

Please be advised of the following opportunity:

Request for Proposals at Philadelphia International Airport

AIRPORT CUSTOMER RELATIONSHIP MANAGEMENT IMPLEMENTATION AND SUPPORT:

The City of Philadelphia, Department of Aviation, is seeking a qualified vendor to implement Salesforce solutions to streamline sales, guest experience services, and marketing automation initiatives. This project aims to integrate Salesforce Sales Cloud and Service Cloud with existing systems, enhance data strategy, and advance marketing automation to optimize customer relationship management (“CRM”). Applicants should have a proven track record of working with airports or within the aviation sector.

The Office of Economic Opportunity has set participation ranges of MBE 12%-15% AND/OR WBE 12%-15%.

Interested firms may obtain a copy of this RFP document via direct download on or after March 27, 2025, at

<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fphilawx.phila.gov%2Fecontract%2Fdefault.aspx%3FLinkOppID%3D21250306103447&data=05%7C02%7Cdavid.wilson%40phl.org%7Cc345d2a491ac41d30c5508dd6d1eae18%7C2182f890679042acab9758afd4eb2b6d%7C0%7C0%7C638786700710078268%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIIAiOiJXaW4zMilslkFOljoitTWFpbCIslldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=yly9%2FdVK8v5ATPUdyMsuMFqqg7VitoXOZ7%2BUi%2FBmOrA%3D&reserved=0>

The RFP Opportunity number is [21250306103447](#)

Please note that eContract Philly is compatible with Internet Explorer, Chrome and Safari; but the site is not presently compatible with Mozilla Firefox.

Key Dates:

April 8, 2025: Virtual Pre-Proposal Meeting

April 10, 2025: Vendor Questions Due

April 28, 2025: Proposals Due