



REQUEST FOR INFORMATION AND SUBMISSION OF INDICATIVE PROJECT BID

Installation of an information kiosk T1

1. Basic data about contractor

Český Aeroholding, a.s.

having its office at: Praha 6, Jana Kašpara 1069/1, postal code 160 08

registered in the Commercial register administered by the Municipal court in Prague, section B, file 17005

Company ID: 248 21 993

Taxpayer ID: CZ 699003361

authorized by Letiště Praha, a.s. ("LKPR").

("ČAH")

2. Inquiry, intention

ČAH's intention is to gather information about possible installation of an information kiosk in the hall of Terminal 1.

Obtain information on possible technologies for providing information to passengers "remotely" without direct contact with the information assistant, including recommendations for choosing the most appropriate technology. This is through a bid that corresponds to the specification below, as well as the provider's own solution.

In the future it is planned to have up to 10 kiosks installed.

3. Situation analysis

There are currently 7 counters for passenger information at LKPR premises. Information is provided by trained LKPR staff. The aim of the inquiry and potential investment activity is to purchase information kiosks / virtual information assistants to provide the necessary information for passengers and the public remotely or otherwise. In the future this solution should replace most information counters staffed by LKPR employees.

Preliminary layout of the first kiosk in Terminal 1 (marked as ISL kiosk):



a. Due to the specific requirements of LKPR **the proposed solution** must meet the following parameters and requirements:

i. HW requirements

1. **Vandal resistant, increased durability finish**
2. **Controls accessible also to disabled persons**
3. **Touch screen of at least 32"**
4. **Colour camera for visual contact of the operator with the passenger**
5. **Directional speakers and microphone**
6. **Telephone handset**
7. **Case finish – ideally with stainless steel sheeting**
8. **1x 230V power supply**
9. **LAN communication**
10. **Placement of LKPR branding stickers**
11. **Optional scanning of passenger documents**

- ii. **Functional requirements of the kiosk**
 - 1. **Display of information icons for**
 - a. **Departures**
 - i. **Search options**
 - b. **Arrivals**
 - i. **Search options**
 - c. **Web LKPR (www.prg.aero)**
 - d. **Virtual keyboard**
 - e. **data source: XML and LKPR website**
 - f. **Connection to the operator**
 - g. **Remote activation of emergency / evacuation information on the kiosk**
 - 2. **Return to initial screen after 60 seconds of inactivity**
 - 3. **Home button (icon)**
 - 4. **Communication via built-in speakers or telephone handset**
 - 5. **When communicating with the operator, the image and sound will be transmitted in both directions**
- iii. **Requirements for informant workplaces**
 - 1. **SW for communication with passengers**
 - a. **Video call with passengers**
 - i. **Call holding**
 - ii. **Ability to call a phone lines**
 - b. **Call queue display**
 - c. **Location of queues / caller's kiosk identification**
 - 2. **HD camera**
 - 3. **headset**
- iv. **Other**
 - 1. **Analytical kiosk tracking tools including the API for exporting the data**
 - 2. **Recorded calls**
 - a. **The recording of kiosks (voice) will be solved by extending the existing ReDat Voice Recorder with a ReDat VoIP recorder system. For the subscribed lines, the caller-to-called identification (number transmission) must be provided. The provider will install the VoIP recorder on the client's virtual environment and shall provide the necessary VoIP line licenses (1 VoIP recorder license and 1 eXperience license is needed per 1 phone line)**
 - b. **Access to calls via the current ReDat eXperience (s.n. 322) web interface**
 - 3. **Setting automatic call distribution ACD**
 - a. **Initial announcement about call monitoring**
 - b. **Call queuing when operators are busy**

- c. **Queuing announcements including the ability to pass on information to the customer about how many people are waiting in the queue**
 - d. **It should be possible to import, change the announcement by the client**
 - e. **Ability to create call statistics for further analysis**
 - f. **“night overflow” - off-hours (when ACD operators are logged out), the calls will be routed to the central info line Prague Airport (1.1888)**
 - g. **SIP licenses, including a 4-digit phone branch line to be supplied by the Contractor, will be used to connect the information workplace with the Contractor’s branches (for example to solve customer inquiries and to contact the CAH’s operational or security dispatchers). The Avaya CS1000M standard SIP license (SIP3) is used. This additional phone branch line license can be used for ACD overnight.**
- b. An alternative solution proposed by the Bidder based on its best practice for a specified use case**

Required range of services:

- 24/7 operation
 - Training of customer service for basic service (module replacement, power control)
- Minimum 4-year 8-hour workday hotline support guarantee, 3-day defect removal. Once a year prophylaxis of all kiosks, preventive maintenance, replacement of obviously worn parts, etc.)

4. Expected output, required document structure

An indicative bid is processed by the bidder in three separate parts:

- a) Bid part describing the design of the technical solution according to the structure a) Proposed solution, b) Alternative solution according to the Bidder. A bidder may offer a bid in one or more options at the same time.
- b) The bid part will contain separate price calculations marked according to options a), b), description of the price of the solution in the structure by individual types of equipment, installation, implementation, services, spare parts..

Indicative RFI bid will be processed in Czech or English in electronic form. The electronic form is available in PDF, MS Word, MS Excel and MS PowerPoint.

5. RFI course, deadline for submission of information, contact person on behalf of ČAH

ČAH expects personal negotiations with individual bidders in order to clarify in more detail the assignment and possible inquiries or inspection of the place of performance, also with regard to the specific needs of LKPR.

Contact person of ČAH: Ondřej Němeček, Ondrej.nemecek@cah.cz

Term for indicative bid submission: **18. 4. 2018**

6. Final provisions

The bidder submits his indicative bid free of charge; he may not file any claims against ČAH arising from the bid. The bidder is not entitled to reimbursement of costs associated with the processing of an indicative bid. Bids received by ČAH will not be returned.

RFI information may not be forwarded, copied or otherwise physically or electronically transferred to third parties except to companies in which Český Aeroholding, a.s., company ID: 248 21 993, registered office in Prague 6, Jana Kašpara 1069/1, postal code 160 08, e Czech Republic, owns, directly or indirectly, a share (“**cooperating companies**”) and with the exception of any subcontractor of one of the parties or any cooperating company.

This RFI is not a public tender for the most suitable Indicative bid under Section 1772 et seq. of Act no. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the “Civil Code”), nor a public procurement contract within the meaning of Act no. 134/2016 Coll. on public procurement, as amended (hereinafter referred to as the “PPA”). No obligations arise for ČAH towards the contractor from the submitted bid. ČAH reserves the right to change RFI conditions or cancel the RFI without stating the reasons.

Suppliers acknowledge that this RFI serves to ČAH only for market research, whereas the result will in no case be acceptance of any bid or conclusion of any contract. An order for the inquired subject of performance will be subsequently listed in accordance with the PPA or outside the PPA regime, only if ČAH evaluates listing of the order as being expedient to the intended objectives. Suppliers participating in this RFI are therefore in no way entitled to enter into a contract with ČAH, nor do they have any rights and entitlements in respect of any future procurement procedures under the PPA with similar subject of performance.

The law applicable to all possible rights and obligations arising in connection with this RFI shall be the law of the Czech Republic.