

Date: 19 July 2021

Request for Proposal (RFP)
LST/0582/2021
MRO IT Software Product and Services

Confidential

Submittal Deadline & Proposal Opening:
on a rolling basis through CET 10:00 am 10 September, 2021

Notice:

By accepting this RFP, your company ('Proposer' or 'Vendor') agrees that the information contained within is strictly confidential and proprietary to LS Technics. Vendor may not use the information contained herein for any purpose other than the preparation of the requested proposal. The information contained within this RFP shall not be shared in part or as a whole with any unauthorized person or any third party without the prior written agreement by LS Technics, even in the preparation of such a response.

Should your company choose not to respond, please dispose of the RFP and all accompanying materials and delete all files received from LS Technics. By submitting a response to this RFP, you agree that you have followed the guidelines outlined in this RFP and that the submitted pricing and conditions match the scope requested in the RFP.

Correspondence address:

LS Technics Sp. z o.o.
ul. Centralna 5
42-625 Ożarówice

t: 32 / 284 50 85
f: 32 / 284 50 85
www.lst.aero



LS Technics Sp. z o.o. – with its registered office in Warsaw (post code 02-159) at ul. J. Gordona Bennetta 2b, registered in the Entrepreneurs Register maintained by the District Court for the Capital City of Warsaw in Warsaw, XIV Commercial Division of the National Court Register under the number KRS 0000152229, NIP 645-10-02-139 with the share capital in the amount of 15.813.840,00 PLN. Bank account numbers: PLN 07 1240 1040 1111 0010 7619 5195, EURO 12 1240 1040 1978 0010 7619 5502, USD 58 1240 1040 1787 0010 7619 5397

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1. ABOUT LS TECHNICS

LS Technics limited liability company registered in the Register of Entrepreneurs kept by the District Court for the city of Warsaw, XIV-th Commercial Division of the National Court Register under the no KRS 0000152229, having TAX Identification number NIP 645-100-21-39 and equity capital of PLN 15 813 840,00 (paid up in full) having its registered office at: 02-159 Warszawa, ul. J. Gordona Bennetta 2b, Poland and hereinafter referred to as "LS Technics" or "LST".

LS Technics is EASA certified MRO, the company was established in 1994, provides aircraft maintenance services for around 30 airlines. LST's maintenance stations are located at all main Polish airports including: Gdansk (GDN), Katowice (KTW), Krakow (KRK), Lublin (LUZ), Poznan (POZ), Warszawa (WAW), Wroclaw (WRO). LST's team of aircraft qualified specialists consists of more than 350 people.

LST is a member of Polish Aviation Group including also LOT Polish Airlines, LOT Aircraft Maintenance Services, LS Airport Services and PGL Leasing.

2. NOTICE TO PROPOSERS

LS Technics invites qualified entities to submit a Proposal for a MRO IT Software Product and Services that may be purchased by LST.

LST renders services in multiple MRO market segments including line & base aircraft maintenance, aviation components' workshop services, aviation materials logistics, aviation personnel training, therefore LST is looking for a one IT software solution which replace several once being used currently as LST business production support. The software chosen have to simplify LST internal processes with efficiency increase.

This Request for Proposals ("RFP") states the instructions for submitting Proposals, the specifications for the products and services, the procedure and criteria by which a vendor may be selected. The terms vendor and proposer may be used interchangeably throughout this RFP.

The RFP process includes the MRO IT market consultations with proposers. The process of choosing the MRO IT Software Product and Services for LST will be conducted in market consultations formula, which means that the final scope of the offer and it's price will be the result of mutual conversation concerning i.a. latest market solutions, implementation possibilities etc.

2.1.Method of Delivery

This RFP can be reviewed and downloaded at the following website:

<https://www.lst.aero>

If you are an interested entity, LST invites you to submit a complete Proposal via email to LST email address: office@lst.aero with the following Subject Line: RFP LST/582/2021.

Faxed or mailed proposals will NOT be accepted.

Proposals must be submitted using this RFP only. It is the responsibility of the proposer submitting a Proposal to make certain that the LST has the appropriate company name, authorized representatives, and contact information on file for the purpose of receiving notices, changes, addenda, or other critical information.

2.2.Proposal Due Date

This RFP will be open until 10:00am 10th September, 2021. Vendors are encouraged to submit Proposals as soon as possible. As Proposals are received, they will be evaluated and either

recommended for further RFP process and possible contract award or rejected by the LST. Proposers will then be notified of the LST's decision.

