



REQUEST FOR THE PROVISION OF INFORMATION AND SUBMISSION OF AN INDICATIVE OFFER FOR THE PROJECT

**Implementation of software for quality management and
operational safety in the company
Czech Airlines Technics, a.s.**

Czech Airlines Technics, a.s.

Jana Kašpara 1069/1,
160 08 Prague 6

Incorporated in the Companies Register
kept by the Municipal Court in Prague,
Section B, Insert 9307

www.csatechnics.com



1. Basic information about the contracting entity

Czech Airlines Technics, a.s.

Registered office: 160 08 Prague 6, Jana Kašpara 1069/1

Incorporated in the Companies Register kept by the Municipal Court in Prague, Section B, Insert 9307

Company Identification No.: 27145573

Tax Identification No.: CZ699003361

(hereinafter referred to as „CSAT“)

1.1. Terms, abbreviations and definitions

Term	Abbreviation	Definition
Quality management system	QMS	Quality management system
Contracting entity	CSAT	Czech Airlines Technics, a.s.
Safety management system	SMS	Safety management system
MRO	MRO	Maintenance Repair Overhaul – a type of ERP system designed for air repair shops and airlines
Non-disclosure agreement	NDA	Non-disclosure agreement
Premises of the Contracting Authority	HF	Hangar F - Jana Kašpara 1069/1, 160 08 Praue 6, Czech Republic
Request for Information	RFI	
Request for proposal	RFP	
Software	SW	Software for quality and operation safety management.
Feasibility study	Study	
Applicant	Applicant	Supplier of software for quality and safety management



2. Target of the RFP, The Intention

The intent of the CSAT is to purchase, implement, set up and operate in normal operation Software for quality management (QMS) and operational safety (SMS) (hereinafter also referred to as the **Software**).

The Target

The target of CSAT is to purchase, implement, set up and operate QMS / SMS **Software** in normal operation, thanks to which CSAT will be demonstrably able to:

- efficiently, logically and automatically manage processes related to the quality and safety of services offered by CSAT;
- increase the use of CSAT auditors, ie. the auditor should spend much more time in operation after the full implementation of the **Software** due to the reduction in administration associated with recording, processing, managing and checking the findings of audits, or the creation of reports;
- obtain up-to-date information and visualizations on the status of implementation of the audit plan and opened corrective actions;
- obtain information and visualization of the current state of operational safety and its possible development, including timely response in case of negative trends;
- increase and support the internal system of voluntary reporting of hazards and events, which will also be supported by modern technologies (eg transmission of reports via a mobile application anytime and anywhere);
- achieve mutual integration of all management systems implemented in the company (management system required by Regulation 1321/2014 for Part-M/145/147/CAMO organizations, SMS, EMS, OSH, etc.) and have one management system providing a quick view into all areas.

3. Situation analysis

CSAT currently does not use any software for the management of processes related to "MRO quality and safety", the entire agenda is performed using MS Office tools, especially Word and

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Excel. The MS Office toolkit is sufficient for managing SMS and QMS activities in a smaller company environment with fewer authorizations and maintenance divisions. CSAT Quality & Safety Assurance department has an extensive agenda of internal and external audits, spot checks, reports and internal investigations, and at the same time manually monitors the status of implementation of several corrective and preventive actions. In addition to SMS and QMS, CSAT also introduces several other management systems which cannot be integrated with each other only using tools from the MS Office toolkit. For this reason, CSAT management:

- loses the possibility of a unified view of the state of the CSAT management system as a whole;
- has a distorted view of the overall level of operational safety due to non-centralized access and non-visualized real-time outputs.

The goal of **Software** implementation is therefore a full replacement of the existing method of quality management and operational safety, including processes associated with other systems. Therefore, CSAT expects that the newly delivered **Software** will not only be an add-on, supplement, or other extensions of the existing method, but a replacement. CSAT expects the implementation of the **Software** to begin in the second quarter of 2021, with the full implementation in the third quarter of 2021. CSAT is interested in implementing the finished product (Software QMS, SMS) and does not want to participate in the development of the emerging product. CSAT prefers a cloud solution.

4. RFP COURSE, DEADLINES, SCHEDULE, CONTACT PERSONS

4.1. RFP Phases

1. Elaboration of offer and feasibility study by Applicants
2. Evaluation of the submitted offers and studies by the Contracting Entity
3. Price negotiations, or price auction
4. Announcement of the RFP winner, signing of contracts and NDA
5. Delivery of work

4.2. Expected schedule

The contracting entity assumes the following schedule:

12. 2020 Announcement of RFPs
01. 2021 Elaboration of offer and feasibility study by Applicants



02. 2021 Evaluation of RFP CSAT
03. 2021 Contract and NDA signing
04. 2021 Contract and NDA signing
05. 2021 Implementation
06. 2021 Implementation
07. 2021 Implementation
08. 2021 Operational testing - Go Live
09. 2021 Normal operation

The above schedule is not obligatory for the Contracting Entity. If required by the RFP process, it may change.

