

Project 1009488

**Requirements Specification Document
Self-Service Boarding**

Version: 1.0 (Final)

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1. Document information

The information in this Requirements Specification Document is intended to provide guidance on the implementation of Self-Service Boarding gates to SNBV. It is meant to clarify issues regarding scope, demarcation and requested functionalities

Name Document	Requirements Specification Self Service Boarding
Owner document	J. Ter Meer (Information Analyst) & M. Ferwerda (Process Developer)
Name Project	EU Tender Self Service Boarding
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1.1. Versioning

Version	Date	Status	Changes	Producer(s)
0.1	20-12-2017	Draft	Setup document	J. Ter Meer
1.0	21-02-2018	Final	Finalized document	J. Ter Meer; M. Ferwerda

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2. Reader's guide

2.1. Document build-up

This document is build up as follows:

- Chapter 3: Introduction
- Chapter 4: Existing and future Architecture
- Chapter 5: Architectural Principles/Guidelines
- Chapter 6: Requirements
- Chapter 7: Service Management
- Chapter 8: Professional Services
- Chapter 9: Proof-of-Concept (PoC)

2.2. Reading instruction on requirements

Requirements are described in the following way:

<unique ID>	<title, describing the requirement shortly in one line>	Status	Priority
<u>Definition:</u> Textual description of the requirement. The definition of the requirement ('what') is presented.			
<u>Rationale:</u> Describing the reason, importance and origin of the requirement ('why').			

A → icon indicates hierarchy of the requirement being a detailed sub-requirement of the requirement above.

Status:

Each requirement contains one of the following four statuses:

- Proposed
- Validated
- Extended
- Denied

Priority:

The priority of each requirement is set via the MoSCoW method. This determines the priority for the current project and value to SNBV. Each requirement can have each of the following priorities, ranging from high to low priority:

- M: Must have. The must-have represents a requirement to be indispensable for SNBV and the boarding process it facilitates. This requirement forms a knock-out criteria to the SSB supplier in providing its SSB solution.
- S: Should have. The should-have is of serious importance to SNBV but does not prove critical. The should-have can however substantially benefit SNBV and the boarding process.
- C: Could have. The could-have is a less important requirement than the should-have, but nonetheless to be found important for SNBV on the shorter or longer term. It can be labeled as a 'nice additional functionality' if it can be provided.
- W: Won't have. Not used in this trajectory.

Categorisation:

Each requirement will be categorised in one of the following requirement types:

- Business requirements: These are the goals to be achieved through the system. The business requirements represent the added value of the system for the organisation. They present why the system is important for the organisation. The business requirements are formulated from the perspective of organisational goals (based on: Cannegieter, 2014).
- User requirements: These are the activities, processes and tasks that a user can execute using the system. The user requirements describe in what way the business requirements can be achieved and

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which activities and actions need to be supported and facilitated by the system. The user requirements are formulated from the perspective of the process and users (based on: Cannegieter, 2014).

- System requirements: This is the required behaviour of the system and its required quality. In the system requirements, it is set to which requirements the system must conform. These requirements indicate which actions the system must execute in which situation. The system requirements are formulated from the perspective of the system (based on: Cannegieter, 2014).
- Maintenance requirements: The requirements that allow for sufficient maintenance on the software and hardware side of the system.
- Security and legal requirements: The requirements that ensure a solid functioning of the system in terms of IT security and privacy regulations.
- Training requirements: The requirements for the SSB gate supplier to provide training and relevant materials to ensure a skilled use by the gate agents.
- Test requirements: The requirements to (operationally) test the system.

The non-functional requirements are part of the service management requirements in chapter 7 and professional service requirements in chapter 8.

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3. Introduction

This Requirements Specification document formulates the requirements part of the implementation of the Self-Service Boarding gates, also known as SSB gates or eGates. This document will use SSB gates as the integral term both describing the hardware and software that combined provide a full-functioning gate that supports the boarding process of airlines. This Requirements Specification document represent the needs of various stakeholders regarding the boarding process, including why this reason exists.

3.1. Glossary

The following glossary is used in this Requirements Specification Document:

Term	Explanation
ACI	Airports Council International
ACRIS	ACI Airport Community Recommended Information Services
AEA	Association of European Airlines
ASB	Airport Service Bus Central communication service bus within SNBV
BIA	Business Impact Analysis
BGR	Boarding pass Gate Reader. Device for reading boarding passes. In international standards the name 'BGR' is commonly used for this type of equipment. The BGR is also named 'ABC reader' in the SNBV environment. This Requirements Specification Document will use the internationally acknowledged BGR.
CUPPS	Common Use Passenger Processing System Standard for communication between various passenger processing systems.
CUTE	Common Use Terminal Equipment
DCS	Departure Control System Airline system that contains all passenger and flight data.
EMC	Electro Magnetic Compatibility
GDPR	General Data Protection Regulation
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
INFOS	INFORMATION provisioning Schiphol Standards for information provisioning at Schiphol.
IRM	Interaction Reference Model Standard reference model for interaction between systems at SNBV.
NFC	Near Field Communication
ODS	Operational Data Store
PoC	Proof-of-Concept
PRM	Passenger with Reduced Mobility
QRC	Quick Reference Card
RFID	Radio Frequency Identification
SIP	Service Improvement Plan
SITA	Provider for CUTE equipment to SNBV
SLA	Service Level Agreement
SNBV	Schiphol Nederland B.V. (Contracting Party)
SSB	Self-Service Boarding
UPS	Uninterruptible Power Supply

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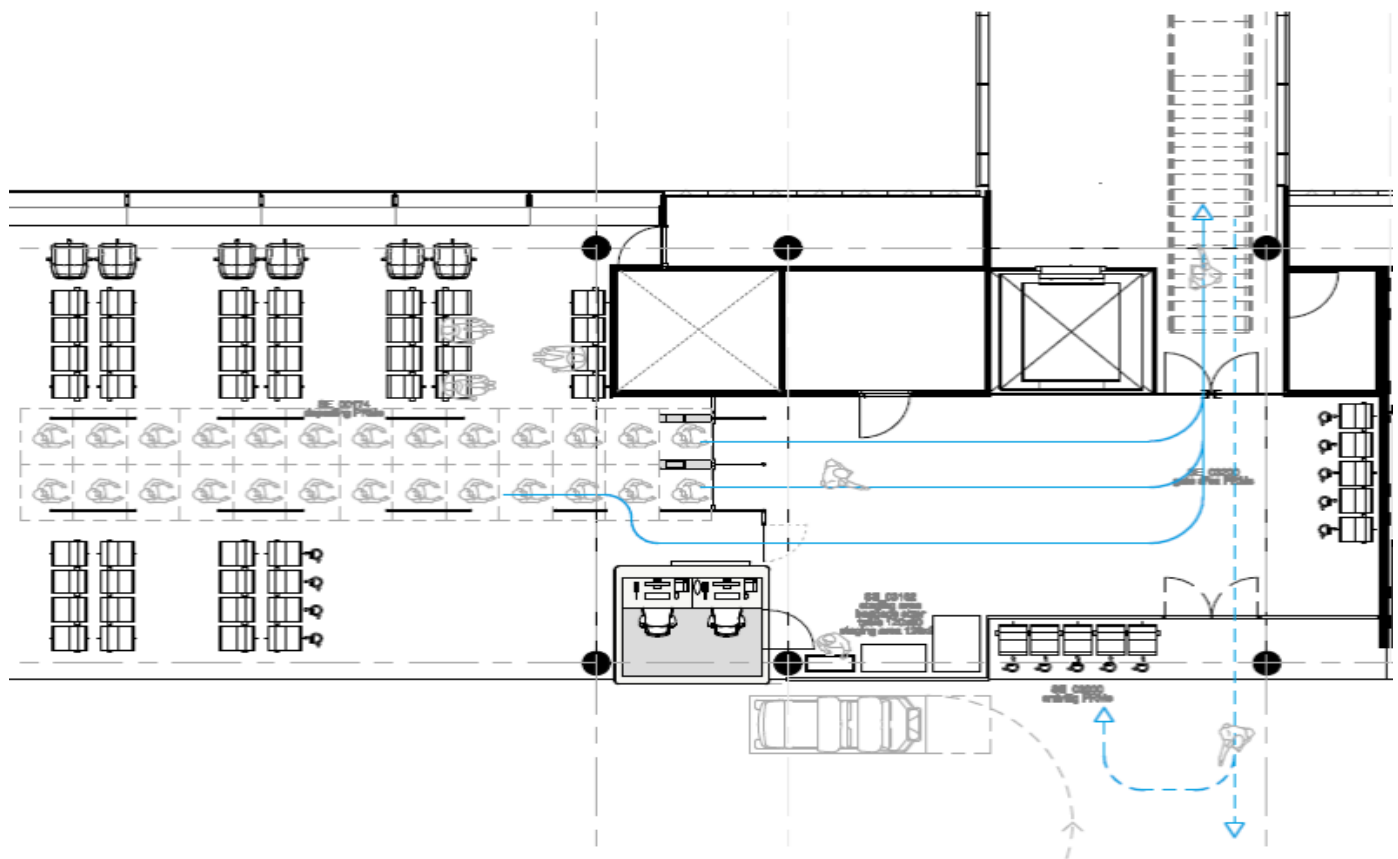
4. Existing and future Architecture

This document describes the boarding process on the basis of Self-Service Boarding gates and the IT-architecture of SSB in related to the Schiphol IT landscape.

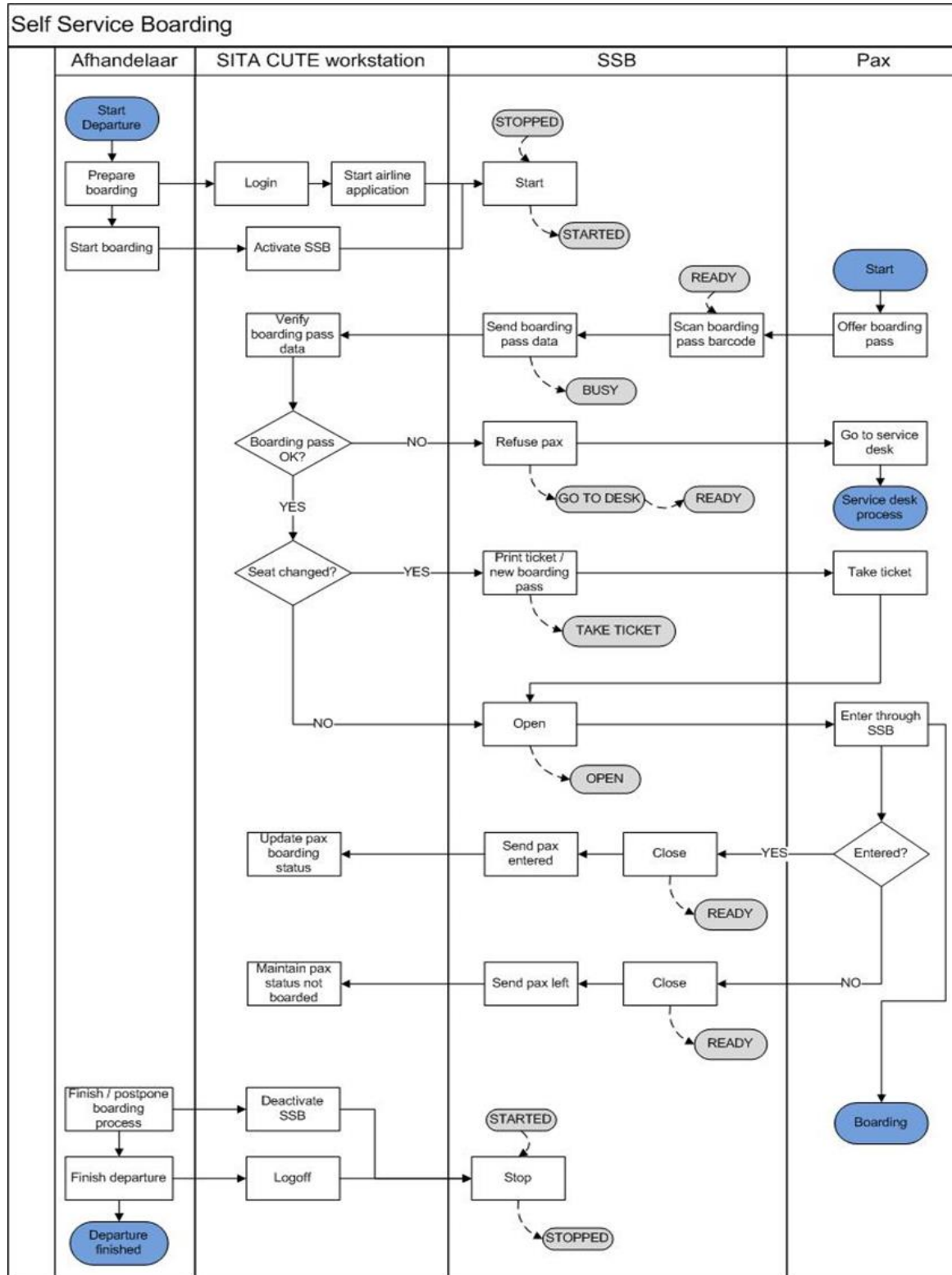
4.1. SSB process (A-pier)

The image below represents a future image of the (Self-Service) boarding process in the A-pier. Per gate, two SSB gates are going to be placed. On the south side of the A-pier, the number of SSB gates at these gates can be extended to three if this is deemed necessary in order to reach process times or speed up the boarding process.

