

Request for Information

Development of Integrated planning tooling for:

- 1. Passenger flow & capacity management;**
- 2. Aircraft flow & capacity management.**



April 12th, 2018**CONTENTS**

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1 DEFINITIONS

Supplier

The party that develops the requested tooling for Schiphol.

Notice for Additional Information

Anonymized response to the questions asked by the Suppliers with regard to this RFI.

RFI

Request for Information, this document.

RFI procedure

The procedure SNBV will follow after issuing the RFI.

SNBV

Schiphol Nederland B.V., the company issuing this RFI.

Passenger flow & capacity management tooling

A platform for forecasting and planning of all passenger related processes.

Aircraft flow & capacity management tooling

A platform for forecasting and planning of all aircraft related processes.

2 GENERAL

2.1 Introduction

This is a Request for Information (RFI) of Schiphol Nederland B.V (SNBV). This RFI consists of two areas of expertise. Expertise area 1 is the development of tooling for Passenger flow & capacity management. Expertise area 2 is the development of tooling for Aircraft flow and capacity management.

With this RFI, SNBV wishes to investigate which Suppliers are able to develop this tooling and what kind of solutions they have to offer that match the SNBV requirements.

SNBV explicitly invites suppliers to respond on either both parts of this RFI or only on one of the parts. It is NOT mandatory to respond to both expertise areas! So, if you're only capable of delivering tooling for one of these expertise areas, we are more than happy to receive your response (also if you can only deliver parts of one of these expertise areas).

For more information about Amsterdam Airport Schiphol please visit our website: <http://www.schiphol.nl>

2.2 RFI procedure

This RFI is only for information purposes. After receiving the responses to this RFI, SNBV will analyse and evaluate these responses. After this analysis, SNBV will decide whether a business case concerning the development of Integrated planning tooling for Passenger and Aircraft flow & capacity management is valid and a go/no-go decision will be made. This will also result in a decision whether or not a tender procedure

will be performed. Participating in this RFI does not in any way guarantee the continuation of SNBV with a tender nor does it guarantee that participants will be included in a tender. No rights, in financial terms or otherwise, can be derived from this RFI.

2.3 Organization of Schiphol Nederland B.V.

Schiphol Nederland B.V. is the operator of Amsterdam Airport Schiphol (hereafter referred to as Schiphol or SNBV), the largest airport in the Netherlands.

Schiphol is the main international airport of the Netherlands and an important European airport, ranking as Europe's fifth busiest and the world's fourteenth busiest by total passenger traffic in 2015. It also ranks as the world's fifth busiest by international passenger traffic and the world's sixteenth busiest for cargo tonnage. 58.285 million passengers passed through the airport in 2015. Other characteristics of Schiphol that need to be taken in account are:

- High traffic airport with > 60 million passengers per year;
- Large share of transfer passengers;
- Limited capacity;
- Mixed flows of passengers in 1 terminal (Schengen / non-Schengen & departure / arrival / transfer);
- Schiphol is a hub airport with a large home carrier that works within a global alliance.

2.4 Background of the project

The world around us is rapidly changing in terms of technological and digital developments. In light of the growing number of passengers and limited expansion possibilities digital innovations are a must for Schiphol. Schiphol sees digitalisation as a strategic value driver to achieve her ambitions, as it carries the potential to radically improve our understanding of, and control over, all the complex, volatile and interdependent processes and activities on and around our airport.

Total Airport Management (desired state of flow & capacity management) is part of the broader digital ambition and should enable Schiphol to fully use the scarce assets & resources, delivering the best performance against reasonable costs.

2.5 Planning of the RFI

The planning of the RFI is presented in Table 1. All data are subject to change and no rights may be derived from this schedule.

Table 1: Planning

Action	Actor	Date
RFI made available via Tendered	SNBV	12 April 2018
Confirmation that you will participate in the RFI procedure to martijn.van.bennekom@schiphol.nl	Supplier	26 April 2018 10:00 hrs C.E.T at the latest
Deadline for submitting response to the RFI to martijn.van.bennekom@schiphol.nl	Supplier	10 May 2018 10:00 hrs C.E.T at the latest

3 REQUEST FOR INFORMATION PROCEDURE

3.1 General procedural rules

3.1.1 *Cost of response to RFI*

Any expenses incurred by a Supplier for submitting a response to this RFI, will not in any way be eligible for compensation by SNBV.

3.1.2 *(Intellectual) property*

The intellectual property rights to information supplied by SNBV rests with SNBV. Without the prior approval in writing by SNBV, nothing in this RFI may be multiplied (for other purposes than submitting the response to this RFI) by means of printing, photocopy, microfilm or otherwise. The provisions of the present section do not prejudice SNBV's rights to damages.

