

18th March 2019

MALDIVIAN - REQUEST FOR PROPOSAL (RFP) FOR MOBILE APPLICATION DEVELOPMENT

Dear Sir or Madam,

Island Aviation Services Ltd hereby invites you to participate as a Provider in a Request for Proposal (RFP) for Services to develop a Mobile Application for Island Aviation Services Ltd. You are invited to bid for the complete Service.

Island Aviation Services Ltd (also referred to herein as “Q2” or “Maldivian” or “the Company” or “the airline” or the Customer) is based at M. Raaverige, Majeedhee Magu, Male 20345, Republic of Maldives.

No solicitation of information will be entertained from any Q2 employee or contact at the airline.

This document provides a brief to Q2’s objectives and RFP timelines.

To receive the RFP requirements and schedule details, you must:

1. Sign and return a mutual non-disclosure agreement (NDA) (attached with this letter) to: procurement.admin@iasl.aero and rfp.pss@iasl.aero

Any questions or clarifications regarding this invitation should be addressed to Hussain Safuath via email at hussain.safuath@iasl.aero and rfp.pss@iasl.aero .

COMPANY BACKGROUND

Maldivian is the airline division of Island Aviation Services (Q2) based in Malé, in the Maldives. We are the national airline of the Maldives owned by the Government of Maldives. Q2 operates international flights in addition to all the airports within the country. Q2's main base is Velana International Airport.

Our fleet comprises of 7 DHC8 Q300, 2 DHC8 Q200, 1 A320 and 1 A321 aircraft. We operate daily frequent flights to 11 airports within the country and fly to India, Bangladesh, Thailand and China as international destinations with an average of total 80 sectors daily including domestic and international flights. The present RPB is estimated to reach about 1 Million and our distribution mainly comprises of direct bookings via ATO/CTO, GSA, PSA and web at present.

CUSTOMER OBJECTIVES

The purpose of this RFP is to engage reputable companies for the development of a Mobile Application ("the Services"). The Services must:

- Improve ease of doing business in the domestic market
- Improve the current user experience at customer mobile contact point
- Offer increased products and services to customers through the Mobile Application
- Improve analytics capabilities of Q2

CONTRACTING STRATEGY

Q2 will adopt a two-part tendering procedure, allowing Providers to submit both a functional / technical (RFP scope) and Financial proposal. **Details of each RFP phase and evaluation criteria will be sent to Providers along with the counter signed NDA from Maldivian.**

HIGH LEVEL TIME LINE

NDA Processing	Phase 1	between	18/03/19	24/03/19
Providers who submit NDA will receive RFP	Phase 1	on		25/03/19
RFP Close / Provider Submission Deadline	Phase 1	on		08/04/19
Down Selected Providers progressing to Phase 2 will be advised (a maximum of 5 providers)	Phase 2	on		15/04/19
Workshops & Concept Demos	Phase 2	between	22/04/19	16/05/19
Finalists Will be Advised (Provider A & B)	Phase 3	on		16/05/19
Negotiation	Phase 3	between	19/05/19	29/05/19
Final Decision	Phase 3	on		30/05/19