Wanted: Fraport Group Employee Survey Platform 2.0

Fraport

Project Description

"Fraport Barometer" is Fraport's annual employee survey, with the current solution not fully meeting Fraport's requirements

We are looking for a technical solution to manage a complex, multilingual survey for employees across all our Group companies

Application Deadline	*Pitches*	*Submission of Offers*	*Start of Collaboration*	*End of MVP-Project*
November 5th, 2026	***November 24th–26th, 2026***	***December 7th, 2026***	***December 9th, 2026***	***February 24th, 2027***

Briefing: Fraport Digital Factory Project "Fraport Group Employee Survey Platform 2.0"

The Digital Factory is a virtual organizational unit at Fraport that acts as an internal solution partner with digitalization and technology specialists to support Fraport divisions in Frankfurt and worldwide in solving problems. In a three-month project phase, the team develops a solution in the form of a Minimum Viable Product (MVP). More information about our approach can be found on our homepage.

Below you will find the open call for one of our projects.

Problem/goal description and technology focus:

"Fraport Barometer" is Fraport's annual employee survey for measuring employee satisfaction and experience across the Group. It combines a common questionnaire with Group company-specific demographics. Results can be analyzed down to individual organizational units. They should be complemented by an overarching index, detailed insights and AI-supported analysis of open-text responses. The main users are the HR Strategy department, approximately 20,000 employees participating in the survey and managers across the Fraport Group.

The current solution does not fully meet Fraport's requirements for multilingual surveys, flexible reporting and different user groups. Results are not available quickly enough and data inconsistencies can affect reporting quality.

The goal is to find a market-ready survey and reporting solution that supports the entire process from survey participation and analysis to the derivation and tracking of improvement measures. Faster and more reliable insights enable Fraport to identify areas for action earlier and better support employee satisfaction.

We are looking for a technical solution to manage a complex, multilingual employee survey for 20,000 employees across 17 Group companies, including analysis and tracking of improvement measures.

Schedule and milestones:

- If interested, please contact us at digitalfactory@fraport.de with information about your company and a short outline of your solution (max. 5 slides) by **November 5th, 2026**
- Solution provider presentations (pitch) on **Tuesday, November 24th – Thursday, November 26th, 2026**
- Shortlisting of providers asked for a quote by **November 27th, 2026**
- Submission of quotes by **December 7th, 2026, 8 a.m. CET**

- Contracting and start of cooperation within 2 business days after quotes have been submitted
- End of project and final presentation by solution provider on **February 24th, 2027**

Goals and Non-goals:

Goals:

- Provide simple and intuitive survey access for all employees
- Prevent multiple participation as far as possible through suitable technical and organizational measures without disproportionately restricting low-threshold access
- Conduct the survey in German, English, the local languages of participating companies and other defined languages
- Allow participation in accompanying prize draws
- Provide differentiated result reports for all evaluable organizational units and levels
- Enable simple, role-based access to relevant results for managers and other authorized users
- Provide clear and meaningful reporting, including averages, frequency distributions, trends and AI-supported analyses of open-text responses
- Provide advanced analyses such as correlations, action relevance matrices and comparisons between organizational units
- Export reports to common formats, particularly Excel and PowerPoint
- Support the derivation, documentation and tracking of improvement measures within the platform

Non-goals/characteristics:

- Use of the solution for survey formats other than the Fraport Barometer is not part of this project
- Use of survey data for individual performance or behavior monitoring is not part of this project

Acceptance criteria:

Requirements:

- Multiple participation in the survey must be prevented
- Historical survey results and previous-year values must be transferable to support time-series and trend analyses
- The survey must be accessible through a simple, intuitive and user-friendly entry point

- The solution must support multilingual surveys in at least German, English, Slovenian, Bulgarian, Greek, Spanish and Portuguese
- Open-text responses must be analyzable using AI-supported functionality
- The solution must support the derivation, documentation and tracking of improvement measures
- The structure, content and presentation of result reports must be flexibly configurable
- Managers must receive role-based and personalized access to the results relevant to them
- Access to individual reports must support Single Sign-on at least for Fraport AG and Fraport Ground Services
- The solution should support advanced analysis functions such as correlation analyses, action relevance matrices and benchmarks between organizational units
- Reports must be exportable to PowerPoint, Excel and other common standard formats
- The solution must support comparisons with previous-year results and historical trends

Acceptance criteria with KPI list:

- All requirements listed above are fulfilled
- A multilingual survey has been tested successfully
- Role-based result reports are available for managers
- AI-supported analysis of open-text responses has been tested successfully
- Reports can be exported to Excel and PowerPoint
- Derivation and tracking of measures can be demonstrated in the tool
- The practical test receives a positive assessment from test users and the departments HR Strategy und Market Research

Description of test setup/test options:

- At least one market-ready solution will be evaluated in the MVP through a test survey with representative employees and managers
- Potential participants include employees from Corporate Development, HR People and Culture department, a Group company in Frankfurt and an international airport subsidiary
- The test will cover usability and landing-page design, company-specific questionnaires, languages and organizational structures, reporting across different levels and language versions, AI-supported analysis of open-text responses and the derivation and tracking of measures with individual requirements

These KPIs must be achieved by **February 24th, 2027** or verifiably achievable

Involved Fraport business units:

- Digital Factory & IT
- HR Strategy, responsible for the Fraport Barometer
- Market Research, survey team

Data protection and information security:

Collection and processing of personal data:

- Where individual access codes, authentication attributes or other identifiable data are used to prevent multiple participation, Data Protection, Information Security and the relevant work council must be involved at an early stage
- Personal or identifiable data may include access data or access codes, technical log and usage data and voluntary information entered in open-text fields
- The target is to conduct the survey as anonymously as possible. If individual access codes or identifiers are used, authentication and survey responses must be separated technically and organizationally. It must not be possible to trace individual responses back to employees
- The current minimum group size for reporting is six people. The threshold for the future solution must be agreed during the MVP. Small groups and combinations of characteristics must be aggregated or hidden to prevent conclusions about individual employees
- Open-text responses may unintentionally contain names or other personal data. Suitable processes for detecting, removing or pseudonymizing such information are required, particularly for AI-supported analysis
- Role-based access, authorization concepts, deletion and retention periods, and logging of administrative access must be agreed during the MVP

Collection and processing of non-personal data:

- Questionnaire content, translations, survey periods, organizational and reporting structures, and aggregated survey results without reference to individual employees
- Configuration data for survey logic, language versions, roles and reporting levels, as well as aggregated participation rates, averages, frequency distributions and trends
- Historical survey results and previous-year values for time-series and trend analyses, provided they are anonymized or sufficiently aggregated
- Derived measures, processing status and responsibilities may be documented in the platform
- Names or personal responsibilities must be treated separately as personal data

List of standards and norms the solution must comply with:

- GDPR
- IT Security Act
- Artificial intelligence: Fraport Group AI Principles, IT Works Council Agreement (IT-KBV), EU AI Act Regulation

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).