



# Looking for a solution for digitizing incoming mail.



## **Briefing: Fraport Digital Factory Project “Digitalization of Incoming Mail”**

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

All physical incoming mail for the Fraport Group is currently delivered to the mail-office. The incoming mail includes letters, catalogs, newspapers, magazines, registered mail, formal deliveries, and parcels from Deutsche Post AG, as well as courier shipments and smaller packages (size suitable for mailboxes).

Among the letter mail, invoices and other defined documents are treated differently. For example, invoices are opened and forwarded to Accounting for scanning. The mail-office also already offers scanning services for commercial construction files as well as in the Airport Print Center (APC) upon customer request.

**The initial focus is on the digitization of incoming mail.** After successful implementation, a kind of digitization center for various other products may be established, where the corresponding inputs can be digitized and distributed from a central location.

### **What we are looking for: The digitization of incoming mail**

#### ***Goals of this project***

- Conduct a general feasibility study, including the determination of reduced resource needs and identification of potential savings.
- Identify and test a technical solution for the digitization of incoming mail (including invoices), as well as identify any existing redundant decentralized services for scanning/digitization with an interface for permanent storage (archiving in the central archive).
- Optimize workplace equipment, i.e., procure necessary hardware if needed and adapt the working environment.
- Identify future requirements for employees.

#### ***Non-Objectives/Exclusions***

- The objective is not to digitize already existing documents (archive rooms) - there is already a framework contract partner for this purpose.
- The delivery of smaller packages, courier shipments, newspapers, magazines, etc., is not affected by this project and should continue as usual.

#### ***Target State***

- Establishment of a "Digitalization Center" connected to the central archive, i.e., introduction of "Digital Mail" and, if necessary, consolidation of decentralized tasks to free up resources in the specialized departments.

### 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 **Friday January 10<sup>th</sup>, 2025**
- Solution provider presentations (pitch) between January 29<sup>th</sup> and January 31<sup>st</sup>, 2025
- Shortlisting of providers asked for a quote by February 3<sup>rd</sup>, 2025
- Submission of quotes by February 11<sup>th</sup>, 2025 8 am CEST
- Contracting and start of cooperation within 2-3 business days after quotes have been submitted
- End of project and final presentation by solution provider on April 23<sup>rd</sup>, 2025

### Acceptance criteria:

#### Requirements / characteristics / functionalities of the MVP

The minimum goal of a digital mailroom is the digitization and automatic processing of incoming documents and messages. This includes:

- Capture and digitization: Incoming paper documents and electronic messages are captured and converted into a digital format.
- Automatic classification: The digitized documents are automatically classified and categorized to enable efficient and legally compliant further processing.
- Extraction of information: Important information is extracted from the documents to make it available for further processing.
- Automated delivery: The digitized incoming mail is automatically delivered to the identified recipients based on the extracted information. This can be done, for example, via Outlook or similar systems.
- Integration into existing systems: The digitized and classified documents are integrated into existing systems to ensure seamless workflows.

These goals contribute to increased efficiency and cost reduction in document management by reducing manual effort and improving the availability of information.

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

1. The solution digitizes incoming paper documents through scans or similar methods. For this: Provision of the necessary hardware (scanner) is required.
2. Optional: The solution also includes the process step of opening the letters and thus the corresponding hardware (as of today, an automatic opener is available, which can be used if compatible).
3. Extraction of relevant information from the digitized documents and categorization according to criticality, etc.
4. Assignment of documents to the corresponding recipients based on the extracted information.
5. Automatic delivery of the digitized documents via Outlook or similar systems.
6. The following KPIs must be met:
  - Under no circumstances should there be any incorrect deliveries, and the error rate must be 0 percent.

- The throughput or volume of deliverable mail must be able to meet the needs at Fraport (approximately 500 letters and invoices per day).

These KPIs must be achieved by April 23<sup>th</sup>, 2025 or verifiably achievable.

#### **Affected product/service/process:**

- Incoming invoice process
- Incoming mail, mail distribution
- Small scanning orders in the APC
- Storage/archiving of documents (digital, analog)

#### **Involved Fraport business units:**

- Digital Factory & IT
- Integrated Facility Management: Mail Services, Airport Print Center and Archive, Mail-Office
- Accounting: creditors and purchase requisitions, incoming invoices department
- Eventually additional departments

#### **Requirements concerning data:**

##### ***Collection and processing of personal data***

- The fundamental requirement is the protection of the confidentiality of correspondence in all expected process steps (receipt, opening, digitization, forwarding).
- A violation of the confidentiality of correspondence according to §202 of the German Criminal Code (StGB) must be strictly avoided.
- Categorizing incoming mail is essential to define further processing.
- Critical items include, among others, mail marked as confidential or personal, written communications to the HR department, the works council, the youth and trainee representatives, the representative body for severely disabled employees, and the company doctor (in-depth examination required).
- Additionally, mail to in-house counsel of Fraport AG, court files, investigation files, official requests for information, confidential legal correspondence, legal mail, and letters concerning the Whistleblower Protection Act cannot be included.
- On the other hand, non-critical items are mail with the general postal address of the company and those addressed both to the company and an individual recipient via a note.
- In any case, a secure "forwarding procedure" must be defined.
- The exact design of the identified solution must be developed in accordance with these and possibly other requirements.

##### ***Collection and processing of non-personal data***

- Opening of incoming mail.

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

- GDPR

- IT Security Act
- Confidentiality of correspondence / §202 of the German Criminal Code (StGB)  
"Violation of the confidentiality of correspondence"
- Postal regulations

**Priority questions to be answered during a possible pitch:**

- How can compliance with the confidentiality of correspondence be ensured?
- How is it ensured that there is no violation of the confidentiality of correspondence according to §202 of the German Criminal Code (StGB)?

**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 aforementioned 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).