
35	THIRD PARTY BILLING	Accounting	Raising of invoices on Third parties including Govt. of India in format specified by Air India after calculation of Applicable discounts as per agreements in place with the parties.		
36	PASSENGER PRORATION	Proration Rules			
37	AUDIT TRAIL		In order to meet with the statutory audit requirements, the system is required to provide audit trail on the processing of document/s over the entire revenue accounting system		
38	IMAGING & STORAGE		Storage and retrieval of images and physical documents.		
39	TAX HANDLING		Document level tax accounting		
40			Tax reporting Code wise-country wise at document level		
41	REFERENCE DATA		Loading and usage of masters listed below but not limited to - PFM, MPM, CITY, AOS, Agent, Details relating to Commission, reporting hierarchy, periodicity, airline, LOST TICKET, GSA, Flight Schedule &		



Sr No	MAIN FUNCTION	SUB-FUNCTION	DETAILS	COMPLIANCE	REMARKS
			Adhoc flight schedule changes, AIRCRAFT, ACCOUNTS CODES etc. either directly or through interface with existing systems. Maintenance of SPA/ PROVISOS/ CODE SHARE AGREEMENTS/ RBD MAPPING MASTERS. Access to tax data base of IATA including FDR/MMR/ Monthly ROE used by AI for internal accounting.		
42	ACCOUNTS REVIEW AND RECONCILIATION		Accounting entries to be generated at coupon level with final coupon matching with sales and utilization in both local currency and INR.		
43			Automated creation of invoices in AR module of ERP from processed sales data from BSP/ARC		
44			Generation of sales data from SITA PSS station wise to enable AI stations to reconcile with collections		
45			Sales and coupon matching TB to be generated based on completed sales processing as per Air India defined timelines		
46			Movements to accounts to be reflected as adjustment in TB of respective modules in the next processing month		
47			Coupon wise break up required for FSA/ discount/commission etc on a quarterly basis for accounts closure		
48			Review balances in		



Sr No	MAIN FUNCTION	SUB-FUNCTION	DETAILS	COMPLIANCE	REMARKS
			suspense and discrepancy accounts and provide break up for follow up with Air India's stations		
49			Provide complete break up and age wise analysis of receivables/ creditors for audit and annual accounts		
50			At the end of each FY provide inputs on utilization pattern to determine the amount to be transferred as un earned revenue from FSA		
51			AR accounting entries should be generated and be directly interfaced into Air India ERP - SAP		
52			Validation and Accounting of GSA/BSP/ARC/Booking Office (SITA PSS)/Airport Office including manually issued documents for commission, discount, receivable based on inputs from Air India		
53			Trial balance to be generated monthly and yearly separately for each module ,Sales, Uplift, Interline etc.		
54	SPECIAL HANDLING	BSP India	Agents' productivity reports for calculation of Preferred Agents Incentive		
55	ANNUAL CLOSURE	Closure Process	All activities required for annual closure.		
56	DATA Migration	Migration components	Migration of ticket data, accounting data and MIS reports		
57		Retrieval & Reporting	Retrieval of migrated data		
58	INDUSTRY Changes				
59	ALLIANCE REQUIREMENTS		Capability to handle requirements of various Alliances like Star,		



Sr No	MAIN FUNCTION	SUB-FUNCTION	DETAILS	COMPLIANCE	REMARKS
			Skyteam and One world		
60	INTERFACE REQUIREMENTS	Input Interface	Capability to receive inputs through interface, for example, BSP, ARC, ATPCO TCN, SITA FTP, IS-IDEA, IOCC, MBS, Amber		
61			Loading of Cargo, Mail data from Air India System AOS wise / Flightwise to be incorporated in the revenue performance report in the desired format.		
62		Output Interface			
63	QUERY DESK		Team to handle Air India ad-hoc requests and queries and customizations to the MIS reports within the Air India required time frames		
64			Web portal to view complete transactions related to sales/uplift/refund/proration/billing/FIM's for any document and its accounting thereof		
65			Portal to show at glance information on Stations sales for BSP/ARC/Booking Office/Airport Office/GSA both in INR and local currency sales. Monthly and Cumulative for the year		
66	DASHBOARD		KPI based performance monitoring tool to enable viewing KPI's at network level with a facility to drilled down to flight/sector level or POS level. Snapshot of performance		



Sr No	MAIN FUNCTION	SUB-FUNCTION	DETAILS	COMPLIANCE	REMARKS
			daily/monthly/YTD with comparison to previous years and budgets highlighting top and bottom performers likes agents/station etc.		