Additionally, SNBV intends to position a manual lane next to the two SSB gates to be used by passengers that cannot use the SSB gate for any reason. They can either be redirected to the boarding desk from the SSB gate or, as PRM passenger, can directly use the manual lane. Using the BGR, their boarding pass (and passport) is scanned by a gate agent. After passing the SSB gate or the manual lane, passengers can walk on into the aircraft via the gate and pax bridge.

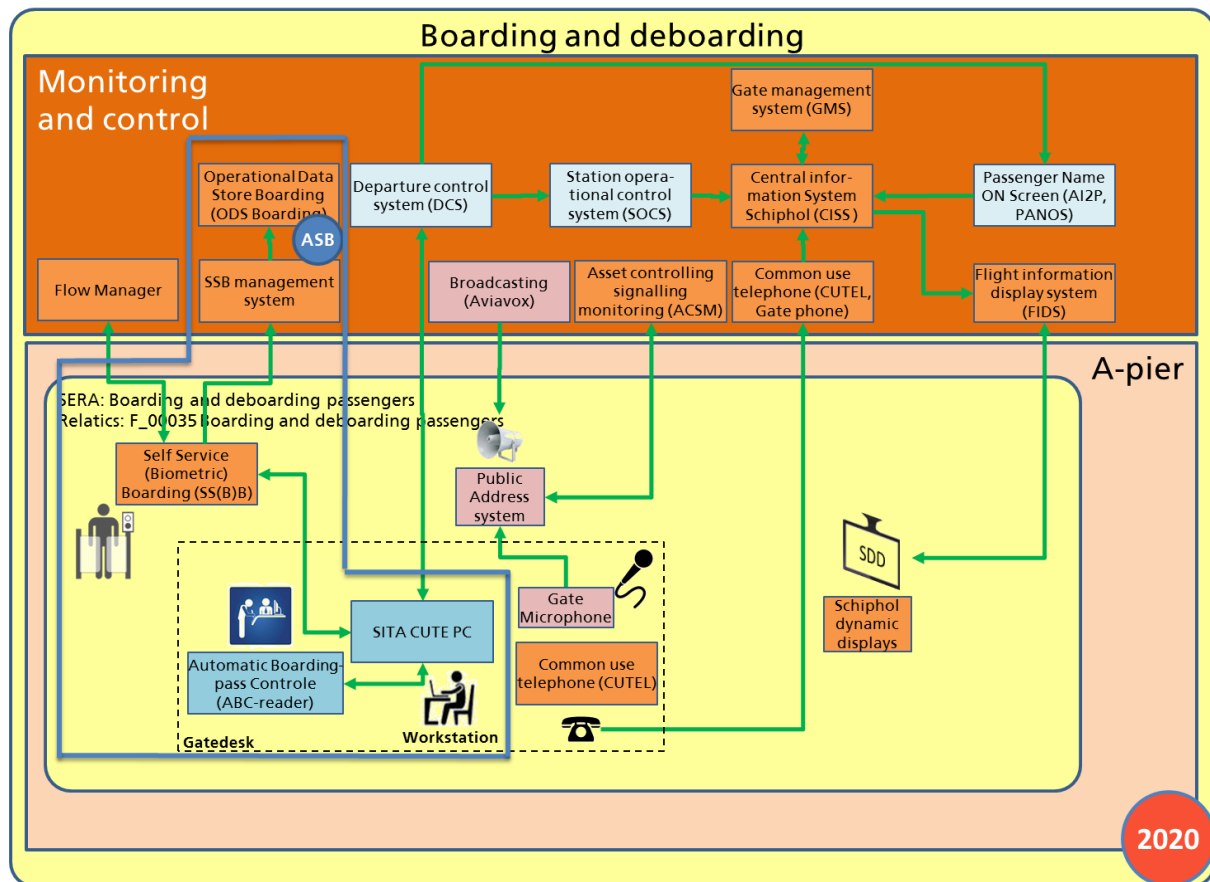


The boarding process, subdivided in process steps of the gate agent, passenger, SSB gate and CUTE workstation is represented in the image below. The requirements will be mostly derived from this boarding process.



4.2. IT-architecture SSB

The below image represents a future view on SNBV's IT-landscape for the boarding function. Here, the various operational IT systems are displayed that support this functional domain. These operational IT systems (presented in the below half of the image) have a physical appearance and are managed and monitored from the monitoring and control systems that are (virtually) positioned in the data centre. The green lines in the image represent a data connection. Through the different colours, the various system owners are shown. The blue colour of the BGR (in the figure labelled as ABC-reader) represents that this operational system is currently provided by SITA. Orange represents Schiphol IT.



The focus of this tender is pointed out by the blue square. First of all, the various components will be introduced:

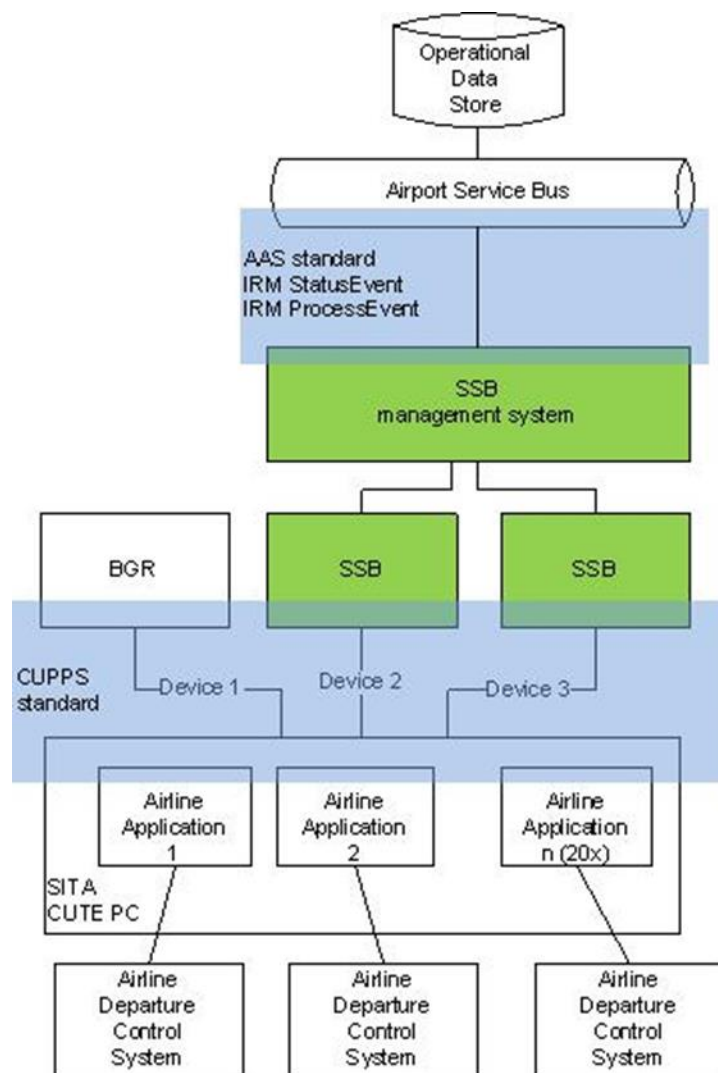
- **Self-Service Boarding gate:** The SSB gate checks at the airlines DCS if passengers have a valid boarding pass. In case of a valid boarding pass the passenger can board. Including gate controller software that runs in the SSB gate and manages the SSB gate.
- **SITA CUTE PC:** A workstation for the gate crew to board the passengers. Currently delivered by SITA.
- **BGR (Boarding Gate Reader)/ABC-reader:** checks if the passenger has a valid boarding pass for the flight that will depart from this gate.
- **SSB management system:** Software used to monitor the SSB gates. The software can, among others, graphically display relative operational information regarding the status and performance of the SSB gates.
- **Operational Data Store (ODS):** necessary for system analysis. Realtime data should be pushed from the SSB gate to an ODS via the ASB.
- **Departure Control System:** The Departure Control System (DCS) is the system used by the airline and handler to manage all flight loading (pax, bax, cargo) information and processes. This includes managing the information required for airport check-in and printing boarding pass, baggage acceptance, boarding, load control and Aircraft checks.

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Thus, the focus of this tender not only involves the procurement of SSB gates which will be further specified in the form of requirements in this document, but also arranging the necessary interfaces to the SITA CUTE workstation, BGR and the Departure Control Systems of the Airlines. This also includes the applicability of airline boarding applications to operate SNBVs Self-Service Boarding gates. For monitoring and reporting purposes, the SSB gate, through its eGate controller software, needs to produce status and process information which can be captured in a SSB management or monitoring system. It includes those files that need to be send to SNBVs Airport Service Bus (ASB).

The Flow Manager application is positioned out of scope for this tender. The Flow Manager is a combined application of the biometric backbone in which biographic and biometric data is stored and an application that tracks passengers across the biometric touchpoints in the form of a travel pattern. Due to major developments in the field of biometrics and the lack of sufficient biometric standards, biometrics will not be part of the scope of this tender. Nonetheless, this requirements specification document incorporates requirements to be able to add biometric solutions to existing SSB gates.

The IT-architecture in the blue block is visualised below in more detail.



The SSB gates are connected as peripheral devices to the SITA CUTE PC. Depending on the departing flight, this workstation runs the corresponding airline application. This application communicates with the connected devices, including the SSB gates, using the CUPPS standard for Common Use Passenger Processing

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Systems. On the other side, the SSB system uses a central connector for sending data of all SSB events to the Airport Service Bus (ASB) via IRM format. The requirements for data transfer are taken along in chapter 6.

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5. Architectural Principles/Guidelines

For this project, the following architectural principles/guidelines are applicable:

DECIDE ON THE BASIS OF A COST/BENEFIT ANALYSIS

A business case, or other form of foundation should have taken place to motivate the start of this project.

ALIGNING PROCESS AND IT WITH THE BUSINESS OBJECTIVES

The business objectives for this project are:

- A smooth and seamless passenger journey
- An improved operational process
- Future-proof modularity
- An involved, customer centric supplier passionate for his product and market
- Solid integration in the SNBVs IT landscape

APPLY BEST PRACTICES, OPEN AND DE FACTO STANDARDS

The following standards apply for this project:

SNBV specific standards

- **BIA – Business Impact Analysis**
The Business Impact Analysis defines how critical a service, process or application is for SNBV. It is measured by availability, integrity and confidentiality.
- **Schiphol IT Security baseline**
The Security baseline is derived by the Business Impact Analysis and consists of security controls which have to be in place in order for the service, process or application to function securely.
- **IRM – Interaction Referential Model Events**
The Interaction Referential Model is a model that defines how systems may interact with the airport service bus (ASB) of SNBV.

Industry standards

- **SITA AirportConnect Open**
AirportConnect Open enables airports, airlines and their handling agents to access their IT applications in real-time on dedicated or shared common-use equipment.
- **CUPPS – Common Use Passenger Processing Systems**
Common Use Passenger Processing Systems (CUPPS) describes the range of services and specifications enacted to enable multiple airlines / handling agents, service providers or other users to share physical areas on or off airport whether simultaneously or consecutively. The solution needs to interface with CUPPS and be able to integrate with CUTE.
- **CUTE – Common Use Terminal Equipment**
The recommended practice which describes how terminal equipment should interact.
- **AEA – Association of European Airlines**
Standard for defining interface messages.
- **IATA resolutions for boarding**

Industry recommended practices

- **ACRIS - ACI Airport Community Recommended Information Services**

DESIGN FOR CHANGE (WITH CHANGE IN MIND)

It is possible that in the next couple of years, during the operational lifetime of the SSB gates, SNBV wants to implement a biometric solution in the SSB gates. SNBV has been set up the Seamless Flow project to further define what this biometric solution should entail. The seamless flow concept aims to increase the efficiency

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for the aviation parties at the airport, and to make the whole passenger process easier and more comfortable for the passengers. The vision of seamless flow is that passengers enrol biometrically at the beginning of their journey. Then, based on their biometric characteristics, they will be automatically recognized at all obligatory steps in the passenger journey, such as check-in, baggage drop off, entrance to the security-check, border control and boarding the aircraft. Seamless Flow is a cooperation between Royal Netherlands Marechaussee, the Ministry of Justice and Security, Customs, KLM and Schiphol and suppliers Vision-Box and Scarabee.

The SSB gates need to be implemented in such a way that biometric equipment can be installed and integrated. This means that:

- Installation of biometric equipment is cost efficient
- Operational downtime of the gates is minimal
- Software communication between gates and biometric equipment is according to (international) standards

REALISE PROPERLY MANAGED IT SOLUTIONS

Among others, the following services need to be delivered by the SSB supplier, either or not in the role of system integrator:

- Manage and proactively maintain the SSB gates.
- Monitor and pre-configure the SSB gates by the use of software.
- Realise data exchange and data combination/aggregation.
- Provide proactive service management

SECURE INFORMATION IN ACCORDANCE WITH IMPORTANCE

The IT solution needs to comply with the IT Security Baseline of Schiphol. Please refer to the explanation regarding all standards under APPLY BEST PRACTICES, OPEN AND DE FACTO STANDARDS.

DON'T CHANGE A STANDARD

Standard made software (COTS) is preferred above custom made software.

OFFER FUNCTIONALITY IN THE FORM OF SERVICES

Services are the way of interfacing, direct integration is not allowed.

DESIGN INTERFACES FOR REUSE

Interfaces to Schiphol systems need to be designed in according to Schiphol's IRM, which is developed for this principle. Please refer to APPLY BEST PRACTICES, OPEN AND DE FACTO STANDARDS for a brief explanation of the IRM.