3.1.3 *Confidentiality*

The Supplier agrees by participation in this RFI that all the information that SNBV provides with regards to this RFI will be treated confidential. SNBV will also treat all information of the Suppliers confidential.

3.1.4 *Consent*

Submitting a response to the RFI implies that the Supplier agrees to all conditions set forth in this Request for Information.

3.2 Structure of Response to the RFI

3.2.1 *Response to the RFI*

The structure of the response to the RFI must at least contain the components specified in the table below. To enable objective comparison of your response with others, we request that you will follow the sequence and structure given.

Table 2 Lay-out of your response to this RFI

RFI	Required content / structure
Introduction	Free format
Answers to questions	Follow structure of the questions in Annex 1 and/or 2.

The total RFI response may not exceed 10 pages A4 (made in MS Word) or 20 slides (made in MS PowerPoint) **PER EXPERTISE AREA** and has to be in PDF format. So, if you respond to both expertise areas, the maximum size is 20 pages A4 or 40 PowerPoint slides. However, please deliver 2 separate PDF documents, one for each expertise area, so Schiphol can easily validate both responses independently.

3.2.2 *Language*

The entire RFI procedure will be in English. Therefore, all documents must be drawn up in the English language.

3.2.3 *Contact details*

Contact with SNBV about this RFI is limited and only allowed with mr. Van Bennekom within the Corporate Procurement department. A Supplier can be excluded from future participation if contact is not limited to the intended person within SNBV.

The deadline for submitting a response via e-mail (and/or hardcopy) is presented in Paragraph 2.5. Date and time should be interpreted as a statutory limitation. In the response please include the following information:

Subject: *Response to RFI – Integrated planning tooling for Passenger and Aircraft flow & capacity management*

To: martijn.van.bennekom@schiphol.nl

4 COMMUNICATION

4.1 Inconsistencies

This RFI has been drawn up with great care. Should you discover any inconsistencies, please report these to the point of contact mentioned in section 3.2.3. Submitting a response implies that you as a submitter are deemed to agree to all conditions in this RFI procedure. Therefore, should you object to a certain component or certain aspects of the procedure, then you must express these timely and before submitting the response, in writing and giving reasons, to the point of contact mentioned above.

4.2 Questions to SNBV based on this RFI

SNBV has decided not to give the opportunity for asking questions. This is because we are in an orientation phase and we only have the information available that we already share with this RFI. We are aware that this is, of course, a limited set of information, but we can't be more specific or elaborate more about our vision, goals, etc, than already stated in this RFI.

4.3 Closing provisions

Contact with references

Schiphol Nederland B.V. reserves the right to approach references indicated in the received reactions to this RFI without pre-notice to the Supplier.

Choice of applicable law and forum:

Any disputes in relation to this RFI and any legal relationships arising from it will exclusively be submitted to the competent Court at Amsterdam.

Language:

The Supplier must be able to communicate in fluent English (for reference CEF level C1).

ANNEX 1: QUESTIONS INTEGRATED TOOLING FOR PASSENGER FLOW & CAPACITY MANAGEMENT

Subject 1 – Qualifications

1. Do you have experience in the field of passenger flow and capacity management?
2. Have you worked with other clients in similar developments? If so, please elaborate on division of roles between you and the client.
1. Are you willing and able to base the collaboration on a Vested relationship? (co-creation with shared goal setting) If so, please elaborate on how you would fulfil this in the day-to-day delivery.
2. What's your view on your role during the lifecycle of the solution?
3. What is your vision on Intellectual Property regarding your platform and the specific solution created for Schiphol?

Subject 2 – Product portfolio

1. Could you indicate how you tailor your solution to the processes of Schiphol (i.e. opposed to adapting Schiphol processes to your solution)?
2. Does your solution support the key capabilities as specified on slide 9 in Annex 3A Passenger – View on Platform.pdf?
3. Could you provide us information about the relevant product offerings in your portfolio, including their potential business application?
4. Can you share your (relevant) product roadmaps?
5. What is the IT architecture of these products? How does this architecture fit with the high-level architecture that Schiphol describes in the attachments?
6. How does the functionality provided by your product offering cover the required functionality of Schiphol (slides 7-14 from Annex 3A Passenger – View on Platform.pdf)?
7. In what way does your product deal with versioning, upgrades, backward compatibility, customizations?
8. In your opinion, does Schiphol miss functionality that they should be requesting?
9. Could you indicate how you plan to deliver the parts in scope but not covered by your solution/products? Will you develop functionality, collaborate with another party or buy solutions in the market.
10. Which part(s) of the solution that Schiphol is requesting is, in your opinion, the most challenging to implement?