All Proposals must be received by the deadline. Proposals received after 10:00am 10th September, 2021 will NOT be accepted or reviewed.

The LST, at its discretion, reserves the right to re-advertise and/or extend the Proposal due date and time; any extensions will be indicated in the form of an addendum to the RFP.

Proposals must remain valid for a period of 120 days following the deadline for receipt of Proposals.

Once submitted, the LST will not return Proposals to proposers.

2.3.Addendum/Vendor Clarification and Answers

No modification or amendment to this RFP shall be valid unless it is set forth in writing via a signed addendum or amendment from LST. Responding proposers shall be notified by LST about any addenda or vendor clarifications and answers that may occur. All proposers shall comply with the requirements specified in any addendum issued by the LST.

2.4.Award Decisions

This is a negotiated procurement and, as such, a contract award will not necessarily be made to the vendor submitting the lowest priced Proposal. Award(s) will be made to the vendor submitting the best value Proposal satisfying LST requirements, price and other factors considered.

LST reserves the right to negotiate any terms, conditions, or pricing with one or more proposers prior to an award.

LST reserves the right to reject any or all Proposals, to award a contract as may appear advantageous, and to negotiate separately in any manner necessary to serve the best interest of the LST and obtain the overall best value for products and services.

Products and services considered for award shall equal or exceed the standards and specifications as defined within this RFP and further described in the scope and specification section.

3. FORMATION OF OFFER

3.1.Offer to Contract

LST is conducting this procurement to establish one contract. A response to this RFP is an offer to contract with the LST based upon the terms, conditions, scope of services, and specifications contained in this RFP and in the Proposal.

3.2.Terms and Conditions

Submission of a Proposal shall be construed to mean that the vendor agrees to carry out all of the requirements, terms, and conditions set forth in this RFP. Any proposed variation from or noncompliance with the stated requirements, terms, and conditions of this RFP shall be clearly stated in the Proposal in detail. If no variations are stated, LST shall expect to receive the products and services exactly as specified.

3.3.Firm Pricing

Prices for all products and services shall be firm for the duration of any contract resulting from this procurement.

3.4.Board Approval

No contract will be executed until it has been reviewed and approved by the LST Board, and a Proposal does not become a contract unless it is properly executed by the LST in writing after approval by the LST Board.

3.5. Non-Exclusive Contract

LST intends to access any contract resulting from this RFP on an "as needed" basis from a list of draft contracts that have been competitively bid and awarded with qualified, high performance vendors based on the selection criteria set forth herein. Any contract resulting from this solicitation is non-exclusive.

4. PROPOSAL REQUIREMENTS

4.1. Tentative Timetable

The LST anticipates following the timetable listed below for this procurement:

Item	Activity	Date & Time
1	RFP to advertise (1 st run)	19-Jul-21
2	Q&A (if any)	by 27-Aug-21
3	Software demonstration	by 27-Aug-21
4	Deadline for submission of proposals (See Part 5 - Instructions to Proposers - for detailed submission requirements)	by 10-Sep-21, 10:00 am CET
5	Proposers short list (2 nd run)	20-Sep-21
6	Direct meetings with vendors from the short list.	by 15-Oct-21
7	Revised offer submission	by 22-Oct-21
8	Contract negotiation	by 22-Nov-21
9	Award Date	after 22-Nov-21

The table above is only an estimate and may vary.

4.2. Required Forms & Certifications

All proposers doing business with the LST must complete and submit the following forms and certifications, as applicable before contract negotiation stage:

1. NDA
2. Data Protection Agreement
3. Certificate of Insurance

4.3. Meetings with Proposers.

All vendors being qualified to the short list are invited for a meeting with LST for giving an oral presentation to clarify or elaborate on their Proposal, as well as to provide a software demonstration. Upon completion of oral presentations and discussions, vendors may be requested to revise any or all portions of their Proposals.

Meetings' schedule shall be agreed by LST and vendors.

