



# Wanted: ORAT Training Tool



## **Briefing: Fraport Digital Factory Project “ORAT Training Tool: Interactive E-Learning and Familiarization Training for Airport Staff”**

### **Problem/goal description and technology focus:**

- The ORAT (Operational Readiness and Airport Transfer) project should ensure the operational readiness of the new Terminal 3 at Frankfurt Airport at the time of its opening.
- The familiarization program, an introductory training course for all employees about the new building, consists of a **theoretical part** (approx. 1-2 hours) and a **practical part** (approx. 2-4 hours) and is to be offered to approx. 10,000 employees.
- The ORAT training tool is intended to replace the theoretical training, which previously took form as a face-to-face training with a trainer and a Power-Point presentation with animated construction plans, with a more modern solution.

### **What we are looking for:**

**We are looking for an e-learning solution that presents the theoretical content of the familiarization training in a multimedia, interactive and understandable way which can be completed by employees independently and from any location.**

The aim of the theoretical training is to give airport employees a basic understanding of the new building (access points, airport-specific process points) and the routing according to user groups, e.g. through videos, photos and animations.

### **The following functionalities are required in detail:**

- Development of an attractive training solution that prepares employees for the practical familiarization training and overall, for the commissioning of Terminal 3.
- Preparation and creation of the content for the ORAT familiarization training for Terminal 3 and integration into the training tool.
- The training should be easily accessible (web-based training, e.g. via the web browser or an app) and can optionally be completed using mobile devices.
- The training solution records required training courses and serves as a host platform to provide various e-learning courses (virtual classroom, e.g. for procedural training).
- The training solution offers tracking of employee participation and a confirmation of participation should be generated automatically after participation.
- It should be possible to track whether and when a training participant has completed the training (interface to Excel).
- It should be possible to download a summary of the training content as a hand-out.

- Training participants should remember the content after the training (in preparation for the practical training) and participate attentively in the training.
- The training tool should be easily modifiable by trainers and usable for other ORAT projects for external customers and abroad (e.g. adding additional construction plans/photos/videos and at least German and English as basic languages).

### Optional functionalities:

- A closer link between the theoretical and practical parts of the program, e.g. through the integration of technological solutions such as virtual or augmented reality.
- Integration of a database in the ORAT training tool that records employee participation in the familiarization program (theory & practice). If possible, it should also be possible to record participation in other training programs (e.g. process or technical training) in the same database. The data to be recorded is:
  - Name of the employee
  - Department/company
  - Personnel number
  - E-mail address
  - Training data
- For further projects, it should be possible to integrate additional virtual classes into the ORAT training tool (virtual classroom).
- Integration of a registration tool in the ORAT Training Tool for the practical part of familiarization, so that time slots for practical familiarization (site inspection) are visible in the tool and trainers can independently book time slots for their training groups online.

### Schedule and milestones:

- If interested, please contact us at [digitalfactory@fraport.de](mailto:digitalfactory@fraport.de) with information about your company and a short outline of your solution (max. 5 slides) by **August 1<sup>st</sup>, 2024, eob.**
- Solution provider presentations (pitch) on **August 19<sup>th</sup> - August 21<sup>st</sup>, 2024**
- Shortlisting of providers asked for a quote by **Friday, August 23<sup>rd</sup>, 2024**
- Submission of quotes by **Monday, September 2<sup>nd</sup>, 2024, 8 am CEST**
- Contracting and start of cooperation within 2-3 business days after quotes have been submitted (Friday, September 6<sup>th</sup> 2024 at the latest).
- End of project and final presentation by solution provider on **Friday, November 8<sup>th</sup>, 2024**

**Acceptance criteria:****Requirements / characteristics / functionalities of the MVP**

- Creation of a training tool in the form of a web-based training course for theoretic familiarization.
- Easy access to the training tool, e.g. via web browser or app, as well as easy modifiability and data updating by trainers.
- Creation of the certificate of participation and data extraction from the training tool.

**Optional:**

- Appointment booking via the tool for practical familiarization by the trainers.
- Possibility to use the tool as a training database, so that other types of training can be entered and tracked.
- Possibility to integrate further e-learnings such as procedure instruction trainings, which can be assigned user-specifically.

