



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

COMPLEX SYSTEM FOR STAFF PLANNING AND ROSTERING AT PRAGUE AIRPORT
(hereinafter referred to as "RFI")

Český Aeroholding, a.s.

Jana Kašpara 1069/1,
160 08 Prague 6

Incorporated by the Municipal Court in
Prague, Section B, Insert 17005,
Company Identification No. 24821993,
Tax Identification No.: CZ699003361

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1. Contracting Authority's Basic Information

Contracting Authority: Český Aeroholding, a.s.
Registered office: Prague 6, Jana Kašpara 1069/1, Postal Code 160 08
ID No.: 248 21 993
VAT ID No.: CZ699003361
Commercial Register: kept by the Municipal Court in Prague, Section B, File No. 17005

(Hereinafter referred to as „**CAH**“)

On the authority of Letiště Praha, a.s. (hereinafter referred to as “**LKPR**”).

2. Goal of Inquiry, Purpose

Václav Havel Airport Prague, as a member of Czech Aeroholding a.s., is the international airport of Prague, consisting of 4 different flight terminals, with non-identical conceptions like Schengen and non-Schengen flights and also government and private flights. Approximately 15 million checked-in passengers and 150.000 aircraft movements per year.

The goal of this RFI document is to obtain information about a complex, intuitive and user-friendly solution of an integrated system for automatic optimal long-term, short-term staff planning including rostering and real-time staff controlling at the LKPR. Approximately 2000 employees (near future count, instantly growing), will be managed in the system. They are members of various organizational units (hereinafter referred to as “**OU**”) operating in the LKPR environment.

- Ground handling OU – ground handling services (currently 1000 employees). Employees are performing all usual ground handling activities e.g. check-in desks, boarding gates, transfer desks, load-balancing, bags loading/unloading, A/C cleanup, de-icing, toilets and refilling of drinking water, pumping fuel. Their tasks are driven by flights handled by this handling company.
- BEK OU – security staff (currently 650 employees) operating at centralized security control at terminal 2, all gates at terminal 1 according to the flight schedule, remote X-ray screening and sortation hall. Their tasks are mainly driven by the whole airport flight schedule.
- PCL OU – bus drivers and bridge operators (currently 100 employees). Their tasks are driven by the whole airport flight schedule and resource management.

The system should take advantages of modern technology trends and best practices in staff planning sector. Adding new functionalities in the future, according new trends, standards, laws changes etc. should be possible, without redesigning the core system.

The intention of this document is also to gain information about an indicative price, recommended architecture, and used technologies, strategy of putting the offered design into operation, typical schedule of works including the time frame of activation and possibly additional parameters.

We are also open to proposals of solutions, including system structure, used technology, hardware, and procedures, based on your previous experience, and best practices.

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2.1. Situation analysis, system description

Due to constantly growing air traffic and thereby expanding of the airport itself, there are needs to effectively plan and manage the growing amount of employees at certain OU's. The plan processes are more and more time and resources costing, and therefore we are looking for a complex solution, that will effectively optimize and automatize the processes involved in staff planning, rostering and real-time controlling.

2.1.1. Basic system features

- System operations will be based on data provided by various external systems, and manual entries
 - o must be capable of importing data from sources used in CAH (details in chapter Nr.4)
 - scheduled
 - manual
- System should be user-friendly with intuitive GUI for manual entries
- System must be capable of handling large amount of data and concurrent processes
 - o more than one OU is planning their staff at the same time
 - o database of near 2000 employees
- Desired solution must also include an advanced access rights management system
 - o to provide functionality for different OU's inside of CAH Holding
 - o the OU's are sharing elementary base data
 - one of the elementary and most important data source is the flight schedule
 - o without exposing confidential data, used by one OU, to another OU
 - o avoid the risk of unwanted data modifications between OU's
- Custom alerts with custom triggers
 - o scheduled, regular, one-time alerts
 - o IFTTT ("if this, then that") functionality
- Automatic optimization of planning and rostering processes according to given data and criteria
 - o with the possibility of manual corrections in the automatic optimization process

2.1.2. Long and short term planning

- Most important, but not only planning criteria is the flight schedule
- Other planning criteria, that should be taken to consideration
 - o load factor – number of predicted passenger count to specified time and place
 - o available equipment amount
 - o qualifications and functions
 - o aircraft type, destination, terminal, airline
- Possibility to create single and multiple tasks
- In addition to complying with Czech law and collective agreement, every OU has also special needs for shifts planning, employee skills and other requirements, that must be taken for consideration during the planning process
 - o including material and equipment resources (also known as fixed resources) and should define minimal requirements for operating them
- The system should also provide multiple plan scenarios outputs based on requested capabilities
 - o minimal, optimal, and with defined resources reserve
- Custom period definitions
 - o more than one year period
 - o month, week period
 - o winter/summer period
 - different needs, combination with other custom periods
- Prediction need of staff count and shifts schedules, based on historical data