7.6 Process Descriptions

Service Provider is required to provide process descriptions for the following processes :

- A. DOCUMENT COLLECTION** – Service Provider should collect physical documents – sales packets, flight packets from various domestic stations.

Describe in detail how you will control the document collection and ensure that no relevant documents are missed?

- B. ELECTRONIC TICKET LIFT RECORD** – ETLR file will be available from the SITA PSS system for all Air India validated tickets and also for OA validated tickets that include Air India in the itinerary. The System is required to load the Electronic Ticket Records.

Provide a description of the process followed by you in detail with special mention of customizations wherever required

- C. PRORATION OF FARE & TAXES** - The fare and taxes for each ticket record must be prorated and assigned to each coupon of the ticket record using the applicable fares, footnotes, reference tables and proration rules. In addition to prorating the applicable fare and taxes (as identified during the fare/tax verification process), the collected fare and taxes must also be prorated and assigned to each coupon of the ticket record. Both the applicable fare and taxes



and the collected fare and taxes must be stored to support down line Revenue Accounting processes.

Provide a description of the process followed by you in detail with special mention of customizations wherever required. Please provide details of proration engine used. Additionally, identify and explain the processes involved in the following and if your solution does not support any of the following:

- a. SPA (Special Prorate Agreement) Proration — Bilateral & Multilateral. Please explain how these are coded in the system. The experience and qualification of personnel involved in the job. Explain the process of testing the same and what is involved before moving the SPA to live processing. Explain the quality checks involved in the process.
- b. SRP (Domestic and International Straight Rate Prorate)
- c. MPA Proration (Multi-lateral Proration Agreement — application of Provisos)
- d. Identification of Code share for proration purposes
- e. INVOL/FIM Domestic and International Proration (Involuntary reroutes and Flight Interruption Manifests) – Explain how discrepancies between tickets and FIM's are identified reported and resolved.
- f. Plus-Up Proration (backhaul check, directional minimum check, excess mileage surcharge, higher intermediate point, etc.)
- g. Differential Proration (one segment with different classes of service)
- h. Stopover Proration (distribution of the stopover charge amount)
- i. Surcharge Proration YQ/YR, Q (fuel surcharges/negative surcharges) – Confirm coupon wise allocation of YQ/YR and how is the same calculated?
- j. Interline Frequent Flyer Proration
- k. Bulk ticket identification and proration
- l. Net fare pricing and proration
- m. Ability to use TPM (Ticketed Point Mileage) to apply to SPAs – what master tables are maintained for the same?
- n. Commission Proration (use prorated fare amounts to distribute the commission to each of the flight coupons)
- o. Credit card expense proration
- p. Through flight proration (distribution of the fare to various flights when only one coupon is issued)
- q. EMD (Electronic Miscellaneous Document) proration including excess baggage
- r. Comparison of MPA and settlement values
- s. Protect Agreements will be taken into account as part of SPA Proration (Bilateral INVOL settlement)

- D. DEFAULT PRORATION** - In cases where the system cannot assign an accurate prorate value to a coupon; a default value will be assigned based on user defined criteria.

Provide a description of the process followed by you in with special mention of customizations wherever required. Please explain the process of reconciliation with final values based on sales



- E. CURRENCY CONVERSION** - Air India requires that each transaction be converted from the currency of sale to USD based on process (sales processing, interline settlement) driven business rules. The original fare and tax values in foreign currency and converted INR values should be available at the appropriate level (e.g., transaction, coupon, etc.). Supporting information related to currency conversion should be retained and available for future reference.

Provide a description of the process followed by you including a list of all currency conversion types supported by your system with special mention of customizations wherever required

- F. SALES LOADING** - The system should load sales data from ARC, BSP through IInet. Own Office Sales & GSA Sales should be loaded from the SITA PSS which provides the Fin data file in RET 20 format. The system should also provide for manual sales input as needed.

