

Request for Express of Interest

International Airline Passenger Service System Specialist

Reference No. CS-LASD-001

The Lao Airlines State Enterprise (Lao Airlines) was established by the Government of Lao PDR (GoL) in 1989. It was separated from the Department of Civil Aviation and made financially independent in operating its business activities, although Ministry of Public Works and Transport (MPWT) remains its supervising agency. Lao Airlines ranks as the tenth largest SOE by revenue in 2017. As the national carrier, it is the pride of the nation and remains strategically significant to the Lao transport and tourism sectors due to its forward and backward linkages to job creation and overall economic activities in these sectors.

To further enhance its market presence, Lao Airlines is seeking a passenger service system (PSS) that aligns with its objectives and replaces its current ticketless system, which poses limitations in integrating fares and implementing interline and code-share agreements. To this end, the airline has requested assistance from the World Bank in formulating a comprehensive request for proposal for a novel PSS. The proposed consultancy will contribute to developing a robust "Request for Proposal" for PSS and assist Lao Airlines during the selection, negotiation, and implementation stages to improve the airline's profitability and customer service.

Individual consultants with relevant qualifications and experience are invited to express their interest in providing the services. The successful candidate shall have:

- A Bachelor of Science or Engineering Degree is required.
- At least 10 years of international experience in airlines reservations and distribution systems, or in airline reservation systems development companies.
- Experience in airlines PSS and familiarity with various PSS software and technology solutions.
- Ability to assess and evaluate the technical aspects of PSS, including integration and scalability.
- In-depth knowledge of travel and airline industry, including trends, regulations, and IATA requirements regarding e-tickets regulations.
- Proficiency in procurement processes, including strategic sourcing and supplier management.
- Experience in airlines advisory to senior management
- Experience in capacity building and training.

The Contract will be for a period of up to 6 (six) months on a part-time basis, with estimated input of 30 person-days. The anticipated date for commencement of the assignment is January 2024. The Consultant's services and payments would be claimed for a work period ending July 30th, 2024.

The full ToR for the assignment can be found at the following website : www.mpwt.gov.la, www.laoairlines.com, <http://ppmd.mof.gov.la/> or can be sent to candidates upon written request to the e-mail address below.

Expressions of interest must be delivered in a written form to the address below (in person, or by e-mail) by 08 January 2024, 17:00 o'clock Lao time (submissions via email are also acceptable). Only shortlisted candidates will be contacted.

Wattay International Airport, Sikhottabong District, Vientiane Capital, Lao PDR.
P.O. Box 6441

Attention : Mr. Phouthasinh Keoka
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