

Industry Repository – NDC Agency Portals

(Vendors/Products)

IATA has established and will maintain a repository of vendor and product data for NDC Agency Portals. Using this repository, airlines will be able to narrow down the list of vendors they can consider for deploying and operating their own NDC agency portal.

Objective

Overall, this initiative is proposing a leaner, faster and safer procurement process for NDC Agency Portals. Indeed, the typical process airlines currently follow to procure airline IT services is overly slow and complicated. It is not unusual for such a process to include a succession of Request for Information (RFIs) and Request for Proposal (RFPs) and then a lengthy contract negotiation with the selected vendor. There are far too many parts to the process; it can take up to 24 months for this process to be complete. This complicated process is inefficient and costly for both airlines and IT vendors.

Innovation, in general, is also a victim of such obsolete procurement processes. Business requirements are typically frozen at the start of the procurement process and no decision is made before 24 months. This translates in airlines working with outdated capabilities and innovative solutions potentially struggling to reach meaningful scale.

The current Covid-19 crisis is exacerbating the above issue. Most airlines are now in survival mode and simply cannot afford lengthy procurement processes anymore; they need timely decisions.

This is also true for IT providers, most of them are also in survival mode, and cannot support/subsidize airline procurement processes anymore. This is especially true for smaller players.

Focus on Repository

The repository will be accessed only by airline representatives and IATA (as custodian); i.e. no vendor will be able to see the responses submitted

by actual or potential competitors. Access to this repository will be free to airlines.

Each airline will be able to – at its own pace and at no cost – explore the market, compare products/vendors and narrow down a list of contenders in anticipation for a more formal RFP – evaluation, selection, negotiation process. For this second phase (i.e. RFP Phase), airlines have multiple options. They can conduct that process internally or with the help of third-party consultants, IATA Consulting or any other external providers.

This industry repository will only consider vendors which have been vetted by airlines. Indeed, a minimum of two endorsements from NDC certified airlines are required to complete the application for a vendor. Airline endorsements may be noted in the repository or kept confidential at the airline's request.

Each vendor, listed in the repository, will have filled-in a detailed questionnaire as part of their application. The questionnaire is common to all vendors and thus, the repository supports easy comparison between vendors and their offerings.

This exhaustive questionnaire (with more than 150 separate questions) was drafted by IATA subject matter experts in collaboration with airlines and vendors. The questions in this questionnaire are not meant to cover an inclusive list of functionalities. However, they are extensive and will represent a superset of functionality identified as critical by airlines as well as vendors. The questionnaire for NDC Agency Portals covers 10 categories of critical aspects/capabilities (including offer and order management, payment capabilities, deployment options, etc.)

This initiative is a win-win proposal. Airlines and vendors will benefit.

Value proposition for Airlines

With this initiative, airlines will be better informed when looking for a NDC agency portal. More generally, this initiative will enable airlines to put in place a faster, leaner and safer procurement process. This initiative will speed up and ensure a more efficient procurement for business and technology capabilities, thus supporting airlines in their transformation journey towards Airline Retailing.

Value proposition for Vendors

For a vendor, the benefits of entry into the NDC Agency Portals Repository include:

- Exposure – Vendors and relevant information on their NDC Agency Portal product are listed on the NDC Agency Portals Repository,
- Recognition – Permission to display granted only to IT Vendors with a minimum of two NDC Certified airline endorsements
- Reduced costs associated with responding to RFIs and RFPs – A potential savings from a leaner procurement process for NDC Agency Portals. Clearly, this will benefit both airlines and vendors responding to airlines' procurement exercises.

Contact Information and Application Form

- For airlines, who wish to have access to the NDC Agency Portals Repository, please contact our team at ndc@iata.org.
- For IT vendors, who wish to be a part of the NDC Agency Portals Repository, please review [the application form and Terms & Conditions](#).

Leaner, faster procurement processes for NDC Agency Portals

Information on the NDC Agency Portals Repository
ndc@iata.org