Provide a description of the process followed by you with special mention of customizations wherever required.

- G. SALE TO UTILISATION MATCHING** - Once prorated, Air India validated ticket records should be ready to be matched by the sales records received from the various sales sources (BSP, ARC, Own Office and GSA).

Provide a description of the process followed by you with special mention of customizations wherever required

- H. EXCHANGE TRANSACTIONS** - The system should provide the ability to process exchange/reissue transactions. How does your solution provide for this requirement? Describe how your system determines the value of Self or OA exchanged coupon(s).

Provide a description of the process followed by you with special mention of customizations wherever required

- I. FORMS OF PAYMENT-** in addition to common forms of payment like Cash, Credit, Credit Card, Air India requires the system to handle special forms of payment for sales like barter, Transportation Service Contract, Government of India/Embassy sales (collection in INR) etc. The system should provide the ability to process exchange/reissue transactions. How does your solution provide for this requirement?

Describe how your system handles this situation with a description of the process followed by you with special mention of customizations wherever required



- J. SALES PROCESSING** - System validations should identify errors found during sales processing and suspend transactions that require correction. Exceptions should be raised during sales transaction validations? What is your method of raising exceptions and how do the exceptions get resolved?

Describe how your system handles this situation with a description of the process followed by you with special mention of customizations wherever required

- K. THIRD PARTY BILLING** – Service Provider should raise invoices on creditors, private parties and government parties at pre-defined frequency in a format that might be revised from time-to-time.

Describe how your system handles this situation with a description of the process followed by you with special mention of customizations wherever required

- L. SALES PROCESS RECONCILIATIONS** –

Describe various reconciliations performed by your system and reporting of the same.

- M. REFUND LOADING** - The system should accept and process refund data from ARC, BSP and Own Office Refund & GSA Refund from the SITA reservation system. The system should also provide for manual refunds input as needed.

Provide a description of the process followed by you with special mention of customizations wherever required

- N. FORMS OF REFUND**- in addition to common forms of payment like Cash, Credit, Credit Card, Air India requires the system to handle special forms of refund LIKE GOI sales refund in INR etc. How does your solution provide for this requirement?

Describe how your system handles this situation with a description of the process followed by you with special mention of customizations wherever required

- O. REFUND PROCESSING** - System validations should identify errors found during refund processing and suspend transactions that require correction. Exceptions should be raised during refund transaction validations.

What is your method of raising exceptions and how do the exceptions get resolved? Describe how your system handles this situation with a



description of the process followed by you with special mention of customizations wherever required

P. EARLY WARNINGS –

Describe in brief various early warning alerts that the system provides with a description of each early warning alerts

Q. FLOWN COUPON LOADING – Your system should have the ability to load flown coupons from the SITA ETLR.

Describe the process that you follow with special mention of customizations wherever required.

R. FLOWN COUPON PROCESSING - Air India requires that all flown coupons, including associated EMDs, be received and loaded into the system. Each flown coupon must be valued for revenue recognition.

Describe the process that you follow with special mention of customizations wherever required.

S. FLOWN COUPON RECONCILIATION - The system should receive flight data from Departure Control, Pilot Report and any other operations system and perform reconciliations to flown coupons based on user configurable business rules. Identified discrepancies should generate exceptions.

Describe the process that you follow

T. MANIFEST RECONCILIATION – Describe the process of receiving manifest from stations and reconciling the same with respect to received coupons.

Describe the process that you follow

U. MISSING COUPONS –

Describe how you will track the missing coupons and what is the process followed in the system to ensure accurate revenue declared for missing coupons with special mention of customizations wherever required.

V. MISSING OC COUPONS –

Describe how you will track the missing Other Carrier coupons and what is the process followed

W. INTERLINE RECEIVABLE PROCESSING - The system should create receivable billings from automated and non-automated sources (e.g., billing memo, credit memo, etc.). The system must support Non-Sampling, Sampling and First and Final interline settlement methodologies. The system must also provide for



manual input of non-automated interline receivable documents. Interline settlement must always follow SIS standards

For non-member interline partners, the system should provide the ability to create receivable invoices with supporting documentation outside of SIS processing. Appropriate controls are required to verify that non-member airline receivables are complete and in balance.

