

#	Document	Reference	Page	Requirement	Question	Answer
1.	Appendix 2	6.2.1-12	17	Manually switch off alarm	The use of the switch locally on the gate is not clear: Are you referring to the tailgating alarm?	Not particularly. It considers any type of alarm the SSB gate produces for whatever reason. One of these reasons can be tailgating. The gate agent should be able to switch it off while for example standing next to the SSB gate (for example by means of a button), but also when standing behind the gate desk by using an application. This to ensure that the gate agent does not need to walk away from the desk to the SSB or from the SSB to the desk to switch the alarm off.
2.	Appendix 2	6.2.1-14	18	Closed when power off	When the gate is not powered, the visible status of the gate can this be assured with a tensa barrier?	When the SSB gate is not in use by the gate agent, the SSB gate doors should be closed and the display of the SSB gate should indicate the gate is not in use. In practice, SNBV does not completely power off the SSB gate, but leaves it in standby mode. Thus, the SSB is connected to emergency power back-up so it will never be really out of power. Apart from the indication on the display of the SSB gate status, SNBV expects that the entrance of the SSB gate is equipped with any sort of physical block, such as a tensa barrier, in order to prevent passage at these SSB gates.
3.	Appendix 2	6.3.3-7	26	Fireproof and free of halogen	What's the level of fireproof that is necessary to comply?	The casing of the SSB gates should comply with fire category/class NEN-EN 13501-1 B-s1,d0.
4.	General Question for HW Delivery				Can you confirm if Schiphol will provide a storage facility for the gate equipment Free of charge ?	In principle, SNBV does not provide free storage facility for the gate equipment.
5.	Appendix 2 – 6.4-16				Confirm if the paper refill is a maintenance deliverable in scope for the SSB Supplier.	Yes, this is part of the maintenance contract. Refill of paper and ink needs to be done in time before the paper stock is actually depleted in the SSB gate to prevent issues during an actual boarding process. In our current situation, this is the responsibility of our on-site party to refill our current SSB gates before they run out of paper or ink. <i>Please also consider question 11 on paper provision</i>
6.	Appendix 2 – 7.1-2				Confirm that "Recovery Time " for Priority 1, 2 and 3 refers to software incidents excluding hardware parts replacement (if not kindly ask to document if full hardware solution is in	The Recovery Time for priority categories 1, 2 and 3 all involve both software and hardware incidents. All hardware is involved.

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					scope or list the hardware elements in scope).	
7.	Appendix 2 – 7.1-2				Confirm that “Recovery Time “ for Priority 1, 2 and 3 refers to (24x7) basis or during the service availability covered hours (06.00 to 22.00 7 days per week).	The Recovery Time for priority categories 1, 2 and 3 applies to the service availability period as mentioned.
8.	Appendix 2 – 7.1-3				Confirm if the potential on site support is required on (24x7) basis or during the service availability covered hours (06.00 to 22.00 7 days per week).	The on-site support applies to the service availability period as mentioned.
9.	Appendix 2 – 7.4-3				Provide some examples of the wording “customized functionalities for SNBV”? Are these “customized functionalities for SNBV” expected to be reflected in the new Releases during operational period?	Some of the software related changes for SNBV in recent years have been a change in the layout of the seat change receipt and a seat change to be shown on the SSB gate display. Regarding a hardware change, SNBV switched to a magnet for the tensa barrier instead of a flap/valve. SNBV expects these customizations to be reflected in the new releases as long as the SSB gates are technically viable. Once paid for a change or development, SNBV thus expects it does not have to pay again for the same functionality in the next release.
10.	Form I Pricing sheet				Confirm if the hardware price need to include any extended warranty (faulty hardware repair and logistics). If the answer is Yes, we would ask to document the associated duration of the extended warranty to be included.	Yes. The hardware needs to be serviced during contact term, in order to have this up and running., if and when extended warranty is required, then this should be part of your proposal, see pricing table SSB V4.
11.	Form I Pricing sheet				Confirm that paper provision is excluded from the maintenance fee and will be managed on a case by case methodology.	We do not understand this question. Assuming that you might be referring to the supply and refill of printing paper to issue boarding tickets to passengers we can confirm that this is excluded from the maintenance fee.