EACH DATA HAS AN OFFICIAL SUPPLIER

- DCS – managing the information required for airport check-in and printing boarding card, baggage acceptance, boarding, load control and Aircraft checks.
- ODS – Storing SSB system events
- SSB – Generating and supplying SSB system and process events to Schiphol.

CLEAN UP YOUR MESS

Keep the IT landscape tidy.

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6. Requirements

In the following paragraphs, various functionalities of the SSB gates are requested. Mostly, SNBV will support the use of the airline's boarding application to operate the SSB gates. In case additional applications are required to perform one of the functionalities requested in this document, the supplier is asked to state very clearly what that application is. An overview of functionalities divided per application part of your integral solution is very much welcomed.

Note: SNBV wants to delimit the number of additional applications to manage the SSB gate as much as possible. As SNBV already has SSB gates deployed and uses additional applications, the supplier is requested to provide his view on effective, flexible and easy application management in this perspective.

6.1. Business requirements/Award Criteria

For AC1 (Price), please refer to the main document.

AC2	Corporate Responsibility	<i>Validated</i>	
<u>Definition:</u> The SSB supplier provides SSB gates that align with SNBVs Corporate Responsibility policy, respecting people, the environment and the local community.			
<u>Rationale:</u> SNBV understands the environmental impact it makes. Being sustainable therefore has to be a part in every project SNBV conducts, e.g. in terms of responsible use of energy towards Schiphol as 'Zero Waste Airport'.			
AC3	A smooth and seamless passenger journey	<i>Validated</i>	
<u>Definition:</u> The SSB supplier supports the boarding process via a well-functioning Self-Service Boarding (SSB) system in such a way that a smooth, intuitive and seamless passenger journey is guaranteed.			
<u>Rationale:</u> SNBV aims to be Europe's preferred airport. On this behalf the airport needs to offer passengers a smooth, intuitive and seamless passenger journey. Self-service facilities should offer passengers convenience and control.			
AC4	An improved operational process	<i>Validated</i>	
<u>Definition:</u> The SSB supplier delivers SSB gates that ensure a more punctual, reliable, secure, safer, faster boarding process than in a BGR setting.			
<u>Rationale:</u> SNBV aims to improve its operational processes all over the airport. One of them is the boarding process. This for example entails the objective measuring of passengers to prevent passenger slips as much as possible. It also means speeding up the boarding process and lowering the workload of gate agents compared to the more traditional way of boarding via a BGR.			
AC5	Future-proof modularity	<i>Validated</i>	
<u>Definition:</u> The SSB supplier provides a SSB gate which is truly modular in nature to keep up with new technology without having to acquire a complete new solution. Components can easily be added on, like passport readers or biometrical devices, and can easily be repaired and replaced.			
<u>Rationale:</u> Modularity provides SNBV with the needed flexibility for the future. In case of modularity for the SSB gate, one can think of adding a passport scanner when having proved itself to the fullest extent. Furthermore, future technologies such as biometric solutions can be integrated without large costs and complex implementation projects.			
AC6	Involved and passionate customer-centric service provision	<i>Validated</i>	
<u>Definition:</u> The services delivered by SSB supplier are proactive in terms of market developments and responds to that in the form of new technologies embedded in its products. Within the scope of the delivered services, the SSB supplier also takes on a proactive and supportive stance in case of problems originating in the SSB chain of partners. The supplier thinks beyond its scope, serves the SSB chain and ensures a reliable SSB process for his customers.			

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Rationale: SNBV intends to closely work with its suppliers and intends to rely on those who accurately follow new market developments. SNBV acknowledges the matter of stakeholder complexity that can arise in its various operational processes. This means SNBV looks for suppliers who dare to think beyond its scope, do more than what they originally are hired for and truly want to support the SSB chain of partners function in the most optimal way.

AC7	Solid integration in the SNBVs IT landscape	<i>Validated</i>	
Definition: The SSB supplier provides a well-functioning SSB gate which can be demonstrably integrated in the SNBV IT-environment and provide a high level of business reliability.			
Rationale: SNBV is increasingly becoming a data-driven and IT minded organisation. This means sufficient attention is required to fit in the IT landscape of SNBV (sketched in this Requirements Specification Document) and upholding a high level of reliability and steadiness.			

6.2. User requirements

The user requirements are subdivided in two user groups: first of all the gate agents controlling the boarding process, either or not through from the boarding desk. Secondly, the passengers using the boarding gates before entering the aircraft.

6.2.1. User group: gate agents

6.2.1-1	Multilane boarding concept per gate	<i>Validated</i>	<i>Must-have</i>
Definition: Each gate in scope will have 2 (and upgradable to 3) SSB gates for self-service boarding and a manual lane for boarding managed by a gate agent.			
Rationale: SNBV will take a double SSB per gate as starting point to at least guarantee a fast boarding process. This will mean that for the first contract, 11 double SSB gates are requested. If needed in the future, it should be possible to extend the double SSB gate to a triple SSB gate.			

6.2.1-2	Remote operation by a gate agent	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate enables a gate agent at the boarding desk, using the airline's boarding application (DCS), to easily operate the SSB gate and change its status:			
<ul style="list-style-type: none"> - Start boarding process - Stop boarding process - Activating/deactivating per lane - Turn on/off manual mode - Monitor status (e.g. On, Off, Idle) and alarms - Turn off alarm 			
Rationale: SNBV intends to procure SSB gates that can easily synchronize with various boarding applications of airlines and can support various functionalities from that application directly. It should not be needed to start another application to perform these actions.			

6.2.1-3	Opening and closing during calamities	<i>Validated</i>	<i>Must-have</i>
Definition: The gate agents need to be able to open or close the SSB gates in case of calamities.			
Rationale: The SSB gates cannot pose any form of obstacle in case of calamities.			

6.2.1-4	SSB gate configuration	<i>Validated</i>	<i>Should-have</i>
Definition: The gate agent can additionally configure settings from within the boarding desk to make it more airline specific.			
Rationale: SNBV wants to allow airlines to configure settings on the basis of their wishes. The supplier is requested to provide what settings can be configured (e.g. colors, lights, number of SSB gates active) from within the boarding desk.			

6.2.1-5	➔ SSB gate configuration options	<i>Validated</i>	<i>Could-have</i>
Definition: It is possible for SNBV to switch on and off what the gate agent can configure at the boarding desk.			

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Rationale: SNBV wants to provide freedom to its airlines to configure the SSB to their preferences. This configuration needs to be possible on an ad-hoc basis, should be possible from the boarding desk and should become active directly.

6.2.1-6	Activating per lane	<i>Validated</i>	<i>Must-have</i>
Definition: Each SSB lane can be (de)activated individually by the gate agent. In case of a malfunctioning SSB gate, the other must be able to take over.			
Rationale: Through lane activation, SNBV can ensure both flexibility and continuation of this process in case a problem occurs in one of the SSB gates or the gate agent decides to turn one of the SSB gates off.			
6.2.1-7	Start SSB gates on login at boarding desk	<i>Validated</i>	<i>Must-have</i>
Definition: When logging in on the SITA CUTE PC at the boarding desk and starting the airline's boarding application, the SSB gates automatically start (status 'started'), so all 3 gates (2 SSB and 1 BGR) are open / active.			
Rationale: This is the standard configuration for each boarding gate in case no other pre-configuration has been installed for each individual airline. Starting up the SSB gates has to happen mostly automatic and should not require any additional manual actions.			
6.2.1-8	Start SSB gate from boarding desk	<i>Validated</i>	<i>Should-have</i>
Definition: The gate agent at the boarding desk can remotely start a single SSB gate (status 'Ready').			
Rationale: After logging in at the SITA CUTE PC, further preparations may be required before starting the actual boarding using the SSB gates. Also after starting the actual boarding process it must be possible to control the flow of distinct passenger groups (Priority and Economy) by (de)activating specific SSB gates.			
6.2.1-9	Stop SSB gate from boarding desk	<i>Validated</i>	<i>Should-have</i>
Definition: The gate agent at the boarding desk can remotely stop a single SSB gate (status 'Stopped').			
Rationale: After logging in at the SITA CUTE PC, further preparations may be required before starting the actual boarding using the SSB gates. Also after starting the actual boarding process it must be possible to control the flow of distinct passenger groups (Priority and Economy) by (de)activating specific SSB gates.			
6.2.1-10	Manual mode	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate can operate in degraded mode for manual operation. Degraded mode means that the SSB gate acts like a conventional BGR, using only the scanner and the display.			
Rationale: Not all airline boarding applications are capable of using the full functionality of the SSB gates. Every airline should have the possibility to board passengers via the traditional method (BGR) still most widely used at SNBV. Also in the case of malfunctioning equipment in the SSB, the gate agent has to be able to have a fallback scenario in the form of the BGR. Please describe what you define as manual operating mode. How will the SSB gate operate in your solution? What are the implications of using the SSB gate in manual mode?			
6.2.1-11	➔ Switching to manual mode	<i>Validated</i>	<i>Must-have</i>
Definition: The gate agent can switch to and from manual mode during the operation without having to shut down the SSB gate.			
Rationale: SNBV wants to provide flexibility to gate agents in switching between modes at the moment that suits them best, preferably without shutting down the SSB gate. Restarting the SSB gate would disrupt the boarding process too much.			
6.2.1-12	Manually switch off alarm	<i>Validated</i>	<i>Must-have</i>
Definition: In case of an alarm the gate agent must be able to manually switch off the alarm and turn to normal operation. The alarm can be switched off at the boarding desk and locally at the SSB gate.			
Rationale: While the gate agent is busy handling the alarm situation, other passengers must wait and not be able to proceed the self-service boarding. Alarms can agitate passengers and need to be able to switch off quickly.			
6.2.1-13	Stop SSB gates on log-off at boarding desk	<i>Validated</i>	<i>Must-have</i>

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Definition: On closing the airline's boarding application and logging off from the SITA CUTE PC, the SSB gates are closed (status 'Stopped'). This status is also visible on the display of the SSB gate.
Rationale: After logging out, passengers should be informed that it is no longer possible to pass through the SSB gate. Closing the SSB gates has to happen mostly automatic and should not require any additional manual actions.

6.2.1-14	Closed when power off	<i>Validated</i>	<i>Must-have</i>
Definition: In case the SSB gate is completely turned off by the gate agent, the SSB gate must be closed with the doors locked. This status is also visible on the display of the SSB gate.			
Rationale: After being closed and the gate agent has left the gate, passengers should not be able to get behind SSB gates and near the pax bridges.			

6.2.1-15	Gate block	<i>Validated</i>	<i>Must-have</i>
Definition: A gate agent can physically block the SSB gate.			
Rationale: SNBV wants to ensure sufficient signs to passengers that certain SSB gates are not operational and should not be passed. Currently, SNBV uses a tensa barrier which can be closed with a magnet but is open to other ways to do so.			

6.2.1-16	Quick Reference Card (QRC)	<i>Validated</i>	<i>Should-have</i>
Definition: At each gate, a Quick Reference Card (QRC) will be available to instruct gate agents in directly solving issues.			
Rationale: In case of problems, they needs to be solved as soon as possible. A card at every gate supports the solving of the most frequent issues.			

6.2.2. User group: passengers (and PRM)

6.2.2-1	PRM passengers through manual lane	<i>Validated</i>	<i>Could-have</i>
Definition: PRM passengers (Persons with Reduced Mobility) will use the manual lane.			
Rationale: SNBV intends to let PRM passengers use the manual lane having support of a gate agent. The supplier is requested to answer which functionalities can be provided to additionally facilitate PRM passengers.			

6.2.2-2	Recognizable as self-service boarding device	<i>Validated</i>	<i>Should-have</i>
Definition: The SSB gate must be clearly recognizable to a passenger as a self-service boarding device.			
Rationale: By making touchpoints recognizable to passengers, this improves the natural wayfinding towards the gate.			

6.2.2-3	Easy to use by passengers	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate is intuitive, self-explanatory and easy to use for passengers.			
Rationale: SNBV finds it important that passengers can work with the SSB gate, even if they have not used the device before. It needs to be intuitive and self-explanatory. As these are terms that are open to interpretation, the supplier is requested to provide why and how his product is intuitive, self-explanatory and easy to use for passengers.			

6.2.2-4	Clear when ready for use	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate is clear to understand for passengers when ready for use or not.			
Rationale: SNBV finds it important that passengers can work with the SSB gate, even if they have not used the device before. For the various requirements stated here, please provide one integrated answer why and how his product is intuitive, self-explanatory and easy to use for passengers.			

6.2.2-5	Clear how to present boarding pass	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate is clear to understand for passengers how to present the barcode of the boarding pass.			

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Rationale: SNBV finds it important that passengers can work with the SSB gate, even if they have not used the device before. For the various requirements stated here, please provide one integrated answer why and how his product is intuitive, self-explanatory and easy to use for passengers.

