

Heathrow

Streamlining Security Equipment Tenders

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Are security equipment tenders executed in the best way?

Problem:

- The purchase of security equipment is based on input from multiple domains
- The market is large, recent deals of \$100s millions worldwide, more deals to come...
- Communication between these domains often has room for improvement
- Each domain delivers well in their respective area, however they have little positive influence in other domains
- The domains fail to grasp the nuances of other domains' requirements
 - e.g. Procurement can view requirements almost exclusively in non-functional terms while the Technology/Engineering often doesn't consider or understand the acquisition process
- Multiple domains working towards similar outcomes but approaching it in different ways - extra R&D required from OEMs

Solution:

- Improved communication is at the heart of this
- Each domain needs to ensure they understand the perspective of other domains

Results:

- Tender documents will be better written
- Requirements will be written cohesively, taking into account input from all domains
- Procurement activities should become easier
- Tender responses should be clearer and more compliant
- Less R&D effort from OEMs due to alignment of requirements from multiple domains and/or airport operators
- Open Architecture will become more enforceable - incentivising OEMs to adopt open architecture compliance