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12.	Form I Pricing sheet				Confirm if hardware support is included in the pricing items 3.a, 3.b, 3.c and 3.d	We will add a subsequent section for this post, see pricing table SSB V4
13.	Additional Agreement A-Pier/ the General and Particular Conditions of FIDIC Yellow Book 1999				We note that the draft Additional Agreement "A-Pier" will be made available as soon as possible and therefore it is not possible for us to raise specific questions on those terms at this stage. We anticipate that there may be a number of areas that will require further discussion and clarification as the Additional Agreement A-Pier is finalised. Please could you confirm that Tenderer will not be expected to accept terms in the subsequent negotiation phase that are more onerous than those contained within the General and Particular Conditions of FIDIC Yellow Book 1999? Alternatively, if the Tenderer may be expected to accept alternative terms, please can SNBV confirm to what extent can the contract be negotiated after an award has been made? Is the Tenderer permitted to provide suggested changes for negotiation?	<p>SNBV confirms that Tenderer will not be expected to accept terms in the subsequent negotiation phase that are more onerous than those contained within the General and Particular Conditions of FIDIC Yellow Book 1999-</p> <p>Reason is that, contrary to earlier information in the Invitation to Tender and as laid down in the draft Framework Agreement, the General and Particular Conditions of FIDIC Yellow Book 1999 will not be applicable to the Additional Agreement A-Pier. The following procedure will be used:</p> <p>After final award and a successful completion of the Proof of Concept, the Additional Agreement A Pier will be concluded. In this Additional Agreement A Pier the special conditions (that are necessary due to building site requirements and contractual obligations), as demanded by the Capital Program, will be laid down. At this time the content of these special conditions is not yet known. These special conditions will be clarified in the contract discussion. SNBV will amend the draft Framework Agreement so that all references to the applicability of the General and Particular Conditions of FIDIC Yellow Book 1999 will be left out. This new version of the Framework Agreement will be published by SNBV.</p>
14.	Additional Agreement "A-Pier" / Particular Conditions to FIDIC Yellow Book				Can SNBV please confirm that the Particular Conditions to FIDIC Yellow Book will be drafted such that the terms will be proportionate and appropriate to the Tenderer's scope of service as will be	Please refer to the answer to question 13. SNBV will make sure that the special conditions for the Additional Agreement A-Pier will be proportionate and appropriate to the scope of service.

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					agreed in the Additional Agreement "A-Pier" rather than a full flow-down?	
15.	The General Conditions of FIDIC Yellow Book 1999				The General Conditions of FIDIC Yellow Book 1999 refer to delay damages, however the daily sum and maximum amount of delay are not currently specified. Please can SNBV consider limiting the maximum amount of such delay damages to for ex [5 or 10%] of the "Accepted Contract Amount"?	Please refer to the answers to questions 13 and 14.
16.	Additional Agreement A-Pier / 17.6 General Conditions FIDIC Yellow Book				Can SNBV please confirm that the general liability cap for Additional Agreement A-Pier (which remains to be agreed in the Particular Conditions) is not expected to exceed the "Accepted Contract Amount" as stated at 17.6 General Conditions FIDIC Yellow Book?	Please refer to the answers to questions 13 and 14.
17.	18.2 of the General Purchase Terms and Conditions ICT & Systems				We note at clause 18.2 of the General Purchase Terms and Conditions ICT & Systems, that liability for direct Damage is limited to an amount of €1,5000,000 per event. Would SNBV consider an aggregate cap for all events equal to an amount not exceeding the contract value for the relevant Additional Agreement?	SNBV cannot accept this. As stated in the ITT and in the draft Framework Agreement, the General Contractor A-Pier has the possibility to become a party to the Additional Agreement A-Pier. Therefore, the terms and conditions of the Additional Agreement A-Pier need to be equal to the Agreement that SNBV will enter into with the General Contractor.
18.	6.4-1 Form H Compliancy list Form I Pricing Sheet				Pricing sheet refers to – Management monitoring tool for management &	We think that you refer to the SSB (gate) management system. This is part of the solution that you offer.

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					<p>maintenance reports and status information.</p> <p>Question - Unclear who's procuring monitoring tool as reference to SNBV aims to purchase an integrated tool.</p>	
19.	Form I Pricing Sheet Line 9 Master sheet TCO				<p>H/W Scope – Clarify scope.</p> <p>Single SSB lane including boarding pass reader for testing only (this SSB will be placed in the test lab) number 2</p> <p>Question - is this correct – A total of two single lane SSB Gates for PoC not one dual SSB gate</p>	<p>Yes, SNBV wants one single SSB for the 'development lane' and one single SSB for the 'maintenance lane'. Thus, two single SSB gates.</p> <p>To provide clarity on this point: This information will be used to determine the TCO. It has not yet been determined how many test systems and in which version SNBV will order.</p>
20.	6.4-4 Form H Compliance List Management reporting				<p>Monitoring system -</p> <p>Not clear on how to interface with monitoring tool as no information on connection and system protocol.</p> <p>Is SSB passenger counts expected to be delivered to Schiphol's ASB.</p>	<p>The SSB gate monitoring system is, if necessary, expected to be provided by the supplier. SNBV has stated the format for interfacing in its IRM document, added as appendix 11 to the tender publication. SNBV thus expects the supplier to be able to follow this format when sending (process) events to Schiphol's ASB.</p> <p>At first, the necessary information should be available in the monitoring system. As stated in requirement 6.4-4, it should be possible to make a report on the number of pax boarded through a SSB gate for a to be defined period. In a later stage, SNBV will expect the supplier to send more and more information to the ASB in order to take over the reporting function.</p>
21.	Tender Forms and Documents	Tender Package			<p>Form B- ESPD is missing: does SNBV expect the candidates to retrieve / download the ESPD document from another organization ?</p>	<p>Thank you for attentiveness: Participants need to fill in the following document on Tenders: uea 173673_20180226153419 (Portable Document Format, 31 KB)</p>