Documents that cannot be prorated by the system should be raised as exceptions.

What is your method of raising exceptions and how do the exceptions get resolved? Describe how your system handles this situation with a description of the process followed by you with special mention of customizations wherever required

- X. FREQUENT FLYER SETTLEMENT** - The system should have the ability to support bilateral settlement agreements regarding frequent flyer coupons via SIS.

Describe how your system handles this situation with a description of the process followed by you with special mention of customizations wherever required

- Y. INTERLINE PAYABLES** - The system should allow for the receipt and capture of payable invoice data and supporting documentation from SIS.

For non-member interline partners, the system should provide the ability to accept payable invoice data and supporting documentation outside of SIS processing. Appropriate controls are required to verify that non-member airline payables are complete and in balance.

Describe how your system handles this situation with a description of the process followed by you with special mention of customizations wherever required

- Z. INTERLINE INVOLUNTARY & FIM SETTLEMENT –**

Describe how your system handles coupon valuation and interline settlement for INVOLUNTARY coupons and FIM Coupons with special mention of customizations wherever required?

- AA. CUSTOMER VIEW** - When any user from Air India organization wants to view a transaction, the system should be able to display all applicable data and activities related to the requested transaction. The data displayed to the user should include, but is not limited to the following:



- All transactional information (FOP, fare, taxes, currency, etc. for both sales and receivables)
- Applicable and Collected prorated coupon values and taxes
- Commission, Credit Card fees, other fees
- Memo information
- All usage information
- All interline activity
- Accounting entries during the “life” of the transaction

Describe the system that you will provide to Air India to view the transaction with special mention of customization wherever required

BB. ACCOUNTING –

The Service Provider is required to provide a detailed description of how each account is handled and the process for setting up chart of accounts and configurable accounting

CC. INCENTIVE HANDLING – The Service Provider to provide a detailed description of how BDRs are handled in 300 words or less

DD. MONTHLY/ ANNUAL CLOSURE - The Service Provider is required to share the process normally followed for annual account closure in 500 words or less

EE. INDUSTRY CHANGES – The Service Provider is required to describe their policy towards implementation of industry changes

FF. DATA RETENTION AND ARCHIVAL – Revenue accounting data should be retained online and available for pre-defined and/or ad hoc reporting for a minimum of 4 years (or based on user configurable business rules). Due to government regulations, revenue accounting data should be archived for a minimum of 7 years, or based on user configurable business rules. Archived data will be accessible for ad hoc reporting.

How does your solution provide for this requirement? Describe what data retention and archival rules are currently supported by your solution.

GG. DATA MIGRATION –The Service Provider is required to describe the process that they will follow, for migrating transaction, ticket, accounting, master and MIS data, on the expiry of the contract due termination or otherwise, in the format defined by Air India or by the new vendor chosen for PRA solution at that time. Data must be migrated from the source platform to the target platform completely and accurately, and according to company and regulatory policies on information controls and security.



Please describe how your organization proposes to handle this process.

7.7 Post Implementation support

During the course of implementation, if there is any difference in interpretation of the processes, services and/or functions defined in the RFP, the Service Provider will have to meet the requirements as interpreted and advised by Air India which may involve several meetings/discussions between the Service Provider and the subject matter experts in Air India. In addition, the Service Provider should position resources on site, for a mutually agreed time period, for smooth transfer from the existing PRA solution to the new product.

7.8 MIS Reports

Service Provider should produce following MIS reports which are non-exhaustive and Air India reserves the right to add any number of reports from time to time as per the requirements of various divisions. The service provider is required to indicate their compliance with (Yes/No/Customizable) against each report. The service provider will be asked to produce any of the below MIS reports during Proof Of Concept stage, if they are short-listed for the same. **Air India may ask for these reports or the data contained in any of these reports to be made available in a editable file format which is compatible with other applications like SAP etc.**

MIS reports have been classified into two parts, A and B.