4.4. Rights Reserved by LST & Restrictions on RFP Process

- a) LST reserves the right to cancel this solicitation in whole or in part by issuance of a revised or amended RFP.
- b) LST reserves the right to reject any or all Proposals, to award contract as may appear advantageous to LST, and to waive any formalities in the procurement process.
- c) The decision to award contract, or to make no awards rests solely with the LST.
- d) LST assumes no financial responsibility for any costs incurred by prospective vendors in developing and submitting a Proposal or any amendments or addenda, participating in bid

conferences, participating in any negotiation sessions or discussions, or any other costs incurred by proposers prior to award of a contract pursuant to this RFP.

e) LST reserves the right to have proposers participate in multiple interviews and/or set up a series of presentations / demonstrations with proposers.

f) Any or all portions of this RFP and the vendor's Proposal may be incorporated into the final contractual agreement. Any negotiated agreements must ultimately be set forth in writing and properly executed by the LST and the proposer.

4.5. Questions & Clarification

a) Questions regarding the requirements specified in this solicitation must be sent via email to office@lst.aero by as specified in Section 4.1 Tentative Timetable. In the email subject line, type: Questions – RFP LST/0582 /2021.

b) The LST will not answer verbal questions, and oral answers provided by LST or its agents shall not be binding. Questions submitted by prospective proposers and any responses prepared by LST, along with any addenda to this RFP, if applicable, will be distributed by LST via email to all proposers.

5. INSTRUCTIONS TO PROPOSERS

This portion of the RFP includes instructions on the format proposers must follow in preparing and submitting their Proposals. To be considered, the Proposal must be prepared in the manner and detail specified in this RFP.

5.1. Compliance with Software Specifications & Scope of Work

Proposers are required to respond to all requests identified in this RFP. By submitting a Proposal, each proposer represents that the proposer has read and understands the RFP, and the proposer is presumed to concur with all terms, conditions, and specifications therein, unless otherwise indicated in the Proposal in the precise manner described herein and in Section 10. Any requested exceptions and/or substitutions to the RFP, the LST's contract, or the general terms and conditions must be clearly defined and referenced to the proper Part and Section of this RFP in the proposer's Section 10 (vendor's exceptions and/or substitutions) response to this RFP. Exceptions considered by LST as too general, unreasonable, or affecting vital terms, or any language to the effect that the vendor does not consider this RFP to be part of a contractual obligation, may reduce or eliminate the vendor's prospects for award.

5.2. Required Proposal Format and Content

All proposers are required to respond to this RFP by email submission. Proposals shall be submitted via email to office@lst.aero and the Subject Line should read: RFP LST/0582 /2021 MRO IT Software Product and Services.

A signed, submitted Proposal constitutes an offer to perform work and/or deliver the products and services specified in the Proposal. To be eligible for consideration, complete Proposals, along with all required information, original signature pages, and required forms and certifications, must be received no later than 10:00am September 10, 2021.

LST expects vendors to be thoroughly familiar with all specifications and requirements of this RFP and any amendments and addenda. Vendor's failure or omission to examine any relevant form, article, site, or document will not relieve vendor from any obligation regarding this RFP.

Please ensure that you respond to all requirements and specifications in this RFP. All supplemental information and documents required by the RFP must be included with the Proposal. Proposal evaluation will be completed based on the information provided by vendor. Failure to provide complete and accurate information may disqualify a vendor from consideration.

Proposals should be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of the RFP. Extensive promotional materials, etc. are not necessary or desired. Emphasis should be concentrated on conformance and clarity of content. Proposals shall represent a true and correct statement and shall contain no cause for claim of omission or error. Request for withdrawal of a Proposal may be considered based on proof of mechanical error.

Proposals should include the following information and content:

- a) Business Identification
- b) Additional Requirements
- c) Compliance with Specifications
- d) Past Performance / Demonstrated Effectiveness
- e) Cost
- f) Contract draft

The Proposal must be signed by an individual with proper authority. The signature should indicate the title or position that the individual holds in the entity (if applicable).

5.3.General Corporate and Contact Information

Proposers are required to include the following detailed information in their response to the LST:

- Describe the company's official registered name and its principals.
- Provide a brief history of the company, including the year it was established.
- Provide a description of the company's relevant market and the company's position within it.

5.4.References

Proposers must provide at least three references of MRO entities that have purchased software products, services from the proposer in the last 3 years. References are to be included in Proposal submissions. Please use the following format for all references:

- Company Name
- Address
- Contact Name
- Phone Number
- Email

5.5.Third Parties & Subcontractors

If all or a portion of services will not be self-performed, proposers must include information on any subcontractors who will provide any products or perform any of the desired scope of services and specifications.

5.6.Product & Service Pricing

Proposers must provide a detailed cost breakdown of all software product and service offerings, including all proposed fees and reimbursable expenses for the entire potential contract term, including any prospective renewal periods.