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						This replaces the Form B ESPD. If this, for some reason, does not work, then please notify the procurement officer.
22.	Requirements specification document SSB	4.2 IT-architecture SSB			Does SNBV refer to an existing Operational DATA Store to which the new eGate supplier must push status data: is push of data already operational or is it a new functionality requested by SNBV, including the provision of the ODS itself ?	The Operational Data Store (ODS) is a database within the Data Warehouse (DWH) of Schiphol. This ODS receives its data from Schiphol's ASB. It is the responsibility of the supplier to push event data to the ASB from its application database. This is not a new functionality, nor will the supplier need to deliver an ODS.
23.	Requirements specification document SSB	Gate agent administration: 6.2.1.4, 6.2.&.6, 6.2.18, 6.2.1.9 , 6.2.1.10			Sita cute platform (APC) for SSB already includes available commands to control the unit such start, stop, use in free mode, BGR mode only etc. Does SNBV wish to have an additional application layer to be able to manage the SSB, independently of APC ?	We want to monitor the gates if they are functioning and performing conforming our requirements. In our opinion this application is used to manage/monitor the gates and responsible for sending those events to an ODS. Also, some pre-configuration tasks needs to be done by this application, such as making the SSB logo screen airline specific by loading an airline specific logo in the application.
24.	Requirements specification document SSB	Monitoring data sharing: 6.4.1., 6.4.4 , 6.4.5			Does SNBV want or wish to use the monitoring system provided by the new eGate supplier to also monitor other equipment such as those SSBs already in place ?	No, not in principle, but this could be a bonus. You are free to elaborate what other equipment than the SSB gates could be monitored and how this is done. However, this answer will not be weighted and awarded points.

25.	Requirements specification document SSB	7-1			<ul style="list-style-type: none"> o What is the name of the tool ? o Is it a tool whose function is to record and follow the various actions (incidents, releases, configurations,...) and/or to manage some specific actions (deployment of releases and configurations) like a utility software ? o Could this tool be interfaced with our own tool such as Oracle ? 	<p>1) The name of the tool is called the IBM Control Desk (ICD).</p> <p>(2) The tool is used to facilitate regular support processes.</p> <p>(3) SNBV does not have sufficient amount of information to answer this question. In principle, we would like the supplier to register in ICD.</p>
26.	Requirements specification document SSB	7.1-1 7.2-1 7.3-1 7.4-1			<p>Is there any possibility to get the Schiphol IT's :</p> <ul style="list-style-type: none"> o Incident management process o Problem management process o Change management process o Release management process ? 	SNBV works according to the ITIL processes. Please follow the regular ITIL support processes. More details and specific deviations can be discussed later in this tender trajectory.
27.	Requirements specification document SSB	7-2			What are the definitions of SNBV's support and maintenance level 1, 2 and 3 please ?	SNBV follows the definitions for first-, second- and third-line support as defined in ITIL. Please refer to the ITIL glossary and related documents.
28.	General Purchase Terms and Conditions	44			Does the warranty period of 12 months cover software only or hardware too (24 months required in part 33) ?	The warranty period of 12 months as stated in Clause 44.2 of the General Purchase Terms and Conditions ICT Systems 2015 applies to Software (" <i>Programmatuur</i> "). The warranty period of 24 months as stated in Clause 33 of the General Purchase Terms and Conditions applies to "Hardware (" <i>Apparatuur</i> "). The English translation of Clause 44.1 of the General Purchase Terms and Conditions contains an error: it refers to 'Hardware', whereas the Dutch version refers, correctly, to "Programmatuur" (Software). SNBV will correct this wording of Clause 44.1 General Purchase Terms and Conditions ICT Systems in the Framework Agreement.