6.2.2-6	Clearly visible when SSB gate is open	<i>Validated</i>	<i>Must-have</i>
Definition: It must be clearly visible to a passenger when the SSB gate is open and the passenger can enter through the gate.			
Rationale: SNBV finds it important that passengers can work with the SSB gate, even if they have not used the device before. For the various requirements stated here, please provide one integrated answer why and how his product is intuitive, self-explanatory and easy to use for passengers.			
6.2.2-7	Clear how to pass through	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate is easy to understand for passengers how to pass through the gate quickly and safely.			
Rationale: SNBV finds it important that passengers can work with the SSB gate, even if they have not used the device before. For the various requirements stated here, please provide one integrated answer why and how his product is intuitive, self-explanatory and easy to use for passengers.			
6.2.2-8	Clear that one passenger may pass	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate is clear to understand for passengers that only one passenger at a time may pass through the gate.			
Rationale: SNBV finds it important that passengers can work with the SSB gate, even if they have not used the device before. For the various requirements stated here, please provide one integrated answer why and how his product is intuitive, self-explanatory and easy to use for passengers.			
6.2.2-9	Clear to understand printer receipt	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate is clear to understand for passengers that a passenger must take out the printed receipt.			
Rationale: SNBV finds it important that passengers can work with the SSB gate, even if they have not used the device before. For the various requirements stated here, please provide one integrated answer why and how his product is intuitive, self-explanatory and easy to use for passengers.			
6.2.2-10	Clear to understand redirection	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate is clear to understand for passengers when and why the boarding pass is rejected and the passenger is redirected to the boarding desk.			
Rationale: In order to facilitate a smooth passenger flow, SNBV not only wants to tell the passenger when his/her boarding pass is rejected but in some cases also why. An example is the case when the passenger is at the wrong gate.			
6.2.2-11	Equipment inaccessible to passengers	<i>Validated</i>	<i>Must-have</i>
Definition: Equipment, systems and components within the SSB gate must be inaccessible to passengers.			
Rationale: Accessing equipment on and around the SSB gate can severely slow down the boarding process and is also unsafe. SNBV intends to ensure a fast and safe boarding process to passengers.			
6.2.2-12	➔ Emergency button cover	<i>Validated</i>	<i>Should-have</i>
Definition: The emergency buttons on the SSB are covered.			
Rationale: SNBV has had issues with passengers touching the emergency buttons of the SSB. This has impacted the boarding process and required extra work from the gate agent. The SSB supplier is expected to cover the emergency buttons, making it inaccessible to passengers. Currently, the emergency buttons are covered with a cap, but SNBV is open to other ways to do so.			
6.2.2-13	Safe to use	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate must secure that no body parts, clothes or baggage can get stuck in the device.			
Rationale: SNBV intends to ensure a safe boarding process to passengers.			

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6.2.2-14	Standardized user interface	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB gate has a standardized SNBV user interface that corresponds with comparable facilities at the airport. The interface must comply with the "INFOS manual" (see Appendix 7), regarding the use of colors and fonts.			
<u>Rationale:</u> Comparable facilities at SNBV are the Self Service Boarding Pass Check facilities at the entrance of the departure filters and the already existing SSB gates in the B&C Pier. Consistent use of these facilities eases the understandability and use to passengers. The SSB is a Common Use facility and will not have an airline specific use and user interface. Only airline logos may be used on the displays.			

6.2.2-15	Readability	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The display on the SSB gate must be readable from all angles and with every light and/or illumination angle.			
<u>Rationale:</u> The display will presumably be one of the major elements a passenger will look at. It should therefore be positioned on a natural location, with the right angle for all passengers and have a pleasant size. Please provide information on the possibilities of location and size of the display on the SSB gate. Please also advise on the most suitable option for SNBV.			

6.3. System requirements

The SSB gates must support the business process as described in the previous paragraph to the upmost extent.

Disclaimer:

Whether all business requirements can be met significantly also depends on the capabilities of the airline applications. According to the CUPPS standard the SSB gate will provide the basic functions. Initiating the actions to use these functions is to be controlled by the airline applications. These applications are not all equally advanced and thus being able to use all functions varies per airline. The responsibility for the capabilities of the airline applications lies with the airline and handler and not with the supplier of the SSB system.

6.3.1. Process supporting system requirements

6.3.1-1	Scan paper boarding pass	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB gate scans a 2D barcode printed on paper boarding passes printed at the check-in desk, a self-service check-in or at home after internet check-in.			
<u>Rationale:</u> The SSB gate should support the scanning of various boarding card formats to enable the variety of usages by passengers. SNBV cannot prescribe the use of one to its passengers.			

6.3.1-2	➔ Scan boarding pass on mobile device	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB gate scans any ICAO compliant 2D barcode presented on the screen of a mobile device.			
<u>Rationale:</u> The SSB gate should support the scanning of various boarding card formats to enable the variety of usages by passengers. SNBV cannot prescribe the use of one to its passengers.			

6.3.1-3	➔ Scan 2D barcodes commonly used in passenger air transport	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB gate scans commonly used types of 2D barcodes such as QR code, PDF417, AZTEK etc.			
<u>Rationale:</u> The SSB gate should support the scanning of various boarding card formats to enable the variety of usages by passengers. SNBV cannot prescribe the use of one to its passengers.			

6.3.1-4	Boarding pass scanner location	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> The SSB gate boarding pass scanner is positioned in such a way that a passenger does not have to rotate its device.			

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Rationale: The content on mobile devices turns when the user rotates his device. This might prevent the boarding pass from being scanned and slows down the boarding pass. SNBV wants to prevent as much irregularities as possible. Please advise on the location of the scanner on the SSB gate in order to prevent these as much as possible.

6.3.1-5	Verify boarding pass	<i>Validated</i>	<i>Must-have</i>
Definition: The airline's boarding application verifies whether the passenger carrying the scanned boarding pass may enter through the gate.			
Rationale: The verification is a vital part of the boarding process after being scanned.			

6.3.1-6	Print boarding receipt	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate can print a receipt with the new seat in case of a seat change. The receipt is not a new boarding pass but only a simple receipt that shows:			
<ul style="list-style-type: none"> - airline code + flight number (KL1234) - seat number - passenger name (optional) - reason of change 			
Rationale: In some cases large numbers of seat changes may occur. For instance in case of switching a flight to a different kind of aircraft having a different configuration of seats. Redirecting all these passengers along the boarding desk is no feasible alternative.			

6.3.1-7	➔ Seat change on SSB display	<i>Validated</i>	<i>Must-have</i>
Definition: In case of a seat change, the SSB gate shows this on the SSB display.			
Rationale: SNBV understands that a change can cause confusion and stress among passengers. By displaying this on the display, a passenger knows that something is different and eases the passengers.			

6.3.1-8	➔ Cut off printed receipt	<i>Validated</i>	<i>Should-have</i>
Definition: The printer automatically cuts off the printed receipt.			
Rationale: Cutting of the printed receipt eases the capture of the receipt without having to tear off the receipt by the passenger.			

6.3.1-9	➔ Detect capture of receipt	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate detects when a printed receipt is taken out by the passenger. While a printed receipt is not yet captured by the passenger, the doors must remain closed.			
Rationale: SNBV wants to prevent the possibility from a passenger having multiple printed receipts, for one due to privacy. The passenger therefore is obliged to pick up his receipt.			

6.3.1-10	➔ Open after capture of receipt	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate remains closed until the passenger takes out the printed receipt and then opens the gate.			
Rationale: SNBV wants to prevent the possibility from a passenger having multiple printed receipts, for one due to privacy. The passenger therefore is obliged to pick up his receipt.			

6.3.1-11	Allow passenger to enter	<i>Validated</i>	<i>Must-have</i>
Definition: After approval of the boarding pass by the airline application, the SSB gate opens the doors for passage of one person and then closes again.			
Rationale: Allowance of a passenger through the SSB gate means the passenger is actually boarded. The SSB gate should only allow the passenger that has just been approved.			

6.3.1-12	➔ Detect passenger entering through the gate	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate detects whether a passenger actually enters through the gate and leaves the SSB gate at the exit.			

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Rationale: The SSB gate cannot be used by a next passenger until the SSB gate has fully handled the complete passage of the previous passenger. Detecting the passenger passed the exit of the SSB gate acknowledges that the passenger truly boarded. Please advise on the possibility to provide waiting signs (e.g. Please wait, Please walk through) to the following passenger on the SSB display. It might prevent passengers from walking up too soon or stand still too long after presenting a boarding pass.

6.3.1-13	➔ Allow passengers with hand baggage	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate allows passengers carrying hand baggage and pulling and/or pushing small trolleys.			
Rationale: Passengers will carry all sorts of hand baggage, from backpacks to trolleys. This should not pose a problem or cause the SSB gate to close prematurely.			

6.3.1-14	➔ Mark passenger as boarded	<i>Validated</i>	<i>Must-have</i>
Definition: On detection of a passenger at the exit of the SSB gate and closing the SSB gate behind the passenger, the airline's boarding application marks the passenger as being boarded.			
Rationale: The marking of passengers as boarded is another vital element in the boarding processes, as it shows the interaction between airport and airline systems. Not optimal functioning can lead to pax slips, which SNBV aims to prevent completely. Please elaborate on how the interaction takes place between the SSB gate and DCS? When exactly does the SSB gate sends a trigger to the DCS to mark the passenger as boarded? And how does the SSB gate handles a gap in intelligence of the SSB gate and that of the DCS?			

6.3.1-15	Close doors after passage	<i>Validated</i>	<i>Must-have</i>
Definition: After safe entrance of one person the SSB gate closes the doors.			
Rationale: In principle, SNBV will adhere to the standard duration/speed of opening and closing the doors set by the supplier. However, it should be possible to (slightly) modify this after testing in case these wishes arise.			

6.3.1-16	➔ Close when passenger does not enter through the gate	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate detects when a passenger does not enter through the SSB gate and then automatically closes the SSB gate.			
Rationale: Allowance of a passenger through the SSB gate means the passenger is actually boarded. If the passenger does not walk forward, the SSB gate should close to prevent the gate from being open too long.			

6.3.1-17	➔ Close after time-out	<i>Validated</i>	<i>Must-have</i>
Definition: In case a passenger does not enter, the SSB gate automatically closes after a (configurable) time-out.			
Rationale: Allowance of a passenger through the SSB gate means the passenger is actually boarded. If the passenger does not walk forward, the SSB gate should close to prevent the gate from being open too long.			

6.3.1-18	➔ Mark passenger as not boarded	<i>Validated</i>	<i>Must-have</i>
Definition: In case a passenger does not enter, the SSB gate informs the airline's boarding application that the passenger is not boarded.			
Rationale: The marking of passengers as not-boarded is another vital element in the boarding processes, as it shows the interaction between airport and airline systems. Not optimal functioning can lead to pax slips, which SNBV aims to prevent completely. Please elaborate on how the interaction takes place between the SSB gate and DCS? When exactly does the SSB gate sends a trigger to the DCS to mark the passenger as not-boarded? And how does the SSB gate handles a gap in intelligence of the SSB gate and that of the DCS?			

6.3.1-19	Refuse passenger to enter	<i>Validated</i>	<i>Must-have</i>
Definition: If a passenger is not allowed to enter directly, the SSB gate refuses a passenger to enter and redirects the passenger to the boarding desk.			

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Rationale: Reasons for refusing a passenger might be:

- passenger at wrong gate / flight
- double seating
- passenger already boarded
- passenger requested to visit the boarding desk for any reason
- etc.

Please elaborate what other reasons there might be to refuse a passenger.

6.3.1-20	Direct passenger to desk	<i>Validated</i>	<i>Must-have</i>
Definition: If a boarding pass has been refused to board, the SSB gate directs the passenger to the desk. Detailed messages explaining the reason for refusal will be displayed by displaying the messages from the DCS.			
Rationale: In order to facilitate a smooth passenger flow, SNBV not only wants to tell the passenger when his/her boarding pass is rejected but in some cases also why. An example is the case when the passenger is at the wrong gate. Please advise on which messages are suitable to present to the passenger after a rejection of the boarding pass (e.g. wrong flight, wrong gate).			

6.3.1-21	➔ Messages equal to BGR	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate needs to display the same messages and act in the same way as the BGR. Currently, the BGR reader presents the following messages: <ul style="list-style-type: none"> • wrong flight • no seat • apply to desk 			
Rationale: In case necessary, the passenger needs to be redirected to the desk. However, SNBV also wants to prevent sending passengers to the desk unnecessarily. If SNBV can prevent this in some cases by displaying the correct information already on the display of the SSB (e.g. wrong flight), then this is very much welcomed.			

6.3.1-22	Detect fraud/misuse	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate detects or prevents when one or more passengers misuse the gate and try to enter through the gate without permission.			
Rationale: Allowance of a passenger through the SSB gate means the passenger is actually boarded. The SSB gate should only allow the passenger that has just been approved. Inappropriate access can result in pax slips and should be prevented as much as possible. Please elaborate, in one integrated answer, on how your SSB solution is capable of detecting or preventing this type of inappropriate behaviour.			

6.3.1-23	➔ Detect tailgating	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate detects or prevents multiple passengers tailgating to pass through the door.			
Rationale: Allowance of a passenger through the SSB gate means the passenger is actually boarded. The SSB gate should only allow the passenger that has just been approved. Inappropriate access can result in pax slips and should be prevented as much as possible. Please elaborate, in one integrated answer, on how your SSB solution is capable of detecting or preventing this type of inappropriate behaviour.			

6.3.1-24	➔ Detect passage in opposite direction	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate detects or prevents when a passenger is trying to pass in opposite direction.			
Rationale: Allowance of a passenger through the SSB gate means the passenger is actually boarded. The SSB gate should only allow the passenger that has just been approved. Inappropriate access can result in pax slips and should be prevented as much as possible. Please elaborate, in one integrated answer, on how your SSB solution is capable of detecting or preventing this type of inappropriate behaviour.			

6.3.1-25	➔ Detect walk back	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate detects or prevents when a passenger is entering the gate but turns around before leaving the gate at the back side and walks back through the entrance.			

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Rationale: Allowance of a passenger through the SSB gate means the passenger is actually boarded. The SSB gate should only allow the passenger that has just been approved. Inappropriate access can result in pax slips and should be prevented as much as possible. Please elaborate, in one integrated answer, on how your SSB solution is capable of detecting or preventing this type of inappropriate behaviour.