2.1.3.Rostering

- For better user comfort and to provide real-time information, it should be possible to interact with employees via portable electronic devices (like mobile, pda, tablets) and provide basic user access from outside the company's LAN (local area network).
 - o into this functionality should be also integrated the possibility for shifts swap between employees, with manager defined rules and approvals
 - o work reports for given employee, like nightshifts overview, days of illness, weekend work
- Possibility to cooperating with external systems
 - o HR Personal System
 - o Time and Attendance System
 - o connection and communication to/from 3rd party SMS solutions
- Creating of custom staff and equipment groups
 - o including requirements, skills
 - o considering those values by the automatic planning process
- Balancing of nightshifts, weekends between the employees
- Storing, counting, and exporting employees data
 - o annual working time fund
 - o balance of monthly/yearly working fund
 - o overtime, holiday, weekend, night shift time, illness, split shift time evidence
 - o list of contracts
 - o creation of optional data fields (regarding to employees, qualifications etc.)

2.1.4.Real-time controlling

- Real-time response to changes, that are made
- Alert alarms in case of violation of defined conditions
- Communication control module
 - o **important functional part of Real-time controlling**
 - o interaction between the system, operator, and employee via mobile electronic devices or phone line (VoIP)
 - task delivery to employee, acceptance/declination, start/end task confirmation
 - operator overview of task status and progress based on employee interaction
- Optionally to work offline, with limited functionality, for short time period
 - o temporary local data store, with automatic synch after communication renewal
 - o system vs. employee mobile electronic device communication interruption
 - o interrupted communication with databases

2.1.5.Reporting, data visualization

- Dashboard overview for defined tasks
- Creating customized exports according the needs of managers, OU's
- Generating reports for desired time interval
 - o including historical data, minimal one year past
 - needed for various predictions
- Multiple output forms
 - o file formats xlsx, pdf, csv
 - o show output on certain display
 - e.g. in employees rooms, that they can see the actual schedule layout

2.2. System data inputs/outputs

Prague Airport has its own internal operational data sources, which in case of a successful procurement of a desired software may be utilized for its benefit, and so the requirements described in Chapter 3 of the presented document could be met. The airport is provided with the following source systems:

- Time and Attendance System (ID-Ware) – input/output
- SAP HR Module – read data from SAP Module
- Proprietary AODB (real – time and 1 year old historical data) – read data from AODB
- Data warehouse (storing all possible data from AODB) – read data from warehouse
- RMS (Resource Management System) - input/output

3. Expected output should include, based on this RFI document, required structure

- a) A bid part including a description of the system, linking to SAP and AODB and RMS
- b) A proposal of an ideal service provision - OnPremise, Cloud, SaaS
- c) A proposal of capacity, the number of accesses/licensing policy, etc.
- d) General conditions for service provision
- e) A schedule of the course of launching the service
- f) An expected range of required co-ordination by CAH
- g) A bid price – services, training, 24h/8h availability guarantee
- h) References to jobs of similar nature that the supplier prepared in the past.

3.1. The indicative offer (RFI) shall be elaborated in the English language, in an electronic form. The following electronic formats are possible: PDF, MS Word, MS Excel and MS PowerPoint.

4. RFI Course, Date for Information Submission, CAH Contact Person

After receiving the required information and after its evaluation, CAH supposes to initiate personal meetings with individual applicants in order to explain in detail the submitted information and questions of both parties. However, the particular procedure will be specified.

Please send the indicative offer till **31. 05. 2018** to the address of a contact person.

Contact person of CAH: **Ondrej Nemecek**, ondrej.nemecek@cah.cz,

5. Final provisions

The bidder shall submit its indicative bid free of charge; regarding the submitted bid, it cannot claim anything from CAH. The bidder is not entitled to reimbursement of the costs associated with the processing of the indicative bid. CAH shall not return the bids received.



The information from RFI may not be forwarded, copied or otherwise physically or electronically provided to third parties with the exception of the companies, in which Český Aeroholding, a.s., ID no.: 248 21 993, registered office in Prague 6, Jana Kašpara 1069/1, Postal Code 160 08, the Czech Republic, owns, directly or indirectly, a share (hereinafter jointly referred to as the "**Cooperating Company**") and with the exception of a subcontractor of one of the parties or the Cooperating Company.

This RFI is not a public tender procedure for the most appropriate Indicative Bid under Section 1772 et seq. of Act No. 89/2012 Coll. of the Civil Code, as amended (hereinafter referred to as the "Civil Code"), or a public contract within the meaning of Act No. 134/2016 Coll. on Public Procurement, as amended (hereinafter referred to as "ZZVZ"). CAH will not have any obligations towards the supplier arising from the submitted bid. CAH shall reserve the right to change RFI conditions or cancel RFI without giving the reasons.

The suppliers acknowledge that this RFI serves only for CAH's market research, whereas its result will not be acceptance of any bid and conclusion of an agreement. The contract for the requested subject of performance will be subsequently listed in accordance with ZZVZ or outside ZZVZ system, only if CAH evaluates the announcement of the contract as being expedient to the intended goals. The suppliers that will take part in this RFI are therefore in no way entitled to enter into an agreement with CAH, and no rights and claims in respect of any future procurement procedures under ZZVZ arise for them with a 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.

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