29.	Appendix 2 paragraph "4.2 IT Architecture SSB				Regarding Appendix 2 paragraph "4.2 IT Architecture SSB": Is the delivery of a Gate Management system part of this tender or is it Schiphol's intention to use the existing system for the new SSB Gates? If this is the case, please provide a detailed interface description of the current system.	SNBV adopted the term Gate Management System (GMS) in order to plan the gates on the various piers (e.g. C22). This is not in scope of this tender. If you refer to the SSB gate monitoring/management system, then this is in scope. This system primarily has two functions: monitoring and reporting. Secondary function is pre-configuration of the SSB gates, such as altering an airlines logo. SNBV intends to use the (process) data resulting from the SSB gate management system to measure performance and monitor the passenger flow. SNBV expects the supplier to have its own software or uses subcontractors' software that supports these functions.
30.	Invitation to tender				Do all supplier of Participants must be disclosed in the tender documents? If the answer is no: Which supplier have to be disclosed? Please give specific examples.	SNBV requires that all relevant suppliers are disclosed. Examples: if Participant delivers the SSB gates with (gate)management software provide by a third party, then this supplier must be disclosed.
31.	Invitation to tender par 2.8.7				Are third parties/subcontractors as set out in section 2.8.7 also bound by the provisions in section 2.7.1-2.7.4?	Yes
32.	Form I	Master Sheet TCO			Do we have to quote Level-1 on-site maintenance or support or do you have to understand that these services will be performed by SNBV third-party maintenance company ?	We expect that the supplier provides on-site support, it is possible to outsource this to a subcontractor. Simple operations that do not require qualified personnel can be carried out by SNBV, for example refilling paper, toner or (outside)cleaning the SSB.
33.	Appendix 11	IRM Specification			We understand that SNBV has defined a proprietary protocol to communicate with the Airport Service Bus (ASB . It is already used by Schiphol airport ? 2. How to access to it in terms of security ? 3. What is the communication	1. Yes 2. We prefer that the software will be installed on premise. When it is installed, we together will determine which ip/port and protocols can go through our firewalls. If we agree that the application is setup off premise, we will setup a secure VPN tunnel if needed. 3. We mainly use webservices (SOAP, HTTPS) but other protocols are also available such as FTP(s)

					protocol specification to interface ASB ? 4. Is there an ASB test simulator available for sending IRM status and or IRM process event ?	4. We don't have a simulator, but do have a test environment with a test ASB in available.
34.	Invitation to Tender	4.3.2			Appendix 4 Draft Additional Agreement has not been provided -can we in our offer reserve our acceptance until it is communicated to us?	Section 4.3.2 should be read as: <i>"Tenderer must state by filling in Standard Form G, that it: "Unconditionally agrees to the draft <u>Framework Agreement</u>, as included in Appendix 3: <u>Draft Framework Agreement</u> and if appropriate amended by an Information Notice; and"</i> A new form G will be published together with this notice.
35.	Invitation to Tender	4.3.2			If we make reservation on certain provisions of the draft agreement, will our offer be rejected upfront, or can we be admitted to negotiations if we comply with the other criteria?	Unfortunately the making of a reservation to certain provisions in the draft agreement is not possible.
36.	General Purchase terms and conditions	9			It seems that prices may be modified only by mutual agreement, What happens if such agreement cannot be reached? Will prices remain valid for 8 years? What is the last known yearly variation of the index referred to in this clause?	<ol style="list-style-type: none"> 1. If an agreement can't be reached, then the original prices prevail 2. Prices may be modified: The potential price increase is regulated by a pricing index. This index should follow the developments in the market. 3. Relevant information regarding the pricing index can be found at http://statline.cbs.nl/Statweb/search/?Q=prijsindexcijfer
37.	Closing date for submitting first Tender				We kindly ask for an extension of the closing date of one week	Agreed. The new closing date for submitting the First Tender will be according to the new schedule as printed below.

Schedule for Tendering and Award Phase.	Date	New dates
Publication of announcement on TenderNed	27-02-2018	27-02-2018

Closing date for submitting questions: strict deadline for submitting questions and comments in the light of the Invitation to Tender	15-03-2018	15-03-2018
Publication of Information Notice, including any Amended Documentation	27-03-2018	27-03-2018
Closing date for submitting First Tender	09-04-2018 3 p.m. (Strict deadline)	16-04-2018 3 p.m. (Strict deadline)
Assessment of First Tenders	23-04-2018	07-05-2018
Issuing of invitations for negotiation phase	01-05-2018	09-05-2018
Negotiation phase	07-05-2018/28-05-2018	14-05-2018/31/05/2018
Issuing of Amended Documentation	30-05-2018	08-06-2018
Closing date for submitting Final Tender	04-06-2018, 3 p.m. (Strict deadline)	18-06-2018
Assessment of Final Tender and (legal) checks	11-06-2018	25-06-2018
Announcement of provisional award	18-06-2018	29-06-2018
Final date for submitting objections (objection period)	25-06-2018	09-07-2018
Preliminary relief proceedings deadline	09-07-2018	20-07-2018
Announcement of final award	16-07-2018	15-08-2018