

**REQUEST FOR INFORMATION AND THE SUBMISSION OF AN INDICATIVE  
TENDER**

**CHATBOT**

(hereinafter “RFI”)

## 1. Basic Information about the Customer

Customer: **Letiště Praha, a. s.**  
with its registered office at: K letišti 1019/6, 161 00 Praha 6,  
Registration No.: 28244532  
entry in the Commercial Register: Municipal Court in Prague, Section B, Entry 14003  
(hereinafter "LP")

## 2. Objective of the RFI, Purpose

The subject matter of the contract is the purchase of the proper service (SaaS - Software as a Service) to ensure automated communication with existing and potential customers of Prague Airport (hereinafter referred to as PA) on social networks (Facebook Messenger, and in the future also on other platforms and on the prg.aero website (both mobile and desktop versions). Within a single delivery, the chatbot will be based on two platforms, the prg.aero website (both mobile and desktop versions) and Facebook Messenger. The focus of the chatbot will be the implementation of B2C services.

LP asks the addressed entities to submit a written answer or indicative tender for this request in accordance with the specifications below.

## 3. Each Expected Indicative Tender Should Include

Each indicative tender should include:

- Compliance/non-compliance with requirements of the specification
- Total price, incl. price breakdown
- Price for SLA
- Additional development price (50 MD)
- Price for training (3 days / 8 hours at Prague Airport)

In connection with the preparation of the aforementioned contract, we would like to ask you to answer the following questions within the framework of the indicative tender:

1. Have you already developed your own module - own environment for dispatching of human handovers in the administration?
2. Is the daily evaluation and reviewing of NLP part of your implemented and functional processes?
3. Have you ever build connection between chatbot and omnichannel marketing tool for marketing automation? If yes, which one? Is it possible via this tool to send predefined messages based on GPS coordinates and beacons directly to the chatbot?

## 4. Course of the RFI

Participation in the RFI is open. This RFI is published on LP's profile (<https://zakazky.prg.aero>), so all economic operators may participate.

Economic operators may send additional inquiries to LP through LP's profile, i.e. the E-ZAK electronic tool at <http://zakazky.prg.aero>. LP's anonymized answers to inquiries made by economic operators shall be published via the E-ZAK electronic tool.

Economic operators may send their indicative tenders through the E-ZAK electronic tool at <https://zakazky.prg.aero> or via email: [eva.balikova@prg.aero](mailto:eva.balikova@prg.aero) **by 24<sup>th</sup> of January 2020 at 11:59 p.m. (local time)**. LP prefers that each indicative tender be entered as 1 PDF / ZIP file or similar. LP prefers that each indicative tender be prepared in either the Czech or English languages.

## 5. Final Provisions

Economic operators submit their indicative tenders for free; they cannot raise any claims against LP on the basis of their submitted tenders. Economic operators are not entitled to any reimbursement of costs associated with the preparation of their indicative tenders. LP shall not return any received tenders.

Neither party may hand over, copy or otherwise physically or electronically provide information from an RFI to any third parties, except for their subcontractor.

This RFI is not a public competition for the best bid pursuant to Sections 1772 et seq. of Act No. 89/2012 Coll., the Civil Code, as amended, nor a public contract within the meaning of Act No. 134/2016 Coll., on public procurement, as amended (hereinafter “PPA”). No liabilities towards any economic operator shall arise for LP from the submitted tenders. LP reserves the right to change the terms and conditions of an RFI or to cancel an RFI without providing any reasons.

Economic operators acknowledge that this RFI serves LP only for market research and will in no way result in the acceptance of any tender or the conclusion of a contract. A contract for the requested subject of performance may possibly be subsequently announced either in accordance with the PPA or outside the PPA regime, and only if LP evaluates the announcement of the contract as effective in terms of the expected objectives. Therefore, no economic operators participating in this RFI are in any way entitled to conclude a contract with LP, nor do they acquire any rights or claims with respect to any future procurement procedures under the PPA with a similar subject matter of performance.

The governing law for all possible rights and obligations that may arise in connection with this RFI shall be the laws of the Czech Republic.

## 6. Annexes

Functional and Technical Specification of the CHATBOT  
A detailed breakdown of requirements by PA

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Eva Balíková  
Strategic Purchasing Officer  
Letiště Praha, a. s.