

Details

RFx ID : 25504521
Tender Name : CIAL ROI 2022 - 019 Technology Support Services
Reference # : 2022 - 019
Open Date : Monday, 7 March 2022 11:00 AM (Pacific/Auckland UTC+13:00)
Close Date : Friday, 8 April 2022 12:00 PM (Pacific/Auckland UTC+12:00)
Tender Type : Registration of Interest (ROI)
Tender Coverage : Sole Agency [?]
Categories :
- 80101500 - Business and corporate management consultation services
- 81160000 - Information Technology Service Delivery
Regions: - Canterbury
Required Pre-qualifications : None
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Alternate Physical Fax Number :

Overview

Christchurch International Airport Limited (CIAL) invites submissions from respondents for CIAL's Technology Support Services, which shall include, at a minimum, those services described in Section 3 and associated documents within this Registration of Interest.

CIAL is a business of approximately 200 staff, with very diverse roles supporting a complex operational environment. As part of that broader team, the Technology Services team is equally reflective of the role diversity and relatively small size, with 11 full-time equivalent, ITIL aligned staff. Historically this team have been complimented with external partners to achieve:

- An internal team that can add value to the technology direction and implementation with in depth knowledge of the business, requirements, and complex operating environment with numerous stakeholders (internal and external);
- A balance of efficiency to meet the demanding operational needs of a 24/7 business;
- The flexibility to adjust to the varying business demands;
- The leveraging of specialist skills or knowledge as required, given the span of projects and requirements;
- The availability of technology, market, and industry knowledge that would be difficult to maintain internally; and
- The outsourcing of functions that are needed for good maintenance, but do not specifically add value and are more efficiently completed by a specialist vendor e.g. software patching.