6.3.1-26	➔ Detect jump over	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate detects or prevents when a passenger is trying to jump over the SSB gate.			
Rationale: Allowance of a passenger through the SSB gate means the passenger is actually boarded. The SSB gate should only allow the passenger that has just been approved. Inappropriate access can result in pax slips and should be prevented as much as possible. Please elaborate, in one integrated answer, on how your SSB solution is capable of detecting or preventing this type of inappropriate behaviour.			

6.3.1-27	➔ Detect crawl under	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate detects or prevents when a passenger is trying to pass the SSB gate crawling under the gate.			
Rationale: Allowance of a passenger through the SSB gate means the passenger is actually boarded. The SSB gate should only allow the passenger that has just been approved. Inappropriate access can result in pax slips and should be prevented as much as possible. Please elaborate, in one integrated answer, on how your SSB solution is capable of detecting or preventing this type of inappropriate behaviour.			

6.3.1-28	➔ Detect break through	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate detects or prevents when a passenger is trying to break through the gate by forcing the doors.			
Rationale: Allowance of a passenger through the SSB gate means the passenger is actually boarded. The SSB gate should only allow the passenger that has just been approved. Inappropriate access can result in pax slips and should be prevented as much as possible. Please elaborate, in one integrated answer, on how your SSB solution is capable of detecting or preventing this type of inappropriate behaviour.			

6.3.1-29	Raise alarm	<i>Validated</i>	<i>Must-have</i>
Definition: In case of fraud, the SSB gate gives an alarm to warn the gate agent about the situation.			
Rationale: Notification of an inappropriate behaviour should be both signalled to the passenger itself as the gate agent who needs to take action on this.			

6.3.1-30	➔ Alarm visibility	<i>Validated</i>	<i>Should-have</i>
Definition: The SSB gate gives a visible alarm (e.g. by lights).			
Rationale: Notification of an inappropriate behaviour should be both signalled to the passenger itself as the gate agent who needs to take action on this.			

6.3.1-31	➔ Alarm sound	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gives a configurable acoustic alarm. The alarm must be configurable in tune and volume.			
Rationale: The alarm is supposed to aware the necessary persons around the gate, but not bring stress to all the other passengers. Alarm sounds should be reasonable in volume and specific tune, but should be changed on request of SNBV.			

6.3.2. Interfaces to CUTE, ASB and airline DCS

6.3.2-1	Connection to CUTE PC	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate can be connected to the SITA CUTE PC as peripheral equipment via a serial cable (RS232) and using the latest AEA Interface Mode Support.			
Rationale: Connection to the CUTE PC should follow latest industry standards.			

6.3.2-2	Control by airline applications	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate can be controlled as a device by the various airline applications.			

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Rationale: SNBV intends to procure SSB gates that can easily synchronize with various boarding applications of airlines and can support various functionalities from that application directly. Please state if there, in your view, are boarding applications of airline DCSs who cannot properly work with the SSB gate. If yes, what would be a suitable alternative for them?

6.3.2-3	AEA compliant	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate is compliant to the latest versions of the AEA standard for ATB (Automated Ticket & Boarding pass equipment) for interaction with the airline applications at the CUTE PC.			
Rationale: SNBV wants to have SSB gates that are compliant to the latest standards, certifications and regulations to guarantee approved and standardized functioning of the SSB gate with its environment.			

6.3.2-4	IATA compliant	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate is compliant to the latest standards of IATA which are applicable to boarding.			
Rationale: SNBV wants to have SSB gates that are compliant to the latest standards, certifications and regulations to guarantee approved and standardized functioning of the SSB gate with its environment.			

6.3.2-5	CUPPS certified	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate must be certified for the latest versions of the CUPPS standard for interaction with the airline applications at the CUTE PC.			
Rationale: SNBV wants to have SSB gates that are compliant to the latest standards, certifications and regulations to guarantee approved and standardized functioning of the SSB gate with its environment.			

6.3.2-6	SITA Airport Connect certified	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate must be certified to the latest version of SITA Airport Connect at the moment of order provision from SNBV to SSB supplier.			
Rationale: SNBV wants to have SSB gates that are compliant to the latest standards, certifications and regulations to guarantee approved and standardized functioning of the SSB gate with its environment.			

6.3.2-7	Connection to ASB via SNBV network	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB monitoring system must have a connection to the Airport Service Bus (ASB) to send information about the SSB operation. Please refer to the requirements on event logging in the IRM format in chapter 6.4.			
Rationale: SNBV wants to monitor all SSB gates in a standardized way. Event data from the SSB gates needs to be sent to the ASB conforming to IRM specifications in order to be able to integrate data from different SSB gate suppliers.			

6.3.2-8	Schiphol IT infrastructure standards	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate and all peripheral devices and software conform to the Schiphol IT infrastructure standards (see Appendix 8).			
Rationale: SNBV wants to standardize its IT products as much as possible. It therefore requires suppliers to read and conform to the IT infrastructure standards for deployment of their solution. In case of questions or unclear statements, the SSB supplier can request a meeting with the Infrastructure Management Department of SNBV. Additionally, the SSB supplier is requested to provide a list of which OS the software is compatible with. Software which is compatible with the latest OS versions are preferred over software which is not.			

6.3.3. Exterior requirements

6.3.3-1	SSB gate dimensions	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB must have maximum dimensions (Length x Width) in centimeters of: <ul style="list-style-type: none"> • 200 x 100cm for a single lane • 200 x 200cm for a double lane • 200 x 300cm for a triple lane 			
Rationale: The SSB gates need to fit in the footprint of Schiphol, where we aim for a smart and compact design. In case of a later extension to a triple lane, the SSB gates need to conform to the dimensions mentioned for the triple lane.			

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6.3.3-2	➔ Preferred SSB gate length	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> The SSB gate has a preferred length of less than 170 centimeters.			
<u>Rationale:</u> The SSB gates need to fit in the footprint of Schiphol, where SNBV prefers an SSB gate which is as small as possible.			
6.3.3-3	Compact and slim design	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> The SSB gate must be slim and compact, aimed at transparency towards its surroundings. The device has as few edges, rims, seams and joints as possible.			
<u>Rationale:</u> Compact and slim designs show alignment with the other passenger touch points of SNBV. The touch points of SNBV are supposed to be one coherent set of touch points.			
6.3.3-4	Free of branding	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB gate must be free of branding.			
<u>Rationale:</u> SNBV's passengers touch points should not show any expressions of its suppliers and be brand-free.			
6.3.3-5	Use of materials	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> The SSB gate comprises of a combination of those materials (stainless steel, aluminum, PET-G, glass etc.) in such a way that it strengthens the experience of the passenger of a smooth and seamless passenger journey. It fits into the design of the piers of SNBV, which will more and more rely on an open feeling of passengers through the use of glass walls.			
<u>Rationale:</u> SNBV does not prescribe the actual use of materials on its products, but should stimulate a smooth and seamless passenger journey, with the aim of transparency towards its surroundings.			
6.3.3-6	➔ Maintain a good overview	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> The SSB gate must consist of transparent glass on those places that would prevent the gate agent from keeping a good overview on the SSB process from the boarding desk.			
<u>Rationale:</u> Keeping a good overview by the gate agent should be primarily possible to just look at what's happening. This should not be prevented by materials. In case materials are needed in the view lines of the gate agent, these materials should be transparent (preferably glass) to maintain that overview.			
6.3.3-7	➔ Fireproof and free of halogen	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The materials must be fireproof and free of halogen.			
<u>Rationale:</u> Apart from the experience of a smooth passenger journey, SNBV also aims to procure hardware that, from a safety perspective, cannot set flame, be impacted or scratched.			
6.3.3-8	➔ Free of odors	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The materials must be free of (strong) odors.			
<u>Rationale:</u> Apart from the experience of a smooth passenger journey, SNBV also aims to procure hardware that, from a safety perspective, cannot set flame, be impacted or scratched.			
6.3.3-9	➔ Impact resistant	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The materials, including the glass, must be impact-resistant.			
<u>Rationale:</u> Apart from the experience of a smooth passenger journey, SNBV also aims to procure hardware that, from a safety perspective, cannot set flame, be impacted or scratched. When passenger's baggage collides with the SSB gate no marks should be visible.			
6.3.3-10	➔ Scratch proof	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The materials, including the glass, must be scratch-proof.			
<u>Rationale:</u> Apart from the experience of a smooth passenger journey, SNBV also aims to procure hardware that, from a safety perspective, cannot set flame, be impacted or scratched.			

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6.3.3-11	→ Cleaning	<i>Validated</i>	<i>Must-have</i>
Definition: The materials should be resistant to the usual cleaning materials and chemicals.			
Rationale: The SNBV touch points should not have to be cleaned with specific cleaning materials or by specific people other than the more general cleaning materials and can be done by general cleaning companies. Please state if this also accounts for the SSB display, boarding pass scanner and other hardware.			
6.3.3-12	Mounting to the floor	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate must be mounted to the floor in such a way that it prevents movement and protects the mounting surface.			
Rationale: Apart from the experience of a smooth passenger journey, SNBV also aims to procure hardware that, from a safety perspective, cannot set flame, be impacted or scratched.			
6.3.3-13	Comply to electric installation regulations and standards	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate must comply with the international regulations on electrical technical installations and magnetic compatibility, as well as the following standards:			
<ul style="list-style-type: none"> • IEC 61000-6-3:2006+AMD1:2010 CSV Consolidated version • IEC 61000-6-1:2016 RLV Redline version 			
Rationale: SNBV wants to have SSB gates that are compliant to the latest international standards, magnetic compatibility regulations and directives to guarantee approved usability in SNBVs piers.			
6.3.3-14	Power supply	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate must use as power supply:			
<ul style="list-style-type: none"> - A single-phase 230VA (+/- 1%) with ground - 50/60 Hz (+/- 1%) - A power factor of 0.8 (or higher) 			
Rationale: SNBV wants to standardize the general power provisions for its SSB gates to prevent differences between the same devices.			
6.3.3-15	Earth leakage with potential equalization	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate must be protected by an earth-leakage protection with potential equalization.			
Rationale: SNBV wants to standardize the general power provisions for its SSB gates to prevent differences between the same devices.			
6.3.3-16	Power back-up	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate must be connected to emergency power supply ('noodstroom') for having power in case of outage of the regular power supply. A UPS as short term back-up during the switch-over to emergency power supply does not have to be supplied.			
Rationale: SNBV wants to standardize the general power provisions for its SSB gates to prevent differences between the same devices.			
6.3.3-17	Energy saving	<i>Validated</i>	<i>Should-have</i>
Definition: The SSB gate must have a low energy consumption, and a low environmental and CO2 footprint.			
Rationale: SNBV wants to procure hardware that align with SNBVs Corporate Responsibility and its environmental awareness in terms energy production and material use. Please indicate the annual energy consumption of a single SSB gate in KWh.			
6.3.3-18	Reusable material	<i>Validated</i>	<i>Should-have</i>
Definition: The SSB gate is supposed to be build up from materials than can be reused after the SSB gate has been technically written off (approximately 10 years).			
Rationale: SNBV wants to procure hardware that align with SNBVs Corporate Responsibility and its environmental awareness in terms energy production and material use. In what way does the material in the SSB gate can be reused? What do you do after the technical life span has passed? Please elaborate how this product suits the sustainable airport SNBV wants to be.			

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6.3.3-19	Sunlight proof	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB gate must contain sensors and a boarding card reader that are fully sunlight proof.			
<u>Rationale:</u> SNBV strongly relies on glass walls to ensure an open feeling for passengers. Also the A-pier will heavily rely on glass. More and more, the piers will be very susceptible for sunlight. Therefore, the sensors and boarding card reader must be fully sunlight proof, even when the sun shines in directly on the SSB gate. Currently, SNBV has severe sunlight problems in their existing SSB gates. SNBV therefore requires the SSB supplier to provide guarantees no problems will occur on this matter but also explain how it will handle problems in case they do emerge. Please elaborate on this matter.			

6.4. Maintenance requirements

6.4-1	Monitoring system	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB gate is able to produce log, status and event files which are captured in a management or monitoring system.			
<u>Rationale:</u> SNBV aims to procure an integrated tool to track down the root cause of incidents, make reports, allow for preventive/proactive maintenance, share its data and configure the SSB gates.			

6.4-2	➔ Read out of files	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The various files can all be read out from distance. There is no need to retrieve those files locally at the SSB gate itself.			
<u>Rationale:</u> SNBV wants to allow for a solid analysis of a problem and prevents interruptions of daily operations, with minimum loss of time. Please elaborate in what way the files are temporarily available. Are these files maintained for a certain period and then deleted from the monitoring system? What is your standard policy on that?			

6.4-3	➔ View on monitoring system	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The user can authorize other users in the monitoring system to view log, status and event files.			
<u>Rationale:</u> This for example would apply to the organization responsible for 1 st line of support. This party must have real time information on the status of the SSB gates and the various components, both critical (sensors and readers) and non-critical (paper levels).			

6.4-4	➔ Management reporting	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The monitoring system should at least automatically produce the following reports on 'day 1' on the basis of raw data from the SSB gates:			
<ul style="list-style-type: none"> - Number of flights per SSB gate per period - Number of pax boarded through SSB gate per period - Average boarding time in minutes through SSB gate per period 			
The following reports should be able to be produced, but do not have to be available on 'day 1':			
<ul style="list-style-type: none"> - Average time between first and last passenger to board per period - Number of incidents per period - Number of incidents per gate per period - Number per incident type per period - Number per incident type per gate per period 			
The period can be easily defined.			
<u>Rationale:</u> SNBV aims to procure an integrated tool to track down the root cause of incidents, make reports, allow for preventive/proactive maintenance, share its data and configure the SSB gates. The supplier is requested to provide what other management information can be extracted. For instance, SNBV currently does not know how many passengers in total board the aircraft. This is because of the number of passengers that board via the standard BGR at the desk. Please elaborate and advise on how SNBV can get to know this information.			