Subject 3 – References

1. Could you please provide references of clients where you have successfully implemented functionality that is, or is close to, what Schiphol requires?
2. Which solution did you deliver to these clients and what business problem did it solve?
3. Which parts of the required functionality that Schiphol requires did you deliver in the solution for that client and which not?
4. Could you indicate what the realised timelines of the implementation were
5. If relevant indicate when you developed together with a partner / another supplier (subject 2, point e)
6. Could you provide contact details for the client references, so we could contact them if required?
7. What was your role in the mentioned reference cases (integrator, subcontractor, main contractor, ...)

Subject 4 – Vision on airport planning and forecasting

Schiphol has developed a vision on passenger forecasting and capacity management. This vision is shared in Annex 3B Passenger - Vision.pdf.

1. How does our vision fit with your vision (please refer to slides 6 and 9 of Annex 3B Passenger - Vision.pdf)?
2. Could you please share your opinion on our vision and elaborate on the strengths and weakness of our vision?
3. Could you please share what in your opinion is missing in our vision?
4. Given your experience, could you please elaborate on what in your opinion is lacking in our vision and which alternatives you could suggest?

ANNEX 2: QUESTIONS INTEGRATED TOOLING FOR AIRCRAFT FLOW & CAPACITY MANAGEMENT

Subject 1 – Qualifications

2. Do you have experience in the field of airside planning and capacity management?
3. Have you worked with other clients in similar developments? If so, please elaborate on division of roles between you and the client.
2. Are you willing and able to base the collaboration on a Vested relationship? (co-creation with shared goal setting) If so, please elaborate on how you would fulfil this in the day-to-day delivery.
3. What's your view on your role during the lifecycle of the solution?
4. What is your vision on Intellectual Property regarding your platform and the specific solution created for Schiphol?

Subject 2 – Product portfolio

2. Could you indicate how you tailor your solution to the processes of Schiphol (i.e. opposed to adapting Schiphol processes to your solution)?
3. Does your solution support the key capabilities as specified on slide 10 in Annex 4A Aircraft - View on platform.pdf?
4. Could you provide us information about the relevant product offerings in your portfolio, including their potential business application?
5. Can you share your (relevant) product roadmaps?
6. What is the IT architecture of these products? How does this architecture fit with the high-level architecture that Schiphol describes in the attachments?
7. How does the functionality provided by your product offering cover the required functionality of Schiphol? (slides 7-17 from Annex 4A Aircraft - View on platform.pdf)?
8. In what way does your product deal with versioning, upgrades, backward compatibility, customizations?
9. In your opinion, does Schiphol miss functionality that they should be requesting?
10. Could you indicate how you plan to deliver the parts in scope but not covered by your solution/products? Will you develop functionality, collaborate with another party or buy solutions in the market.
11. Which part(s) of the solution that Schiphol is requesting is, in your opinion, the most challenging to implement?

Subject 3 – References

2. Could you please provide references of clients where you have successfully implemented functionality that is, or is close to, what Schiphol requires?
3. Which solution did you deliver to these clients and what business problem did it solve?
4. Which parts of the required functionality that Schiphol requires did you deliver in the solution for that client and which not?
5. Could you indicate what the realised timelines of the implementation were
6. If relevant indicate when you developed together with a partner / another supplier (subject 2, point e)
7. Could you provide contact details for the client references, so we could contact them if required?

Subject 4 – Vision on airport planning and forecasting

Schiphol has developed a vision on airside forecasting and capacity management for a high traffic airport, that is limited in capacity, handles both origin/destination and transfer traffic, and implements a “one terminal” concept. This vision is shared in the appendix.

1. How does our vision fit with your vision? (please refer to slides 6 and 9 of Annex 4B Aircraft – Vision.pdf)?
2. Could you please share your opinion on our vision and elaborate on the strengths and weakness of our vision?
3. Could you please share what in your opinion is missing in our vision?
4. Given your experience, could you please elaborate on what in your opinion is lacking in our vision and which alternatives you could suggest?

ANNEX 3: BACKGROUND INFORMATION PASSENGER FLOW & CAPACITY MANAGEMENT

Annex 3A: See separate file "Annex 3A Passenger - View on platform. pdf"

Annex 3B: See separate file "Annex 3B Passenger - Vision. pdf"

ANNEX 4: BACKGROUND INFORMATION AIRCRAFT FLOW & CAPACITY MANAGEMENT

Annex 4A: See separate file "Annex 4A Aircraft - View on platform. pdf"

Annex 4B: See separate file "Annex 4B Aircraft - Vision. pdf"