PART A

SR NO	Report Name	Compliance (Yes-Y /No-N /Customizable-C)
I	Daily Revenue Reports	
1	Point of Sale-wise Report of revenue and other KPIs with hierarchical roll-up – region/station performance in terms of revenue/pax count/yield	
2	Flight-wise Report of revenue and other KPIs with hierarchical roll-up – flight sector performance in terms of revenue/pax count/load factor	
3	Month-to-date daily revenue and other KPI movements – daily revenue figures in terms of pax numbers/yield/LF and cumulative at MTD	



SR NO	Report Name	Compliance (Yes-Y /No-N /Customizable-C)
	level	
4	Graphical representation of above reports wherever required	
II	Weekly Revenue Reports	
1	Weekly report of revenue and other KPIs with provision to view last 12 weeks – Performance of revenue/pax count/yield/load factor of current week and 12 previous weeks	
III	Monthly Station Performance Reports	
1	Point of Sale-wise Report of revenue and other KPIs like route, flight, O and D, with hierarchical roll-up – station/region performance in terms of revenue/pax count/origin and destination wise	
2	Station traffic revenue performance – Revenue performance for stations like BOM/DEL/JFK	
3	Region-wise traffic revenue performance and summary – Revenue performance of various regions of Air India like WR/EUR/AMERICAS	
4	Generate the above on provisional and final basis – provisional revenue including estimation	
5	Sector wise load uplifted and discharged at each station – final revenue with the actual values	
IV	Ticketwise couponwise listing of uplifted coupons	
V	OTHER REPORTS	
1	SPA utilization Report	
2	Corporate Deal Code Report – Agent Code Summary	
3	Corporate Deal Code Report – City wise Summary	
4	Corporate Deal Code Report – Deal Code Detailed Report	
5	Corporate Deal Code Report – Deal Code Summary Report	
6	Corporate Deal Code Report – Region Wise Summary	
7	Inward and Outward billing report with	



SR NO	Report Name	Compliance (Yes-Y /No-N /Customizable-C)
	sectorwise details	
8	Agent wise Revenue Contribution Report	
9	Month wise SOD/SOL travel report	
10	Special Fare Utilization Report	
11	RBD Utilization Report	
12	Agent wise class wise flown productivity reports	
13	Agent wise Class wise Sales Productivity Report	
14	Regionwise Performance Report	
15	Connecting Passenger Report for each station.	
16	Monthly flight wise RBD wise Revenue Reports with Pax count.	
17	Revenue Contribution Report- Giving details of feeder flights to each flight	
V	CODE SHARE REPORTS	
1	Airline wise Sector wise Date wise Flight wise Monthly and Cumulative Load Statement of Code Share and BSA Flights	
2	Airline wise Sector wise Point of Sale wise Revenue of Code Share and BSA Flights	
3	Route wise Airline wise Sector wise Load Statement of Code Share and BSA Flights	
4	Route wise Sector wise POS wise Statement of Load for of Code Share and BSA Flights	
VI	Outstanding Flights Report	
VII	Reports on outstanding sales returns	
VIII	PLANNING REPORTS	
1	3 rd / 4 th freedom reports broken up sector wise flight wise	
2	5 th and 6 th freedom reports broken up sectorwise flightwise	
3	- Flat files with RA coupon level data required for Sabre	
4	Leg Based Fare Reports Class wise	
IX	ACCOUNTING REPORTS	
1	Monthly trial balance for Sales/Uplift/Interline modules separately to be interfaced into GL	



SR NO	Report Name	Compliance (Yes-Y /No-N /Customizable-C)
2	Annual trial balance for Sales/Uplift/Interline modules separately to be interfaced into GL	
3	Monthly GSA productivity Report	
4	Monthly Unreported Sales	
5	Annual Unreported Sales	
6	Monthly JN Tax Report	
7	FSA Balance Report	
8	Location wise/ FOP wise sales report for matching with receivables created by stations	
9	Tax Report based on sale and uplift as required	
10	Early warning reports related to excess refunds, excess commission claimed, dual utilization of coupons, utilization of void coupons, reissue of other carrier coupons etc.	
11	Analysis to assess performance of SPAs with other.	
12	Report on currency wise station wise sales to assess foreign exchange earned.	
13	Reports to identify possible areas of revenue leakages and avenue for revenue maximization	

PART B

I	Operating Statistics Reports	
1	Statement of Flight & Date wise Operating Statistics – number of operations on that particular flight in the month	
2	Aircraft Type/ Registration wise Operating Statistics – number of operations of that particular aircraft and the respect registrations	
3	Route & Registration wise Flying hours/ distance/ Landing / Single Flight – flying hours per route or per aircraft registration	
4	Return of Aircraft Utilization – number of operations as per aircraft types	
5	Air Transport Monthly Report for operations of revenue and non revenue flight – number of revenue and non revenue flight operations	
II	ROUTE WISE REPORTS	
A	Route Traffic Monthly – Number of passengers flown on various routes	
1	Flight wise Traffic Load – showing passenger numbers on flights	
2	Aircraft Type wise Traffic Load – showing passenger numbers based on aircraft type. E.g.	