Vendor shall provide detailed information on any costs that LST may incur related to the requested products and services.

Vendor must specify all costs (i.e., maintenance fees, hosting fees, professional services fees, administrative fees, processing fees, travel fees, etc.) associated with providing the products and services requested herein. Vendor will provide a complete fee and cost detail supporting all elements of its Proposal.

The cost detail must include a narrative for each fee or cost element. If vendor does not expect LST to incur any costs for any portion of the Proposal, the proposer shall state "No costs to LST" with respect to any such portion of the Proposal.

6. SCOPE OF WORK & SPECIFICATIONS

It is the intention of the LST to establish a contract with highly qualified vendor for the purchase of:

- software products, and
- services, such as:
 - o implementation & pre implementation analysis,

- configuration,
- customization,
- data conversion, migration, validation,
- system and acceptance testing,
- training services,
- maintenance and support services,
- hosting services,
- and
- any other software products and services that may be purchased by the LST.

Software may consist of individual products, tool kits, modules, and/or an entire system for a fully functional solution.

Software licensing types may include, but are not limited to, individual, machine, volume, or enterprise licensing, and the license term may be perpetual or on a renewal or subscription basis. The RFP response must provide the LST with specific knowledge of products and services to be provided and implementation methods to be used by the proposing entity.

The RFP response must include a proposed implementation plan and timeline, including both LST and vendor man-hours and other resources needed to provide all services and products offered, including an estimate for each step of product or service implementation and individuals assigned to perform those services, as well as all hardware and other technology that is required to be vendor-provided and/or separately purchased by the LST.

All systems or modules must meet the following minimum compatibility requirements: Compatible with all currently supported Windows, Linux and/or Apple based OS systems by those respective companies' developers end-of-life and end-of-support listings/standards, browsers using up-to-date versions for aforementioned systems and firewall and/or browser security and encryption standards. Allows for LST's use of SSL decryption where needed for security purposes or ensures security coverage on connections that cannot allow for SSL decryption according to the companies' agreement with LST regarding data privacy. Does not require older, out-of-date and/or unsupported browsers, plug-ins or software(s) that no longer receive security or functionality updates to operate.

6.1.Required software functionality

6.1.1. Planning & Engineering

6.1.1.1. Production planning

- Work plan in base and line maintenance
- Resources plan in base and line maintenance
- Work forecasting
- Material previsions
- Creating Gantt chart of Line & base maintenance planning
- Status dashboards
- Hangar visits plan

6.1.1.2. Work orders & Task cards issue and control

- Issue work orders and associate task cards automatic
- Data exchange with operators software

6.1.1.3. Resource planning & optimization

- Monthly & Quarter rosters issue, simulation, distribution and individual preview

- Task assignment
- Maximizes the resources

6.1.1.4. Maintenance Program

- Assessment work package (man power, material & tools)

6.1.2. Production

6.1.2.1. Task Execution

- Start and finish work
- Signed off task cards and work orders
- Request parts & tools
- Raise NRC's
- Record components changes

6.1.2.2. Customer defect approval

- Generate raised Non Routine Cards' (NRC's) report

6.1.3. Sales

6.1.3.1. Quotation

- Generate quotation for line & base maintenance

6.1.3.2. Contracts

- Contracts details
- Fixed prices
- Capping values
- Man hour rate
- Material & services mark up
- Fleet or A/C covered by the contract
- Pricing policies
- Create invoices data
- Budget control
- Costs, charges & profit analysis
- Labor costing

6.1.4. Stores & Tools

6.1.4.1. Stores Management

- Location, control & movement of stock
- Barcode processing, including the creation of labels
- Stock auditing and cycle counts
- Inter base transfer and stock replenishment
- Shelf life control
- Unserviceable stock management and quarantine store
- Assigned material to task cards and work orders

6.1.4.2. Material management

- Managing minimum, maximum and re-order level
- Managing alternative parts
- Managing aircraft / model applicability
- Supplier pricing management
- Material tracking
- Material planning

6.1.4.3. Receiving & Shipping

- Create a batch code
- Create barcode
- Customer Owned Property
- Stock return from production
- Material rejection
- Material Shipping

6.1.4.4. Tools

- Tools management & inventory
- Tools calibration control
- Tools planning
- Tools issued and return to staff
- Tools issued to work order & task card
- Tools purchase order
- Loan order
- Service order

