Abu Dhabi Airports Company (ADAC) – FOSS Awarded For The Third Time Framework Contract - General Passive Contractor

THE PROJECT

FOSS has been delivering network design and installation services to ADAC for many years. Prior to being awarded the Framework Contract FOSS had successfully delivered large scale network infrastructure projects on behalf of ADAC. In 2009 ADAC realised that they needed to have a long term agreement in place, with an approved contractor, who could provide rapid response services to their daily requirements for new network connections within the five operating airports for which it was responsible.

Via a competitive tendering process FOSS was selected and awarded the first three-year Framework Contract in 2010. Subsequently, in 2014 the contract was re-awarded to FOSS for a further three-year period. In 2017 ADAC awarded the contract again to FOSS for another 5 years. The contract covers seven airports operated by ADAC and includes for all additions, moves and changes associated with the physical passive network infrastructure with a performance SLA to ensure all installations are completed to agreed timescales. In addition, the contract also includes emergency maintenance response in the event of any service affecting problems and network outages. The 24/7 cover includes a 4 hour service restoration SLA.

THE SOLUTION

Working in an operating airport environment has particular challenges, as any work undertaken must not impact the effectiveness of the airport operation. On contract award FOSS established a dedicated team of network installation technicians, site supervisors and project managers supported by the Operations Department.

Additionally, all personnel are required to have security clearance and passes which are issued by Abu Dhabi Police. This security clearance process also covers (airside and landside) the transportation of all installation materials, test equipment and vehicles. This logistical complexity has to be closely managed by the Project Team to ensure that all installation timescales are achieved.

THE RESULT

FOSS has developed a close working relationship with ADAC and jointly developed improved working practices that ensure the daily activities of the ADAC operations team are supported by the dedicated FOSS installation team. In conjunction with ADAC, FOSS introduced and maintained enhanced installation working practices that adhere to international standards thus contributing to the efficient operation of the five airports.

OVERVIEW

Abu Dhabi Airports Company (ADAC) is a public joint-stock company wholly owned by the Abu Dhabi Government. In 2008, ADAC added Al Bateen Executive Airport and Sir Bani Yas and Delma Island Airports to its portfolio. These airports help contribute to Abu Dhabi's development as a major destination for both business and tourism. Currently under way is the multi-billion dollar Mid Field Terminal Project which is a major expansion of Abu Dhabi International Airport. Upon completion this will increase the overall capacity of the airport to more than 30 million passengers per year. The Mid Field Terminal initiative is part of the Abu Dhabi Government's plan to make Abu Dhabi a top international destination.

REQUIREMENTS

- Fixed Price Agreement for three year period.
- Materials stockholding to ensure compliance with SLA.
- Security cleared personnel to allow installations on both landside and airside areas of the airports.
- Full documentation and identification of all installations.
- Improvement programme to ensure all legacy installations comply with ADAC documented standards.
- 25 Year Manufacturer's Performance Warranty.

SOLUTION

- Establishment of dedicated teams on site
- Management of Security Passes
- Major improvement to quality of installations
- Dedicated materials stockholding
- Ongoing full documentation of all installations

BENEFITS

- Major improvement in ADAC's ability to respond to client's IT requirements.
- Ongoing documentation of all installations for traceability purposes
- Emergency response to any outages with 4 hour fix.

"At ADAC we strive to deliver world class services to our internal and external clients, and with the state-of-the-art infrastructure that is implemented by FOSS, we will further meet these objectives."
Michael Ibbitson, Former VP Information and Communications Systems (currently EVP Technology at Dubai Airports)