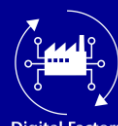
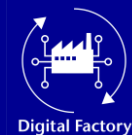


Looking for a Workforce Planning Solution



Briefing: Fraport Digital Factory Project “Workforce planning@FGS”

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:

The goal of this project is to identify, develop and test a technical solution for mid-/long-term workforce planning at Fraport Ground Services, replacing manual Excel-based processes with a more efficient and transparent system. Currently, the process of planning ~7.000 employees is highly manual, error-prone and difficult to track, with versioning and data integration challenges across multiple departments. The main user group consists of resource planners and personnel management teams, who require automated data integration, version control and reporting capabilities.

We are looking for a technical solution for mid-/long-term workforce planning at Fraport Ground Services based on inputs such as traffic data, flight schedule data, operational factors, personnel inventory and absence rates.

The solution can either:

- A) build on the SAP Analytics Cloud (SAC) already used at Fraport or**
- B) pursue a different solution structure independent of SAC**

The solution sought should significantly reduce manual effort, improve planning quality and enable timely decision-making by providing automated calculations, historical data management and intuitive dashboards for analysis.

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 26.02.2026
- Solution provider presentations (pitch) on 17./18./19.03.2026
- Shortlisting of providers asked for a quote by 20.03.2026
- Submission of quotes by 30.03.2026 8:00 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 03.06.2026



Goals and Non-goals:

Goals:

- The goal is a system for determining personnel demand that takes the various input data for calculating future requirements, automatically processes it according to time points (data statuses), versions it and can compile it for different evaluations and processing projects.

Non-goals/characteristics:

- No personnel dispatching or control
- No rostering

Acceptance criteria:

Requirements:

- Automated consolidation of relevant data entries from traffic, operational requirements, personnel inventories and availabilities per trade
- Possibility of data entry via input mask, Excel upload and interface to SAP
- Selection of different data versions in the consolidation process for editing or comparison purposes
- Automated calculation of total personnel requirements and indication of over- or understaffing on a monthly basis
- Transfer and storage of historical data versions from the past 7 years (data integration)
- Automated productivity calculations per trade and profit center (multiple trades)
- Creation of graphics illustrating the development of data versions and individual data entries (influences)
- Planning calendar or workflow for process-based processing
- Dashboard of current actual data (compared to planning data)
- Automated reporting from actual to planned data

Acceptance criteria with KPI list:

- Data integration with different planning versions is implemented
- Model configuration and planning mask (planning rules) have been created
- The tool contains both actual data and various planning versions, which can be compared with each other
- Planning rules with assumptions are implemented
- Analysis options or assumption versions with different planning statuses are available
- Essential use cases in the planning process are supported by workflows in the tool
- Simple evaluations and KPIs are provided as aids for the planning steps



Description of test setup/test options:

- Test setup in the SAC test environment (Solution Option A) or in a separate tool (Solution Option B)
- The pilot department of Fraport Ground Services will be the baggage service
- The test will be conducted as part of monthly planning, which is carried out for all trades every month and coordinated with the management team via a presentation
- To process the monthly planning, approximately 8 people need to be trained on the system
- For the personnel planning of the following month, the test system must be fully prepared and available at least 2–3 weeks in advance, in order to
 - integrate the latest traffic forecasts and
 - update personnel inventories (via Excel upload)
 - to adjust the operational requirements (via input tool)
 - and to process personnel availabilities (coverage)
- The results of the monthly planning must be compared with reference values for the respective month from the economic planning or from the last previous planning status (FC 0) and should include graphics

These KPIs must be achieved by 03.06.2026 or verifiably achievable.

Affected product/service/process:

- Persis
- Access/Excel
- KDB
- Bag Explorer

Involved Fraport business units:

- Digital Factory
- IT
- Fraport Ground Services (FGS)

Data protection and information security:

Collection and processing of personal data:

- No processing of personal data

Collection and processing of non-personal data:

- Traffic structures from the Market Research, Forecast and Statistics department (Passengers FRA, departing passengers including transit)
- Baggage factor
- Baggage balances from Bag Explorer
- Number of staff in FTE quantities and absence hours by functional code and cost center from SAP for Fraport parent company (Persis)
- Number of staff for Fraport Ground Services GmbH-employees and temporary workers in FTE quantities and absences by area of deployment from the core database (Access/Excel)
- Productive hours and absence hours from SAP (Persis)



- Productive hours and absence hours for Fraport Ground Services GmbH-employees from KDB (Access/Excel)

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

Priority questions to be answered during a possible pitch:

- How does your solution ensure data integration and version control across multiple departments?
- What technology platform do you propose (e.g., SAP Analytics Cloud or independent solution) and how does it support automated reporting and analysis?
- How will your system improve planning accuracy?



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).