4.3. Contact persons of the Contracting Entity:

CSAT contact person: Jan Mandík, mandik.jan@csatechnics.com

RFP Administrator: Jan Mandík, mandik.jan@csatechnics.com

5. Expected output, required document structure

Expected outputs are Feasibility Study and Price Offer containing key information related to the operation and further development of the **Software** and information on compliance with the General Requirements defined below.

5.1 Feasibility study

The feasibility study will be performed based on analyzes performed by the Applicant in cooperation with the employees of the Contracting Entity using online tools (MS Teams are preferred) the scope of a maximum of three working days. The content of the study will declare how to achieve the target set out in Chapter 2.

5.1.1 Structure of the feasibility study

The study will be presented in the following structure:

- a) Evaluation of the current state of CSAT in terms of its readiness to implement **Software**.



- b) Definition of possible structure and process changes necessary for successful implementation and operation of **Software**, including the possible expansion of human resources on the side of CSAT (increase in the number of employees).
- c) Draft of the **Software** implementation schedule.
- d) Proposal of a solution for connecting new **Software** with the existing ERP CSAT Amos and to other CSAT systems (optional).
- e) Design of a life cycle of **Software** considering the situation in CSAT.
- f) Description of the proposed **Software** solution in the form of a user manual and a actual demonstration.
- g) A declaration of optimization obtained through the operation of the **Software**.
- h) Demo version of the **Software** available to users in CSAT.
- i) Meeting the objectives defined in Chapter 2 of this document.
- j) Definition of key indicators necessary to maintain the functionality of the **Software**.

5.2 Price offer

The Applicant submits a price offer containing a proposal for the implementation of the offered **Software** together with the Feasibility Study. The price offer must include the complete costs of implementing and operating the **Software**.

5.2.1 Price offer structure

The price offer will be presented in the following structure:

- a) Introductory consultations, acquaintance with the current method of quality management and operational safety in CSAT.
- b) Identification and design of the necessary process and structural changes necessary on the side of CSAT for the effective operation of new **Software**.
- c) Possible connection of new **Software** for quality management and operational safety to the existing ERP CSAT (optional).
- d) Training of key users of **Software**.
- e) Assistance and support during the implementation of **Software** in CSAT.
- f) All costs associated with licensing fees associated with the supplied **Software** (possible fees for the use of third-party technologies, so-called underlying licenses, etc.).



- g) **Software** support costs for next 6 years.
- h) Price for Man Days in case of possible modifications of the system.

5.3 Key information

Key information has to include:

- a) Information about the minimum and optimal hardware and infrastructure requirements associated with the operation of the **Software**.
- b) Information about the possibilities of the scope of support during normal operation of the **Software** (resolution of errors in the program if they are observed during normal operation).
- c) Information about the planned life cycle of the **Software** and its further planned development.
- d) All fees associated with the licensing of own **Software** for the period of its active use in CSAT (in the form of payments for the period).
- e) All fees associated with the usual operational support of the **Software** for the period of its active use in CSAT (in the form of payments for the period).
- f) Information on compliance with common security standards used in **Software** development.
- g) Compliance with GDPR processes.
- h) Warranties and Guarantees.

5.4 General requirements

- a) The **Software** have to allow the administration of rights and roles
- b) English is the main Language of the **Software**
- c) Exports from the **Software** available in .xlsx, .pdf, .txt format
- d) The **Software** allows to multiple users to display outputs in parallel depending on the rights and role settings
- e) Delivery of outputs of the **Software** will be possible automatically by e-mail
- f) The **Software** should, as a minimum, offer all administration related to:
 - a. Audit activities (EASA Part-M / CAMO, Part-145, Part-66/147, SMS)
 - b. Hazard reporting and investigation (hazard / occurrence reporting and incident management)
 - c. Safety risk management, including risk register management
 - d. Management and distribution of internal CSAT documentation



Ad a. The **Software** allows as a minimum:

- a.1. create annual audit plans and send automatic notifications in the event of upcoming audit
- a.2. assign an auditor or audited to the audit
- a.3. create questionnaires for individual regulations or areas (min. Part-M / CAMO, Part-145, Part-66/147, SMS, EMS, etc.)
- a.4. classify the types of audits, findings, root causes, etc. according to the taxonomy designed and used in CSAT for statistical purposes
- a.5. assign to the individual findings a risk assessment associated with them
- a.6. create (export) audit reports or investigation reports, including findings to a PDF document
- a.7. for the manager, responsible for the findings – show all the findings in their department, their status and alert them to the upcoming deadlines
- a.8. statistical reporting of findings with the possibility of filter according to the classification of findings (Part-M / CAMO, Part-145, Part-66/147, Part-21J, SMS, EMS, OSH, etc.)
- a.9. visualization of various data entered in it to create reports and provide feedback to CSAT management (number of performed audits, number of open corrective measures, comparison with the previous period, trends of some types of findings, etc.)

Ad b. The **Software** allows as a minimum:

- b.1. create a report for various areas (operational safety, product quality, documentation, occupational health, environment, etc.)
- b.2. create a report in a simple form for any CSAT employee (including photos), which is so-called "user-friendly" for both administrative staff and mechanics working on the aircraft (e.g. reporting via mobile application)
- b.3. classify report types, root causes, etc. according to the taxonomy proposed and used in the CSAT (mandatory vs. optional, report type or category, etc.)
- b.4. assign to individual reports / events a risk assessment associated with them



- b.5. create an incident / investigation report for some (selected) events
- b.6. statistical reporting of reports with the possibility of filter according to the classification of reports (according to the CSAT taxonomy)
- b.7. visualization of various data entered in it for the purpose of creating reports and providing feedback to CSAT management

Ad c. The **Software** allows as a minimum:

- c.1. have a complex overview of safety risks in CSAT based on the evaluation of findings and reports (safety risk register)
- c.2. draw attention to potential safety issues in the event of an increased likelihood of risk

Ad d. The **Software** allows as a minimum:

- d.1. distribute internal controlled CSAT documentation to specific employees or groups of employees (departments)
- d.2. require confirmation of acquaintance with the document
- d.3. draw attention to the impending necessary revision of the documentation
- d.4. assign guarantors to documents
- d.5. etc.

5.5 Commercial offer format

The offer shall be elaborated in the English language in an electronic form. The electronic form is possible in PDF, MS Word, MS Excel and MS PowerPoint.

6. Contracts, draft of contract

6.1 Draft of contract for work

The draft of contract for the work will be delivered by the Applicant.

6.2 Draft of support contract

The draft of support contract for the delivered solution will be delivered by the Applicant.



7. Method of evaluation of submitted offers

The CSAT will assess the Applicant's offers as follows:

7.1 Achieving goals

Assessment, whether the offered solution meets the criterion of achieving the intention and objectives defined in Chapter 2, and assessment of the overall impact on the procedural and organizational structure of CSAT.

7.2 Cost of the solution

Assessment of the cost of the solution. The cost of the recommended HW and infrastructure required for operation of the solution will be added to the offered price. The Applicant may request standards from the CSAT.

7.3 Compliance with general requirements

The accomplishment of general requirements defined in chapter 5.4

7.4 ICT standards

Standards of the ICT environment operated by the CSAT, because the recommendation of a non-standard is likely to increase the total price of the offered solution.

8. Final provisions

The Applicant submits its Indicative offer for free; the Applicant may not lodge any claims towards CSAT arising from the submitted offer. The Applicant does not have any right to compensation of costs related to the elaboration of an offer. CSAT does not return the evaluated offers.

The information from RFP shall not be handed over, copied or otherwise physically or electronically provided by any contracting party to the third party, except for companies where company Letiště Praha, a. s. registered office: K Letišti 6/1019, 160 08 Praha 6 Company Identification No.: 28244532 , Czech Republic (hereinafter Letiště Praha), owns directly or



indirectly a share as of a day when this Contract is signed (hereinafter collectively referred to as “**Cooperating companies**”) and except for a subcontractor of any contracting party or Cooperating company.

This RFP is not any public tender for the most suitable Indicative offer pursuant to Section 1772 et seq. of the Act No. 89/2012 Coll., Civil Code, as amended (hereinafter referred to as “the Civil Code”) or any public contract in terms of the Act No. 137/2006 Coll., on Public Contracts, subsequently amended (hereinafter referred to as “the Public Contracts Act”). The submitted offer does not imply any liabilities of CSAH towards the supplier. CSAH reserves a right to change the conditions of RFI, eventually to cancel RFI without giving a reason.

The governing law for all possible rights and obligations established in connection with this RFP shall be the Czech law.