6.4-5	➔ Data sharing to the ASB	<i>Validated</i>	<i>Must-have</i>
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Definition: In line with the ASB requirement in chapter 6.3.2, is the monitoring system capable of sharing all (process) events to the ASB.
Rationale: With an increasingly complex SSB IT landscape, SNBV intends to extract management information on all its SSB gates, either from one or more suppliers, from one source. It will therefore phase out the management reporting functionality in its SSB monitoring systems by sending all relevant events to the ASB. For the shorter term, the monitoring system is requested for among others, monitoring and pre-configuration functionality. Additionally, please concisely describe how the software can integrate with other systems. Web-services are the preferred way of integration.

6.4-6	➔ Pre-configuration of airline settings	<i>Validated</i>	<i>Should-have</i>
Definition: SNBV can pre-configure settings for each airline that will become active when the gate agent of that specific airline activates the gate.			
Rationale: Each airline might have different settings for its boarding process. One airline might already want to activate both SSB gates, while the other might start with priority boarding using only one SSB gate. The supplier is requested to provide what settings can be pre-configured (e.g. colors, lights, number of SSB gates active, airline logos, etc.) per airline.			

6.4-7	Proactive maintenance	<i>Validated</i>	<i>Should-have</i>
Definition: The SSB gate provides actual status information of the software and hardware components equipped in the SSB gate without a manual request. It presents its information in the monitoring system.			
Rationale: SNBV wants to collect as much information as possible to prevent errors in the daily operation from actually happening. In case of malfunctioning equipment, SNBV wants these to be repaired instead of finding this out during an actual boarding operation. Please elaborate on how your solution supports the proactive/preventive maintenance view of SNBV.			

6.4-8	Boarding pass scanner logging	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate provides logging information on the functioning of the boarding pass scanner.			
Rationale: SNBV wants to collect as much information as possible to prevent errors in the daily operation from actually happening or properly analyze problems that originate here. Malfunctioning boarding pass scanners can slow down the boarding process. SNBV wants these to be repaired instead of finding this out during an actual boarding operation.			

6.4-9	SSB sensor logs	<i>Validated</i>	<i>Should-have</i>
Definition: The SSB gate sends disruption signals in case of not fully functioning sensors. The signals need to be visible in the monitoring system.			
Rationale: SNBV wants to collect as much information as possible to prevent errors in the daily operation from actually happening or properly analyze problems that originate here. Malfunctioning sensors can be the cause of pax slips. SNBV wants to prevent this as much as possible and expects a proactive role of the supplier on this point.			

6.4-10	Send status events	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB system sends a status event for each operational and technical state change of a SSB gate. See state transition diagram earlier in this document. Examples of status events are "STARTED", "STOPPED", "TECH_ERROR", etc. (See IRM Specifications in Appendix 11).			
Rationale: Following the standardized IRM format enables a smooth interaction with the CUTE PC and DCS across all SSB gates across the airport.			

6.4-11	Send process events	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB system sends a process event for each step in the SSB process. See process as described earlier in this document. Examples of process events are "BOARDING_PASS_READ", "BUFFER_ENTRANCE_GATE_PERSON_IN", etc. (See IRM Specifications in Appendix 11).			
Rationale: Following the standardized IRM format enables a smooth interaction with the CUTE PC and DCS across all SSB gates across the airport.			

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6.4-12	Process and status events in IRM format	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB system must send the process and status event data according to the format as prescribed in the standard Interaction Reference Model used by SNBV (See IRM Specifications in Appendix 11).			
<u>Rationale:</u> Following the standardized IRM format enables a smooth interaction with the CUTE PC and DCS across all SSB gates across the airport. This supports the reusage of the interface and the standardization of the data exchange.			

6.4-13	Push events real-time	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> The SSB system must push each process and status event that occurs in any SSB gate directly to the ASB.			
<u>Rationale:</u> Pushing real-time information allow for real-time monitoring and analysis of all functioning SSB gates. And when data is available there, SNBV has the possibility to exchange it with other software. Please additionally supply a list of techniques which are used to push the real time events. SNBV prefers integration via web-services and APIs.			

6.4-14	Printer monitoring	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB gate provides status information of the SSB printer to monitor the SSB printer regarding low-paper, paper jams or other printing errors.			
<u>Rationale:</u> SNBV wants to collect as much information as possible to prevent empty equipment used in the operation of SSB gates, such as paper and ink.			

6.4-15	Paper stock level indicator	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB gate indicates the consumable stock level of the printing paper or indicates when the remaining stock level becomes too low.			
<u>Rationale:</u> SNBV wants to collect as much information as possible to prevent empty equipment used in the operation of SSB gates, such as paper and ink.			

6.4-16	➔ Refill paper	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB gate enables a technician to easily refill the paper for printing receipts, without having access to the other equipment inside the SSB gate.			
<u>Rationale:</u> SNBV wants to collect as much information as possible to prevent empty equipment used in the operation of SSB gates, such as paper and ink.			

6.4-17	Access for maintenance	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> The SSB gate device is easy to access for maintenance.			
<u>Rationale:</u> SNBV wants to make quick repairs possible.			

6.4-18	Maintenance outside operational hours	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> Planned maintenance can only take place outside operational hours (22h00 until 06h00).			
<u>Rationale:</u> SNBV wants to prevent interruptions in the daily operation by planning maintenance outside operational hours.			

6.5. Security and legal requirements

6.5-1	No passenger data	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> The SSB system will not store and send passenger data to the ASB.			
<u>Rationale:</u> Passenger data will not be stored and sent for privacy regulations. This rule applies for all boarding pass related data that can somehow identify an <u>individual</u> passenger, thus not only name but also seat number, check-in sequence number, etc.			

6.5-2	➔ Storing passenger data	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> The data cannot be stored on a server that is based on United States territory.			

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Rationale: SNBV protects its data and sets restrictions for storage of data that is stored outside SNBVs data centres.

6.5-3	GDPR proof	<i>Validated</i>	<i>Should-have</i>
Definition: The SSB system handles personal information in line with the new General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), enforced per 25 th of May 2018.			
Rationale: SNBV takes the privacy of its passengers and employees very seriously. SNBV will adhere to the GDPR. Please elaborate on how you take care of being GDPR compliant.			

6.5-4	IT Security Baseline	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB supplier and its solution needs to conform to every IT security arrangement as declared in the IT Security Baseline (see Appendix 12). The SSB supplier is allowed to define itself how it aims to conform to these requirements, for which workarounds are allowed. In case SNBV needs additional information of the SSB supplier on this matter during the negotiation phase, SNBV can request the SSB supplier to provide more details.			
Rationale: The IT-security requirements define that set of requirements to ensure that the SSB solution conforms to the IT security standards of SNBV. It is necessary to arrange these requirements, but workarounds are allowed. The SSB supplier is expected to inform SNBV in case of workarounds.			

6.5-5	➔ Physical, logical and data security	<i>Validated</i>	<i>Should-have</i>
Definition: In addition to the IT Security Baseline, the SSB supplier should have put in order security arrangements in terms of physical, logical and data security.			
Rationale: The IT-security requirements define that set of requirements to ensure that the SSB solution conforms to the security standards of SNBV. Please concisely describe what you have arranged for these three aspects of security.			

6.5-6	➔ In-house hosting of monitoring software	<i>Validated</i>	<i>Should-have</i>
Definition: SNBV prefers to host the monitoring software in-house. The software needs to be able to work with SNBVs IAM solution, which is based on the following technologies: SAML2, oAUTH, SCIM.			
Rationale: The IT-security requirements define that set of requirements to ensure that the SSB solution conforms to the IT security standards of SNBV.			

6.6. Training requirements

6.6-1	Train the trainer	<i>Validated</i>	<i>Should-have</i>
Definition: SNBV upholds a train-the-trainer concept for instructing gate agents to work with the SSB equipment. The supplier is expected to adhere to this concept. This concept is further worked out in the below mentioned requirements.			
Rationale: The train-the-trainer concept has been set up through support of Aviapartner, KLM, Menzies and Swissport. They all announced to apply this concept, implying a set of selected employees who are being instructed, after which the handler takes care of instructing their other employees.			

6.6-2	➔ Instruction video	<i>Validated</i>	<i>Should-have</i>
Definition: The SSB supplier provides an instruction video visualizing the use of the SSB by the passenger and basically showing how to operate the SSB gate. The video will be used in the basic training of new personnel and at the internal SSB instruction of current employees.			
The video takes the perspective of the gate agent and shows the actions to be fulfilled by the passenger to open the gate and shows the activities of the gate agent to turn on, turn off and reset the SBB system. The video has a length of approximately 3 minutes, is supposed to be in Dutch and should be displayable on standard PCs and mobile devices.			
Rationale: SNBV wants to prepare gate agents in the most optimal way. As soon as the SSB gates are used in production, each gate agent should be able to facilitate this process effectively. The instruction video, SSB manual, demo sessions, training gate support, a DCS check and operational flight support is all aimed towards this goal.			

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6.6-3	➔ SSB manual	<i>Validated</i>	<i>Must-have</i>
<p>Definition: The SSB supplier makes available a concise manual for the distribution among employees of all handlers. This manual shows how to generally operate the SSB system and provides directions for the use the SSB manual mode.</p> <p>The manual should be produced in Dutch and English, not contain any company expressions (e.g. logos), and be distributed to SNBV both digitally (in PDF) and on paper.</p> <p>Rationale: SNBV wants to prepare gate agents in the most optimal way. As soon as the SSB gates are used in production, each gate agent should be able to facilitate this process effectively. The instruction video, SSB manual, demo sessions, training gate support, a DCS check and operational flight support is all aimed towards this goal.</p>			

6.6-4	➔ Demo sessions	<i>Validated</i>	<i>Should-have</i>
<p>Definition: If deemed necessary, the SSB supplier should be able to organize demo sessions for handlers. As part of the train-the-trainer approach, will these demo sessions train the trainers of the handlers, after which they can share this knowledge with colleagues.</p> <p>In the demo session, the SSB supplier demonstrates the management and operation of the SSB gate. This requires a SSB gate to be linked to the CUTE workstation and a working link to a DCS. It should be possible to handle one or more test flights through which the key users can practice, which also entails the printing of boarding passes. The sessions should at least be made available to the parties mentioned above, should take a maximum of two hours and be provided in Dutch or English.</p> <p>Rationale: SNBV wants to prepare gate agents in the most optimal way. As soon as the SSB gates are used in production, each gate agent should be able to facilitate this process effectively. The instruction video, SSB manual, demo sessions, training gate support, a DCS check and operational flight support is all aimed towards this goal.</p>			

6.6-5	➔ Training gate support	<i>Validated</i>	<i>Should-have</i>
<p>Definition: For an estimate of two weeks the SSB supplier will provide skilled support at two training gates. The support has knowledge of the application and boarding process in general and will take place from the first to the last flight that day (approximately between 6.00 and 22.00 hours). Key users of the handlers are then able to instruct their employees and have a fall-back in case of questions.</p> <p>The SSB gates are expected to positioned closely next to each other, which means one person should be sufficient to provide support for both gates. Support can be provided both in English or Dutch.</p> <p>Rationale: SNBV wants to prepare gate agents in the most optimal way. As soon as the SSB gates are used in production, each gate agent should be able to facilitate this process effectively. The instruction video, SSB manual, demo sessions, training gate support, a DCS check and operational flight support is all aimed towards this goal.</p>			

6.6-6	➔ DCS – gate agent check	<i>Validated</i>	<i>Must-have</i>
<p>Definition: Prior to the usability of each gate, the SSB supplier provides support to each handler in testing the activation of their DCS/boarding application to the CUTE workstation. The usability of each gate is preceded by a SAT (SITE Acceptance Test), in which also the correct configuration of the DCS is being tested.</p> <p>Rationale: SNBV wants to prepare gate agents in the most optimal way. As soon as the SSB gates are used in production, each gate agent should be able to facilitate this process effectively. The instruction video, SSB manual, demo sessions, training gate support, a DCS check and operational flight support is all aimed towards this goal.</p>			

6.6-7	➔ First operational flight check	<i>Validated</i>	<i>Should-have</i>
<p>Definition: After usability of each gate has been tested, the SSB supplier is present during the first operational flight to answer questions and possibly solve problems.</p> <p>Rationale: SNBV wants to prepare gate agents in the most optimal way. As soon as the SSB gates are used in production, each gate agent should be able to facilitate this process effectively. The instruction video, SSB manual, demo sessions, training gate support, a DCS check and operational flight support is all aimed towards this goal.</p>			

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6.7. Test requirements

For this section, the SSB supplier is asked to take the 'SNBV Quality Principles for SSB testing' (see Appendix 13) document as a reference when responding to these set of requirements.

6.7-1	SNBVs guidelines	<i>Validated</i>	<i>Should-have</i>
Definition: The SSB supplier is expected to have understood the ten guiding principles for testing the SSB gates as mentioned in Appendix 13.			
Rationale: The ten guiding principles are guidelines for the supplier and provide more information on the SNBV context of testing. The supplier is allowed to deviate from these guidelines when being able to argument this.			

