HOSTEL BOOKING SOFTWARE
GENERAL OVERVIEW

PRESENT CONTRACTOR DOES NOT SOLVE PENDING PROBLEMS.

CERN HAS THEREFORE DECIDED TO INVESTIGATE THE POSSIBILITY OF REPLACING HIM.

A GENERAL UPDATE OF THE SITUATION IS GIVEN IN NEXT SLIDES:

- SITUATION WITH PRESENT CONTRACTOR
- NEW PRICE ENQUIRY FOR OTHER CONTRACTOR
PRESENT CONTRACTOR

- Pending problems on accounting, statistics, loss of data.
- Very limited in staff for development.
- Several formal complaining letter since June 2008 up to a notice letter with deadline fixed to end 2008.
NEW PRICE ENQUIRY 1/2

- Following CAF meeting held on 3.9.2008 it was agreed to look for other possible contractors.
- New technical specification redacted + technical specification for web booking.
- Price enquiry sent to previous bidders (3)
- Two offers received (26.11.2008), one declined; few details for web booking.
Visit to Equip Hotel exhibition in Paris (19th November) to look for other possible contractors.
- Several companies small sized for customization or limited hot line services
- Some companies refuse customisation unless requested by several clients.

One software demo still to be held.
WEB BOOKING

- All companies have a software management software and the possibility to interface with a web booking system.
- Web booking software is generally not integrated to the software management software (except one).
WEB BOOKING PROCESS

- CERN identification filter
- Web request filled in
- Web request sent to Hotel
- Hostel software registers request

- Two separate softwares, database, companies (subcontractor or independent company).
- CERN (AIS) is checking to develop part of the module.
OTHER ISSUES

- Several companies have experience of intervention during operation of hotel – not linked to CERN’s Christmas closure.
- CERN identification filter: done.
- Unusual issue: the management of booking modifications.
- Payment via credit card subject to new law as from 1.1.2009.
SCHEDULE

- Undergoing demos
- CERN decision before 15th January
- Implementation in separate stages:
  - First basic module (no customization): ~1 month from CERN order
  - Complete customized hostel management software: ~3 months maximum.
  - Few weeks for debugging, learning phase
  - Implementation of web booking module (if not integrated).