	777-300ER	
3	Flight wise Traffic Revenue – showing revenue figures on flights	
4	Aircraft Type wise Traffic Revenue – showing revenue figures based on aircraft type	
5	Above reports also for Cumulative period – above reports at MTD and YTD level	
B	Route Traffic-Monthly summary	
1	Super Route Code wise Summary of Traffic Revenue. E.g. IND-US-IND revenue figures	
2	Direction wise Summary of Traffic Revenue. E.g. IND-EUR or EUR-IND direction wise revenue figures	
3	Aircraft Type wise Summary of Traffic Revenue – Summary of revenue figures as per various aircraft types	
4	Super Route Code wise Summary of Traffic load – Summary of revenue figures based on IND-US-IND or IND- EUR-IND etc	
5	Direction wise Summary of Traffic Load – IND-EUR etc direction wise passenger numbers	
6	Aircraft Type wise Summary of Traffic Load – Summary of passenger numbers as per various aircraft types	
7	Above reports also for Cumulative period – MTD and YTD cumulative figures for the above reports	
C	Route Passenger And Overall Load Factors	
1	FLIGHT WISE PASSENGER AND OVERALL LOAD FACTORS – Flight number wise passenger numbers and load factors	
2	ACFT TYPEWISE PASSENGER AND OVERALL LOAD FACTORS – Passenger numbers and load factors as per various aircraft types	
3	SUPER ROUTE CODE WISE PASSENGER AND OVERALL LOAD FACTORS – IND-US-IND or other super route code wise passenger numbers and load factors	
4	DIRECTIONWISE SUMMARY OF LOAD FACTORS – IND-US or US-IND and various other routes; summary of load factors on all the routes	
5	ACFT TYPEWISE SUMMARY OF LOAD FACTORS – Load factors as per various aircraft types	
6	Above reports also for Cumulative period – All the above reports at MTD and YTD level	



III	SUBROUTE WISE REPORTS	
A	Sub Route Traffic Monthly -	
1	Sub route Flight wise Traffic Load - Direction wise flight number wise passenger details	
2	Sub route Aircraft Type wise Traffic Load-Direction wise aircraft type wise passenger details	
3	Sub route Flight wise Traffic Revenue - Direction wise flight wise revenue figures	
4	Sub route Acft Type wise Traffic Revenue - Direction wise aircraft type wise revenue figures	
5	Above reports also for Cumulative period	
6	Sub route wise summary report - Summary report of all sub routes	
B	Sub Route Traffic Monthly summary -	
1	Sub route Super Route Code wise Summary of Traffic Revenue - Direction wise/sector wise summary of revenue figures	
2	Sub route Aircraft Type wise Summary of Traffic Revenue - Direction wise/sector wise aircraft type wise revenue figures	
3	Sub route Direction wise Summary of Traffic Load - Direction wise/sector wise summary passenger details	
4	Sub route Aircraft Type wise Summary of Traffic Load - Direction wise/sector wise aircraft type wise passenger numbers	
5	Above reports also for Cumulative period -	
C	Sub Route Passenger And Overall Load Factors.pdf	
1	Sub route FLIGHT WISE PASSENGER AND OVERALL LOAD FACTORS	
2	Sub route ACFT TYPEWISE PASSENGER AND OVERALL LOAD FACTORS	
3	Sub route SUPER ROUTE CODE WISE PASSENGER AND OVERALL LOAD FACTORS	
4	Sub route DIRECTIONWISE SUMMARY OF LOAD FACTORS	
5	Sub route ACFT TYPEWISE SUMMARY OF LOAD FACTORS	
6	Sub route Direction wise Summary of Load Factors	
7	Sub route ACFT TYPEWISE SUMMARY OF LOAD FACTORS	
8	Above reports also for Cumulative period	