**List of KPIs the MVP will be validated against**

- Clarity of the ORAT training tool
- Realistic representation of Terminal 3 (e.g. by means of a 3D model, photos, videos)
- Simple use and modifiability of the training tool by the requester (department: acquisitions and investments/trainer)
- A high degree of interaction is rated positively (e.g. multimedia through videos and texts, tasks for the user and knowledge checks in quiz form)
- Goal-oriented gamification/creative approach is rated positively
- Fulfillment of optional criteria results in additional points

These KPIs must be achieved by November 8<sup>th</sup>, 2024, or verifiably achievable.

**Non-goals of the project are...**

- The practical familiarization training (on-site inspection) should continue to take place.
- E-learning is intended to achieve a consistent training quality that is at least as good as the current theoretical training provided by physical trainers.
- The ORAT training tool is not intended to replace Fraport's existing e-learning tool.

**Affected product/service/process:**

- ORAT training process

**Involved Fraport business units:**

- Digital Factory
- BET (Global Investments and Management Strategic Business Unit)
- IUUK (Information and Telecommunications Service Unit)

**Requirements concerning data:****Collection and processing of personal data**

- As personal data (name, qualification, level of experience) is managed in the system, data backup in the EU is mandatory if a cloud-based solution is chosen.

### **Collection and processing of nonpersonal data**

- Training planning collects and processes personal data as well as data on training dates.

### **List of standards and norms the solution must comply with:**

- GDPR
- IT-security law

**Evaluation criteria:**

Should you be invited to pitch, you will be evaluated according to the following criteria:

1. Customer reference: Customer references in the aviation industry (airports, airlines) or in similar industries, not older than 3 years (*simple scoring*)
2. Effectiveness: Can this technology solve the problem? (*triple scoring*)
3. Maturity of the solution: Existing product or new development? (*triple scoring*)
4. Efficiency: How well can the technology solve the problem (KPI achievement, MVP scope)? (*triple scoring*)
5. User Interface: User-friendly, clear interface – the following criteria will be assessed: graphics, design, clarity and intuitive user interface, practicability (*triple scoring*)
6. Data collection and storage: Where is the data stored (e.g. on-premise/cloud)? (*simple scoring*)
7. Data sharing: Possibility of data sharing (data flows into data lake or similar, APIs etc.?) (*simple scoring*)
8. Access: Is there a user concept, can different users be assigned different access rights etc.? (*simple scoring*)
9. Primary scope of rollout: Use of additional areas, scalability (FRA) (*simple scoring*)
10. Other possible applications, e.g. in other airport areas or for different use cases (*simple scoring*)
11. Use in the Fraport Group: Use for subsidiaries (*simple scoring*)
12. GDPR compliance / compliant with German law (*simple scoring*)
13. Visualization: Were a demo/photos/videos shown? (*simple scoring*)
14. Presentation style: Convincing presentation and reaction to questions (*simple scoring*)
15. Price indication: Was a first indication provided, info about pricing model? (*simple scoring*)
16. Speed of implementation: Describe timeline, prove feasibility (*simple scoring*)

Please keep the evaluation criteria in mind for your presentation and be responsive to the demanded content. Should you not be able to address all points in your pitch due to time restrictions, please make sure to include all information in the presentation you send us afterwards.

Based on the criteria, Fraport will select suitable providers for a shortlist and ask for a cost proposal.

Should you not be able to offer us the whole solution and wish to work with a partner, please provide information about the partner and your previous experience. Please keep in mind that Fraport will commission one contractor only. Your partner needs to be commissioned as a subcontractor on behalf and for account of you as the contractor. Should you be shortlisted and asked to submit a cost proposal, Fraport will only accept a comprehensive offer.

### **Further hints and instructions**

You will have 30 minutes to pitch your solution idea to us. Please plan for 15-20 minutes of presentation at maximum, so that we have time for questions. You may present in German or English language, and we would appreciate to receive your presentation slides afterwards (please send us a version that we are allowed to distribute internally for information purposes).