6.7-2	Quality plan example	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB supplier is expected to provide SNBV with a quality plan of one of their clients sent along with their response to this Requirements Specification Document.			
Rationale: SNBV will expect of the SSB supplier that, when chosen, it will produce a quality plan to serve as a guide for the quality measures and integrated quality assurance with the goal to deliver a fully functional SSB gate. SNBV understands that in the phase of responding to the Requirements Specification Document, it cannot request the supplier to provide a full quality plan. SNBV therefore wants to see an example of the supplier's quality plans it produces to provide SNBV with a first idea. If necessary, SNBV can sign any note of confidentiality regarding this matter.			

6.7-3	→ Quality plan content	<i>Validated</i>	<i>Could-have</i>
Definition: The quality plan can consist of the following elements:			
<ul style="list-style-type: none"> • The strategy, explained in a process description, including SSB gates and the deviations from the guidelines stated in this document; • Test objectives relating to the quality characteristics, the approach, the schedule and expectations towards SNBV; • Acceptance criteria, including entrance and exit criteria; • Organisation and expectations relating to SNBV and other stakeholders; • Required test environments, infrastructure and tools; • Management with regard to findings and correcting errors. 			
Rationale: SNBV considers the quality plan as an integral document how to guarantee the quality. It can have any of the abovementioned elements, but SNBV allows for other setups of quality plans as well. SNBV will check the quality plan example provided. The SSB supplier can provide a concise statement how and why it, on a high-level, wants to deviate on the quality plan provided regarding the SNBV context and its guidelines.			

6.7-4	Deliverables	<i>Validated</i>	<i>Must-have</i>
Definition: During the testing phases, the SSB supplier is expected to at least produce the documents as described in Part I of Appendix 13 added to this Requirements Specification Document.			
Rationale: Through the various products, SNBV and supplier have formal and informal moments of agreement on the steps taken throughout the test phases.			

6.7-5	Exit and acceptance criteria	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB supplier conforms to working along the predetermined exit and acceptance criteria as defined in Part II and III of Appendix 13 added to this Requirements Specification Document.			
Rationale: SNBV wants to make more concrete when and how it will eventually accept the SSB system and also wants to provide clarity on this matter to its suppliers.			

6.8. Requirements for future developments

6.8-1	Distinguish between Economy and Priority boarding	<i>Validated</i>	<i>Could-have</i>
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Definition: The SSB gate can in the future distinguish between Economy and Priority boarding and will refuse an Economy or Priority passenger on the basis of the mode set on the SSB gate.

Rationale: Currently, the gate agent can distinguish in Economy or Priority boarding by using the gatephone which, on the basis of entry by the gate agent, transmits a signal to the screens above the SSB gates. There is no distinction being made in this status in the SSB gate itself, which means that in principle an economy passenger can board in a priority set gate. Please elaborate on how your solution is able to automatically support this and which information on the boarding pass is necessary to ensure this?

6.8-2	Ready for new boarding pass reading capabilities	<i>Validated</i>	<i>Could-have</i>
Definition: The SSB gate is ready to support RFID (Radio Frequency Identification) and NFC (Near Field Communication) communication for detecting (scanning) boarding passes. Specific modules for this functionality can be implemented in the future with minimal impact on the SSB gate.			
Rationale: SNBV wants to include the newest (proven) technologies in its products. The supplier should update SNBV on these new technologies to provide a smooth and seamless passenger journey. Please concisely describe the initiatives you are working on regarding this aspect.			

6.8-3	Ready for future biometric integration with ACI standards	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB gate should be able to support to be developed biometric standards of the Airports Council International (ACI). It should then also be able to support a (third party) biometric solution on the SSB gate and be able to integrate with a biometric backbone.			
Rationale: SNBV understands that biometric integration in its touch points is the future. The SSB supplier allows for a biometric integration on the basis of to be developed ACI standards, to be able to integrate with the SSB for biometric boarding within a short time span. Please state your vision on this future biometric integration in your solution.			

6.8-4	➔ Biometric readiness with 6 months	<i>Validated</i>	<i>Should-have</i>
Definition: The SSB gate should be able to support all the biometric standards of the ACI within 6 months after final publication of the standard.			
Rationale: SNBV understands that biometric integration in its touch points is the future. The SSB supplier allows for a biometric integration on the basis of to be developed ACI standards, to be able to integrate with the SSB within a time span of 6 months.			

6.8-5	Language support	<i>Validated</i>	<i>Could-have</i>
Definition: Messages for passengers can be configurable in multiple languages.			
Rationale: Currently, the SSB gates will only be used for boarding Schengen flights. Here, English is the 'must-have' language to present messages to passengers. In case SNBV will use SSB gates for Non-Schengen flights in the future as well, it might want to support other languages as well. This might be relevant for flights to Asian countries, such as China. Please elaborate in what way you provide language support or intend to do so in the future?			

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7. Service Management

The following service management qualifications are additionally required from the supplier in the role of system integrator. Although this role can be filled in by another party, the following requirements will speak of the SSB supplier out of consistency reasons.

7-1	Service Management tool	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB supplier will be obliged to use the SNBV Service Management application concerning the following processes: <ul style="list-style-type: none"> • Incident management • Problem management • Change management • Release management • Configuration management 			
<u>Rationale:</u> SNBV needs to be in control of its IT services, for example through the use of an integral Service Management tool.			

7-2	Skilled (1st line) support desk	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> The support desk of the SSB supplier possesses advanced skills and knowledge of the software side of the SSB gate to handle issues effectively.			
<u>Rationale:</u> SNBV wants to minimize interruptions in daily operation by ensuring that the 1 st line support desk is skilled in handling issues. Sufficient knowledge at first contact is necessary to solve issues quickly. In case the SSB supplier will take on 2 nd or 3 rd line support, it can help the 1 st line support provider in terms of education, coaching, on-the-job learning and sharing knowledge.			

7-3	Accessibility of proactive maintenance information	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB supplier and SNBV can view the status information of hardware components of the SSB gate, 24/7 online.			
<u>Rationale:</u> SNBV wants to collect as much information as possible to prevent errors in the daily operation from actually happening. In case of malfunctioning equipment, SNBV wants these to be repaired instead of finding this out during an actual boarding operation.			

7-4	European user group involvement	<i>Validated</i>	<i>Could-have</i>
<u>Definition:</u> The SSB supplier is connected to a European user group for Self-Service Boarding or is intended to be part of one.			
<u>Rationale:</u> In order to benefit fast exchange of experience in this field, SNBV would like its supplier to actively share experiences and incorporate other experiences in its solutions.			

7.1. Incident Management

7.1-1	Incident management conditions	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> Incidents need to be processed according to the incident management process of Schiphol IT.			
<u>Rationale:</u> SNBV aims for a standardized way of incident processing.			
7.1-2	Recovery time	<i>Validated</i>	<i>Must-have</i>

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Definition: Recovery time is the time needed to restore a configuration item of IT-service. The recovery time starts when the incident is addressed at the SSB supplier and should conform to:

Urgency:

High (1)	Flight handling interrupted, SSB gate stopped
Medium (2)	Incident received - boarding process not started
Low (3)	Pro-active warning pax check - SSB gate not used by agents; User related

Impact:

High (1)	multiple flights are involved with 1 SSB gate; multiple SSB gates involved; multiple slipping pax; pax hurt by SSB gate
Medium (2)	1 flight with 1 SSB gate impacted; 1 slipping pax
Low (3)	SSB gate functionality remains or no flight; User related

Priority = Urgency x Impact

Priority	Recovery time
High (1)	1 hour
Medium (2)	3 hours
Low (3)	8 hours

Rationale: The impact of incidents on daily operations need to be as little as possible. This categorization helps to structure which incidents need to be picked up first.

7.1-3	On site presence	<i>Validated</i>	<i>Must-have</i>
Definition: The SSB supplier has an on-site presence in case an incident or problem needs to be solved locally.			
Rationale: SNBV wants to minimize interruptions in its daily operation. In case an on-site presence is required, this should be possible.			

7.2. Problem Management

7.2-1	Problem management conditions	<i>Validated</i>	<i>Must-have</i>
Definition: Problems need to be addressed according to the problem management process of Schiphol IT. The problem process meets at least the following conditions:			
<ul style="list-style-type: none"> When an incident repeats three or more times, the SSB supplier will define a problem. The SSB supplier will record all resources used and actions taken for a problem. The SSB supplier will match the problem record to any related incidents in order to facilitate further analysis. Each problem is recorded with relevant details of the problem, including the date and time, and a cross-reference to the incident(s) that initiated the problem record. The SSB supplier will provide recommendations for improvements and how to prevent the recurrence. 			
Rationale: SNBV arranges problem management conditions to prevent repetitive incidents from happening and impact the boarding process repeatedly.			

7.3. Change Management

7.3-1	Change management conditions	<i>Validated</i>	<i>Must-have</i>
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<p>Definition: Changes need to be implemented according to the change management process of Schiphol IT. The change process meets at least the following conditions:</p> <ul style="list-style-type: none"> • By default, an offer to a Request for Change is made within one week after the request is received. • Within the SNBV Service Management application the change is registered including description of the change, impact, failure probability and how communication is handled. • Proof of the working of the change will be show in the SNBV test/acceptance environment. • The realization of the change is done in consultation with all parties involved. • Changes will only be implemented after approval of the SNBV service manager. • Change will be implemented within the change window: Monday – Friday 00:00 – 04:00. • The SSB supplier provides a release note to SNBV for every change. <p>Rationale: SNBV arranges change management conditions to ensure a standardized way of change management and prevent negative impact of changes on the boarding process.</p>
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7.4. Release Management

7.4-1	Release management conditions	<i>Validated</i>	<i>Must-have</i>
<p>Definition: Releases need to be implemented according to the release management process of Schiphol IT. The release process meets at least the following conditions:</p> <ul style="list-style-type: none"> • The SSB supplier checks monthly on new versions or updates of the software implemented and informs SNBV through the service level report. • Implementation of updates and new versions is done through the change process of SNBV. • Together with SNBV a release calendar will be made. • It's the SSB supplier's responsibility to keep the application components up-to-date. • The SSB supplier ensures up-to-date SSB software that is CUTE certified before being dispatched to SNBV. <p>Rationale: SNBV wants to keep the application of its touch points up-to-date by structuring release management conditions.</p>			
7.4-2	One-off customization	<i>Validated</i>	<i>Should-have</i>
<p>Definition: Custom made functionalities for SNBV only have to be adjusted in the SSB system once. Each following release will have this functionality by default.</p> <p>Rationale: It might happen that SNBV will need a specific new functionality. This customized functionality should also be incorporated in following releases without having to pay for it repeatedly.</p>			
7.4-3	Customization and upgrading	<i>Validated</i>	<i>Must-have</i>
<p>Definition: Customized functionalities for SNBV will never prohibit/delimit regular updates on the SSB system and will follow normal upgrade procedures.</p> <p>Rationale: In case of a customized functionality, SNBV does not want to have this posed as a limitation for new releases and upgrades.</p>			

7.5. Configuration Management

7.5-1	Configuration management conditions	<i>Validated</i>	<i>Must-have</i>
<p>Definition: The registration of the configuration is done according to the configuration management process of Schiphol IT. The configuration process meets at least the following conditions:</p> <ul style="list-style-type: none"> • All configuration items, both in production and spares, are registered in the SNBV Service Management application. • Registration is validated at least quarterly to make sure it is up-to-date. <p>Rationale: SNBV wants to have up-to-date configuration registration by structuring configuration management conditions.</p>			

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7.6. Service Level Management

7.6-1	Service Level Agreement (SLA)	<i>Validated</i>	<i>Must-have</i>
<p>Definition: A concept Service Level Agreement will be made by the SSB supplier and is presented as an annex to its response to the Requirements Specification Document. The SLA contains at least the following components:</p> <ul style="list-style-type: none"> • Incident Management • Problem management • Change management • Release Management • Configuration Management • Service Level Management • Availability Management • Continuity Management • Capacity management • Security Management <p>The requirements as stated for each process will be included in the SLA. The SLA may explicitly not contain any separate conditions.</p> <p>Rationale: A SLA benefits agreements and ownership of problems in a complex stakeholder environment. It also benefits clarity on service provision and service levels.</p>			

7.6-2	Monthly service level report	<i>Validated</i>	<i>Must-have</i>
<p>Definition: The SSB supplier reports monthly on the service levels agreed.</p> <p>Rationale: The monthly service level reports provide SNBV a concrete measurement of the service delivered.</p>			

7.6-3	Service Improvement Plan	<i>Validated</i>	<i>Should-have</i>
<p>Definition: When the SSB supplier cannot meet the stated service levels within two service level report periods, the SSB supplier will make a Service Improvement Plan (SIP) before the next service level period. The SIP is a plan of action on how to structurally improve the service and includes the period in which the improvements will be implemented.</p> <p>Rationale: The SIP is intended to structurally meet the expectations of the daily operation on the longer run.</p>			

7.7. Availability Management

7.7-1	Availability: 24/7	<i>Validated</i>	<i>Must-have</i>
<p>Definition: The system needs to be available on a 24/7 basis (except for maintenance and agreed changes). A service level of 99,8% availability from 06h00 to 22h00 is demonstrated on a monthly basis.</p> <p>Rationale: Availability and support is requested on this level as the SSB gates facilitate the primary process of SNBV.</p>			

7.7-2	Support: 24/7	<i>Validated</i>	<i>Must-have</i>
<p>Definition: Support capable of solving incidents, needs to be available on a 24/7 basis.</p> <p>Rationale: Availability and support is requested on this level as the SSB gates facilitate the primary process of SNBV.</p>			

7.8. Continuity Management

7.8-1	Proactive management of status information	<i>Validated</i>	<i>Should-have</i>
<p>Definition: The SSB supplier is expected to proactively manage the status information of the hardware components. In other words, the hardware is monitored 24/7 and proactive action is taken when needed.</p> <p>Rationale: SNBV wants to collect as much information as possible to prevent errors in the daily operation from actually happening. In case of malfunctioning equipment, SNBV wants these to be repaired instead of finding this out during an actual boarding operation.</p>			

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7.9. Capacity Management

7.9-1	Passengers per minute	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The SSB gate must enable at least 10 passengers per minute to pass through the gate. This also accounts for future wide body flights up to 600 passengers who all need to go through the SSB gates in limited time.			
<u>Rationale:</u> The SSB gate needs to be an advantage compared to manual boarding, by processing more passengers and in a more accurate, punctual, safer and faster way.			
7.9-2	Technical life span	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> Technical life span of the components must be at least 10 years in full service.			
<u>Rationale:</u> SNBV wants to have technical durations of its touch points that can endure for a substantial amount of time.			
7.9-3	Scalability	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> Adding an x number of SSB gates should not result in not-proportional adjustments and costs made.			
<u>Rationale:</u> SNBV wants to have flexibility in adding an number of SSB gates without resulting in complex and expensive projects. It should be relatively easy and without substantial costs to add SSB gates to the existing monitoring systems and into SNBVs IT landscape.			