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IV	GOVERNMENT REPORTS	
A	Scheduled Air Transport Service - Monthly Return Of Operation.pdf	
1	Air transport monthly return of operations for Revenue and summary	
2	Air transport monthly return of operations for non-Revenue flights and summary	
B	Statement Showing Sector wise Load Uplifted & Discharged At Each Station.pdf	
1	Sector showing sector wise load discharged at each station	
2	Sector showing sector wise load uplifted ex each station	
V	DGCA/ICAO Reports	
1	ICAO Report	
2	DGCA Report – I (Int-Dom)	
3	DCGA Report – II (Int – Int)	
4	DGCA Report – III (Dom-Dom)	
5	Domestic City Pair wise report	
6	FORM C- Monthly Traffic Flow Analysis Report – Calder year wise	

VI	PLANNING REPORTS	
1	Day wise count of Departure Report	
2	Carriage and Revenue at O&D level – monthly and YTD	
3	Daily performance report – flight/sector level – MTD, YTD	
4	Monthly flightwise – leg/segment level database	
5	Route Performance report- Leg Based	
6	Market Performance Report	
7	Region wise Station report	
8	Aircraft performance report	
9	POS performance report segment wise	
10	Flightwise POS contribution report	



7.9 Revenue Dashboard

Service Provider should have a revenue dashboard for use of management, CxOs and stations. The dashboard should contain information relating to key performance indices such as Revenue, Passenger Count etc.

Describe the features of revenue dashboard. Service provider will be required to demonstrate the dashboard on the Proof of Concept data, if they are short-listed for the same stage.

7.10 USER SECURITY

Service Providers user management should be automated with basic profile functionality, such as automatically resetting passwords, password locking, For this functionality, there should also be an audit trail or a revision history available to an administrator.

The user profile administrator should be responsible for creating and modifying user profiles based on user roles and attributes. These roles and/or attributes could include, but are not limited to the following:

- Internal controls
- Security access
- View and/or update capabilities
- Validations

How does your solution provide for this requirement? Include a list of roles and attributes currently supported your system

7.11 Target Setting

Scope of Services:

Target setting and Monitoring will include the following:

1. Target Setting – based on flight level expected load factor and historical yields. This will be bifurcated ticketed class-wise, F Class, J Class, and Y Class
2. Converting of flight level targets to AOS level targets
3. Revenue v/s target monitoring reports
4. Revenue v/s target monitoring dashboard as flight and AOS level
5. Reports to include actual pay load and aircraft utilization



6. Analysis and Insights

7. Blips and Alerts

7.12 Interface Requirements

The system will be required to be interfaced with:

1. PROS REVENUE MANAGEMENT SYSTEM: Air India is currently using PROS 5 Revenue Management System, which is segment-based system, for maximizing passenger revenues throughout the network.

Air India needs to use PROS NRPS (Network Revenue Planning System). The NRPS module is fed with the coupon data which would be coming from the Revenue Accounting System. Based on this data the system analyses the O&D's of the airline and calculates displacement cost and desirable index for each O&D.

Due to the absence of NRPS system currently, the revenue account data with average fare for each booking class, for each segment flight wise should be supplied directly to PROS 5 segment system until NRPS system is implemented in Air India.

In the future, Air India plans to use PROS O&D Revenue Management System, a fourth generation system. NRPS is one of the components of PROS O&D Solution.

The Revenue Accounting System should develop interface to provide Revenue Accounting data in the format required by PROS.

2. DATAMART: Air India is in the process of developing a datamart with all operational and Revenue/ Cost Data. Flight performance MIS is part of this system, which will require fields to be populated from the Revenue Accounting system. Vendor is required to provide an interface to feed data into the Datamart.

8. RFP RESPONSE – COMMERCIAL



The commercial response to the tender no. DF/REV/PRA-RFP/01 should be provided in the following format only. **Any service provider whose format is other than that specified shall be disqualified**

8.1 The withholding and any other taxes on income, will be the responsibility of the vendor.

8.2 The charges for development and periodic generation of MIS reports indicated in point 7.8 should be indicated separately for reports listed in Part A and Part B.