6.1.5. Quality & Safety

6.1.5.1. Audit Program management

6.1.5.2. Non conformities tracking

6.1.5.3. Actions management

6.1.5.4. Licenses & qualification administration

6.1.5.5. Documents management

6.1.5.6. Tech publication management

6.1.5.7. Risk management

6.1.6. Training

6.1.6.1. Training program management

6.1.6.2. Recurrent training management

6.1.6.3. Training preparation and planning

6.1.7. Human Resources

6.1.7.1. Employees data management

6.1.7.2. Recruitment

6.1.7.3. Time & attendance

6.1.8. Financial

6.1.8.1. Inventory management in the purchase and national currency

6.1.8.2. Admissions Registry (PZ) and editions (WZ) in the purchase currency and the national currency

6.1.8.3. Cooperation with the financial software (Symfonia F-K)

6.1.8.4. Data integration in the field of receipt and outflow of materials at purchase prices

6.1.9. IT

6.1.9.1. Microsoft AD integration

6.1.9.2. WSDL or AMQ (active message broker)- open format

6.1.9.3. SaaS- access only through VPN, VPN site-to-site

6.1.9.4. Backup manage by LST

7. FINANCIAL OFFER & PRICING

Proposers must respond to all questions and identify all costs, fees, or charges for which LST may be billed under this RFP for software products and services offered by the proposer. Costs not indicated in Proposals will not be paid.

Proposers must also be able to demonstrate in its Proposal, and throughout the life of any resulting contract, that costs associated with the products and services under this RFP are consistently competitive for the duration of the resulting contract for all provided software products and services.

LST prefers that all costs for software services and products offered under this RFP are broken down by category to indicate unit costs as well as total costs for software products and services. The Proposal shall also clearly specify all costs as either one-time or recurring and identify whether any discounts are offered and the terms of such discounts. This information, as defined by the proposer, will become part of the evaluation process in determining the best value for LST.

8. EVALUATION & AWARD OF PROPOSALS

An award will be made to the responsible proposer whose Proposal is determined, after evaluation by LST, to be the best value to LST. To qualify for evaluation, a proposal must have been submitted on time and must materially satisfy all mandatory requirements identified in this RFP document.

8.1.Evaluation Criteria

LST will review and evaluate all Proposals. LST may require any or all vendors to give an oral presentation to clarify or elaborate on their Proposal, as well as to provide a demonstration. Upon completion of oral presentations or discussions, vendors may be requested to revise any or all portions of their Proposals.

Evaluation criteria is a mixture of several factors inter alia: price, functionality, implementation time, system integration, SLA, etc.

9. APPLICABLE LAW

The validity, enforceability, and interpretation of any provision of the RFP or the Agreement will be determined and governed by the substantive and procedural laws of Poland.

10.VENDOR’S EXCEPTIONS AND/OR SUBSTITUTIONS

This response must be attached to your complete Proposal. In this Part, please indicate all proposed exceptions and/or substitutions to the RFP.

Exceptions and/or substitutions considered by LST as too general, unreasonable, or affecting vital terms, or any language to the effect that the vendor does not consider this RFP to be part of a contractual obligation, may reduce or eliminate vendor’s prospects for award.

Vendor Legal Entity Name:

Vendor DOES NOT have any exceptions and/or substitutions included for this bid event

Vendor DOES have exceptions and/or substitutions included for this bid event (see details below)

Details: please list all exceptions and/or substitutions below or attach a separate sheet in the format provided

#	Reference to RFP Section No.	Vendor’s Proposed Exception and/or Substitution	Accepted / Rejected (FOR LST USE ONLY)
1			
2			
3			

11. EXECUTION OF OFFER

Vendor Response to
LST RFP LST/0582/2021 Software Products and Services

Vendor Information:

Company Name:	
Payment address/ settlement of account account name /holder IBAN Bank SWIFT CODE	
City/Municipality:	
State/Province:	
Zip Code:	
Country:	
Web Address:	
Contact Name:	
Contact Email Address:	
Submit Purchase Orders via Email:	
Phone Number(s):	

Vendor Certification:

I, the undersigned, submit this Proposal and have read the specifications, which are a part of this RFP. My signature also certifies that I am authorized to submit this Proposal, sign as a representative for Vendor, and carry out services solicited in this RFP.

Signature of Authorized Agent:	
Printed Name and Title of Agent:	
Telephone Number:	
Email Address:	