



Request for Proposal (RFP) for Organizational Review

1. Introduction

Bahamasair Holdings Limited is a regional airline committed to providing safe, reliable, and efficient air travel services. We are seeking proposals from qualified consulting firms to conduct a comprehensive organizational review to enhance our operational efficiency, customer satisfaction, and overall performance.

2. Background

Provide a brief overview of your airline, including:

- History

Bahamasair Holdings Limited (“the Company”) was incorporated on February 20, 1973, under the laws of The Commonwealth of The Bahamas and is owned by the Government of the Commonwealth of The Bahamas (“the Government”). The Company’s shares are registered in the name of the Treasurer of The Commonwealth of The Bahamas and the Cabinet Secretary of the Commonwealth of the Bahamas. The principal activity of the Company is the operation of scheduled passenger and freight services within The Bahamas and between The Bahamas, Florida, Haiti and Cuba.

The Company maintains its membership with The International Air Transport Association (“IATA”), participates in its clearing house, and undergoes an IATA Operational Safety Audit (“IOSA”) every two years. IATA is an association representing approximately 260 airlines. It is responsible for promoting safe, reliable, secure and economical air services and fostering inter airline co-operation. IATA also operates the airline’s clearing house, which processes and allocates financial credits and debits between member airlines and administers

the IATA Operational Safety Audit (“IOSA”). The Company has participated in the IOSA program since 2006 and has successfully undergone a total of seven unqualified audits. The Company successfully passed its seventh IATA Operational Safety Audit in 2022.

- Current operations (number of routes, fleet size, number of employees, etc.)

The Company operates 4-737 Boeing jets and 5 ATR-600 aircrafts and has approximately 650 employees. The Company operates domestic scheduled services to 15 destinations and regional scheduled services to Havana, Haiti and five cities in Florida. (Miami, Fort Lauderdale, West Palm Beach and Orlando and seasonal service to Raleigh North Carolina.

- Key challenges and opportunities
 - Payroll cost exceed industry standards
 - Department indicate they are understaffed
 - Is third party vendors the still the most effective choice given the operation size and complexity.

3. Objectives

The primary objectives of the organizational review are to:

- Assess the current organizational structure and identify areas for improvement
- Evaluate operational processes and recommend enhancements
- Analyze employee roles and responsibilities to ensure optimal performance
- Identify opportunities for cost reduction and revenue enhancement
- Enhance customer service and satisfaction
- Determine the optimal staff complement for the operations

4. Scope of Work

The scope of work for the organizational review includes, but is not limited to:

- Conducting interviews with key stakeholders (management, employees, customers)
- Reviewing existing organizational structure, policies, and procedures
- Analyzing operational data and performance metrics
- Benchmarking against industry best practices

- Providing detailed recommendations and an implementation plan

5. Deliverables

The selected consulting firm will be expected to provide the following deliverables:

- A comprehensive report detailing findings and recommendations
- An implementation plan with timelines and milestones
- Regular progress updates and final presentation to the executive team

6. Proposal Requirements

Interested firms should submit a proposal that includes:

- Company profile and relevant experience
- Approach and methodology for the organizational review
- Detailed project plan and timeline
- Key personnel and their qualifications
- Fee proposal

7. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Relevant experience and qualifications
- Understanding of the project objectives and scope
- Quality and feasibility of the proposed approach
- Cost-effectiveness
- References and past performance

8. Submission Guidelines

Proposals must be submitted by January 27, 2025 to Davina Leach at Davina.leach@bahamasair.com. Late submissions will not be considered.

9. Contact Information

For any questions or further information, please contact: Tamara Lightbourne-Director of Human Resources, Tlightbourne@bahamasair.com 1-242-605-5142[Phone Number]