8.3. Recurring Charges

8.3.1 Document Processing Charges

The end-to-end processing charges (excluding credit card billing and reconciliation) shall be **per document** (charged only once and not for every coupon) based and should be in the following format only.

Document	Charges in INR				
	Yr1	Yr2	Yr3	Yr4	Yr5
Passenger Interline Document					
Passenger Non Interline International Document					
Passenger Non Interline Domestic Document					
Other Document					

Document shall mean any document with a unique document number which will be processed (excluding coupon numbers). A conjunction document will not be charged separately.

Passenger Interline Document shall mean the following:

- a. Other airline passenger documents and Flight Interrupt Manifests flown and billed out;
- b. Own airline document, involving participation by other airline, in at least one sector of the itinerary (except participation by 098 in case of 058 documents);



- c. Own airline Flight Interrupt Manifest involving other airline participation in atleast one sector of the itinerary

Passenger Non Interline International Document shall mean Documents whose coupons are completely closed on Air India and involving at least one international sector in the itinerary.

Passenger Non Interline Domestic Document shall mean Documents whose coupons are completely closed on Air India and all sectors in the itinerary are within India.

Other Documents would include the following:

- a. Excess Baggage Tickets
- b. Miscellaneous Charges Orders
- c. Multi-purpose Documents
- d. Electronic multi-purpose Documents
- e. Agency Debit Memos – as per ADM nos that are processed
- f. Agency Credit Memos – as per ACM nos that are processed
- g. Voids – Void document involving penalty collection
- h. Self Flight Interrupt Manifests

8.3.2 CREDIT CARD BILLING AND RECONCILIATION

Processing charges per document for billing and reconciliation of credit card transactions as defined in Serial No.8 of Clause 7.5 (Compliance Matrix). This will not be considered for determining L1.

8.3.3 MIS REPORTS

The recurring charges for generation of reports listed in Part A and Part B separately.

8.4 One Time Charges (if any)

Please list the charges for the various headers given below.

8.4.1 Customizations (if any)

Please list the customizations that need to be done to your system in order to map the requirements from Air India. Please detail the same below and the charges for each line item with basis of computation like person days of effort and per unit charges

Charge Head	Charges in INR	Basis of Computation
Changes in the system as per Air India requirement (examples as below)		
Customization 1		



Customization 2		
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8.4. 2. Data Migration (if any)

Mention the charges that would be involved for data migration with basis of computation like person days of effort and per unit charges

Charge Head	Charges in INR	Basis of computation
Charges for migration of 4 years data		

8.4.3 Implementation Charges (if any)

Mention the charges that would be involved for implementation with basis of computation like person days of effort and per unit charges

Charge Head	Charges in INR	Basis of computation
Charges for implementation of the product and processes (please specify quote for each separately)		
Charges for developing interfaces (please specify quote for each interface separately)		
Charges for developing MIS reports as per Clause 7.8 Part A.		
Charges for developing MIS reports as per Clause 7.8 Part B.		

8.4.4 Training (if any)

Please list the training charges that would be applicable during implementation phase and post go live phase with basis of computation like number of days of training and per unit charges

Charge Head	Charges in INR	Basis of computation
One time training charges		



8.5 Document Storage Charges (if any)

Due to statutory audit requirements and other regulatory bodies, Air India will request for documents which are pertaining to previous financial years. Please list the charges that would be applicable for data storage with basis of computation like storage cost for each year of data.

8.6 Applicable Discounts

Please list the applicable discounts such as volume based or cash based discount.

8.7 Other Terms and Conditions

Service Providers can state their other terms and conditions under this section if any.

9. BASIS FOR DETERMINING TOTAL CHARGES (for the purpose of evaluating Service Providers in Commercial Bid)

Ratings for Commercial Bid will be given as per the total charges for 5 years determined as below as sum of:

- a. Processing Charges (as per the assumed volume of various categories of documents) for five years
- b. One time development charges for MIS reports
- c. Recurring charges for MIS reports, for five years
- d. One-time charges for customizations
- e. One-time charges for Data migration
- f. One-time charges for implementation
- g. One-time charges for training
- h. Any other charges not included in the above

LESS Discounts offered, if any.