7.10. Security Management

The Security Management requirements are covered by the IT Security baseline, as mentioned in chapter 6.5.

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8. Professional services

This chapter outlines the requirements that apply to the way the project is managed by the supplier.

The supplier will deliver implementation services, that consist of:

1. Provision of required functionality as described in the Requirements Specification Document;
2. Provision of the required connections/interfaces as described in the Requirements Specification Document and support for defining new connections/interfaces;
3. Education and training of users and for maintenance as described in the Training requirements in such a way that they can use and maintain all (new) functionalities;
4. Implementation of the agreed maintenance services and process;
5. Support of testing and implementation of the new functionalities and connections/interfaces;
6. A Proof-of-Concept (PoC) as described in the Requirements Specification Document.

The demands and requirements specified in this chapter also apply to the implementation of new functionality, other changes or new SSB deliveries during the term of the management and maintenance contract.

Responsibilities

The supplier is responsible for building and implementing the requested functionality on the by SNBV indicated platform and in the by SNBV indicated datacentre. The supplier is responsible and accountable for training and education of users and for maintenance. The interfaces need to be delivered according to specifications as described in the Requirements Specification Document or as agreed upon in a later stage.

A list of activities that SNBV will carry out under its own responsibility:

- Supervision;
- Support of line management;
- Business Implementation;
- All acceptance testing;
- Audits and verifications.

*) the supplier is responsible for integration- and regression testing of the delivered components by the supplier.

The requirements for the Provision of Implementation services are listed in this chapter. The main requirements are:

- The current provision of services must be ensured at all times and can only be interrupted in consultation with SNBV.
- Quality management prevails over time management prevails over cost management.

Regarding the project governance, the SNBV project manager will report to the Executive and his Project Board. A senior representative of the supplier will be report to the project manager and the executive of SNBV. The project team will consist of members of both SNBV and the supplier and will be presided by the SNBV project manager.

All the management reports, -products and documentation should be in English or Dutch.

8.1. Project Management Services

SNBV has defined the following project management requirements to the supplier with regard to the development and implementation phase of the solution.

8.1-1	Supplier's responsibility	Validated	Must-have
<u>Definition:</u> In every possible way, the supplier is responsible for the delivery of all agreed functionality and all agreed services.			

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Rationale: SNBV wants to work together with those suppliers that take their responsibility.

8.1-2	Collaboration	<i>Validated</i>	<i>Must-have</i>
Definition: In every possible way, supplier is responsible for a smooth collaboration with the project team, service management team, and contract management of SNBV.			
Rationale: SNBV wants to work together with those suppliers that take their responsibility.			

8.1-3	Availability current services	<i>Validated</i>	<i>Must-have</i>
Definition: While migrating to a new SSB system, the running services need to remain operational. The supplier's project manager will consider the availability of the SNBV operation during planning and execution of the activities.			
Rationale: SNBV wants to avoid the current processes being impeded by the migration.			

8.2. Project Approach

SNBV has defined the following requirements to the supplier with regard to the project approach of the implementation of functionalities.

8.2-1	Supplier's responsibility	<i>Validated</i>	<i>Must-have</i>
Definition: In every possible way, supplier is responsible for the delivery of agreed functionality and agreed services. This implies that:			
<ul style="list-style-type: none"> When the supplier does not take the initiative, nothing will happen. In the event that the supplier does not send out a message to SNBV that it needs to take action, SNBV will assume the supplier accomplishes the planned work without the assistance of SNBV. The delivery will be managed by a single ultimately responsible project manager representing the supplier. Supplier will provide specialist staff for all necessary sections of functionalities / deliveries. 			
Rationale: SNBV wants to have a supplier that will take his responsibility for managing and delivering the functionality.			

8.2-2	Setting up	<i>Validated</i>	<i>Must-have</i>
Definition: The supplier will provide the necessary questions and proposals for SNBV to set up and configure the solution to support SNBVs business processes in the best way. The supplier will provide configuration documentation, designs and a project plan. The supplier will also prove by testing that the SNBVs demands are met (please see the requirements for testing).			
Rationale: SNBV wants to have a supplier that will take his responsibility for managing and delivering the functionality.			

8.2-3	PoC planning	<i>Validated</i>	<i>Must-have</i>
Definition: The supplier will insert measures to meet the Proof-of-Concept (PoC). Please specify in detail what measures you will take to meet the PoC before the 1 st of November 2018.			
Rationale: SNBV intends to hold to this date and aims to have the PoC results in time.			

8.3. Project Plan

The project plan assembled by supplier will meet the following requirements:

8.3-1	High level Project planning	<i>Validated</i>	<i>Must-have</i>
Definition: The supplier will provide SNBV as part of the response to the Requirements Specification Document with a high level planning for this project up and until the delivery of the SSB system and an aftercare period until all the issues are solved.			
Rationale: SNBV aims to generally be in control in terms of quality, time/planning and budget.			

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8.3-2	Detailed project plan	Validated	Must-have
<p>Definition: The supplier turns in a detailed project plan in English (or Dutch) three weeks after signing of the contract, containing at least the following aspects:</p> <ul style="list-style-type: none"> • Results and products; • Scope definition, explicitly stating what will be in scope and what will be out of scope; • Prerequisites; • Approach and phasing; • Detailed planning, in which lengthy tasks will break down into smaller tasks that endure one week maximum; • A numbered list of results; • Project organisation including a list of names; • Division of roles, tasks and responsibilities of SNBV, supplier and sub-contractors. Of every described activity it is clear and unambiguous who is responsible; • Resources and means that need to be provided by SNBV both in quantity, quality and timing; • Specification of tasks; • Migration steps and adjustments that are done by third parties under auspices of supplier; • Tests; • Acceptance tests (by SNBV); • Audits; • Discharge agreements; • Description of the organisation including management structures; • Project operational agreements like e-mail addresses, logging of project issues, project meeting agenda, steering committee governance. <p>Rationale: SNBV aims to generally be in control in terms of quality, time/planning and budget.</p>			

8.3-3	Integrated detail planning	Validated	Must-have
<p>Definition: All activities that must be executed by SNBV or by partners/ suppliers are subject to the supplier's planning. The supplier integrates third party planning's and the activities to be performed by SNBV in supplier's overall planning.</p> <p>Rationale: SNBV aims to generally be in control in terms of quality, time/planning and budget.</p>			

8.4. Project Management

8.4-1	Project manager	Validated	Must-have
<p>Definition: The supplier will provide a fluent English (or Dutch) speaking and writing project manager who will stay on this project for the full length of the project (not necessary full-time). The project manager has proven experience in delivering complex migration and implementation of the solution in comparable circumstances. The ultimate responsible project manager, manages all suppliers staff and subcontractors on the project.</p> <p>Rationale: SNBV intends to work with one single point of contact for all sorts of issues, from integration to technical issues.</p>			

8.4-2	Project Architect / Solution Architect	Validated	Must-have
<p>Definition: The supplier will provide a fluent English (or Dutch) speaking and writing project / solution architect who will stay (not necessary full time) on this project for the full length of the project. The project architect has proven experience in delivering and implementation of the SSB solution in comparable circumstances.</p> <p>Rationale: SNBV intends to work with one single point of contact for all sorts of issues, from integration to technical issues.</p>			

8.4-3	Backup	Validated	Must-have
<p>Definition: The supplier will take care of an equal backup project manager who can easily take over the project when needed.</p> <p>Rationale: SNBV aims to generally be in control in terms of quality, time/planning and budget.</p>			

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8.4-4	Budget & planning reporting	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The project manager will deliver on a weekly (or bi-weekly) basis a budget report including the discrepancy on the baseline budget.			
<u>Rationale:</u> SNBV aims to generally be in control in terms of quality, time/planning and budget.			

8.4-5	Project portal	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> Project documentation, issue logs, decision logs, etc. are on-line accessible for a number of people that are granted access by SNBV. Besides that, the supplier facilitates a platform where changes and test-findings can be logged and monitored.			
<u>Rationale:</u> SNBV aims to generally be in control in terms of quality, time/planning and budget.			

8.4-6	Issue register	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The supplier will keep an issue register during the length of the project, containing at least:			
<ul style="list-style-type: none"> • Issue sequence number; • Issue name/short description; • Issue full description; • Indicate issue as in- or out of scope; • Proposed approach; • Due date of the issue solvation; • Register date; • Registered by; • Responsible; • Priority. 			
<u>Rationale:</u> SNBV aims to generally be in control in terms of quality, time/planning and budget.			

8.5. Risk Management

SNBV has defined the following requirements to the supplier with regard to the management of risks that come with this project.

8.5-1	Risk management	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The supplier minimizes the risks for SNBV during migration to the new system by doing a full risk analysis and by proposing mitigating measures for every risk.			
<u>Rationale:</u> SNBV aims to generally be in control in terms of quality, time/planning and budget.			

8.5-2	Risk log	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The supplier will keep a risk log during the length of the project and will be part of the project reporting, containing at least:			
<ul style="list-style-type: none"> • Risk sequence number; • Register date; • Risk name/short description; • Risk full description; • Probability, impact, category; • Indicate risk as in- or out of scope; • Proposed mitigation measures; • Due date of the risk mitigation measures; • Registered by; • Responsible. 			
<u>Rationale:</u> SNBV aims to generally be in control in terms of quality, time/planning and budget.			

8.6. Training and Education

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8.6-1	Training plan	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The supplier will create a training plan with all the training components as agreed. Please see the training requirements for more information. This plan will have to be approved by SNBV.			
<u>Rationale:</u> SNBV aims to generally be in control in terms of quality, time/planning and budget.			

8.7. Quality Management

8.7-1	Quality standards	<i>Validated</i>	<i>Should-have</i>
<u>Definition:</u> The supplier upholds quality standards for the quality of its SSB gate.			
<u>Rationale:</u> SNBV aims to generally be in control in terms of quality, time/planning and budget. The SSB supplier is asked to indicate what quality standards it upholds to define the quality of the SSB gate.			

8.7-2	Configuration-overview	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The supplier provides a configuration- and system overview of the delivered systems.			
<u>Rationale:</u> SNBV aims to generally be in control in terms of quality, time/planning and budget.			

8.7-3	Architecture management	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The supplier will staff the project team with a (solution) architect who will remain attached to the project for the duration of the implementation. The solution architect of the supplier will draft up a solution architecture document for the solution and this document will have to be reviewed and approved by the SNBV enterprise architect. The (solution) architect will maintain this document during the project and will deliver this by final acceptance of the project.			
<u>Rationale:</u> SNBV aims to generally be in control in terms of quality, time/planning and budget.			

8.7-4	Curriculum Vitae	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> All Curriculum Vitae of the project members will be delivered if requested by SNBV.			
<u>Rationale:</u> SNBV aims to generally be in control in terms of quality, time/planning and budget.			

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9. Proof-of-Concept (PoC)

The Proof-of-Concept will primarily follow the test requirements in chapter 6.7. Please refer to this section for a closer investigation of the required tests for an effective and acceptable Proof-of-Concept. Nonetheless, the following additional requirements are specifically applicable to the PoC and is expected from the SSB supplier.

9-1	Scope PoC	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> All described and offered functionality (chapter 6) and service management processes (chapter 7) will be delivered and proven conform the testing requirements (chapter 6.7 including a quality plan) within the IT landscape and testing environment of SNBV. SNBV will provide the local testing location and facility.			
<u>Rationale:</u> SNBV wants to have proven that the offered SSB solution is working within the context and IT environment of SNBV.			
9-2	PoC acceptance tests	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The PoC will succeed if all acceptance tests have succeeded mostly in line with SNBVs guidelines or, if there are any gaps found in the test results, have a follow-up action which has been agreed upon by the supplier and SNBV.			
<u>Rationale:</u> SNBV wants to have proven that the offered SSB solution is working within the context and IT environment of SNBV.			
9-3	Professional services	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> The PoC offer includes all the project management and testing services of the supplier. The supplier will deliver the required quality plan and test cases mostly in line with the guidelines.			
<u>Rationale:</u> SNBV wants to have proven that the offered PoC services will be within budget.			
9-4	Supplier's responsibility	<i>Validated</i>	<i>Must-have</i>
<u>Definition:</u> In every possible way, the supplier is responsible for the implementation and delivery of the PoC.			
<u>Rationale:</u> SNBV wants to have proven that the SSB supplier is capable of delivering SSB gates within a complex environment.			