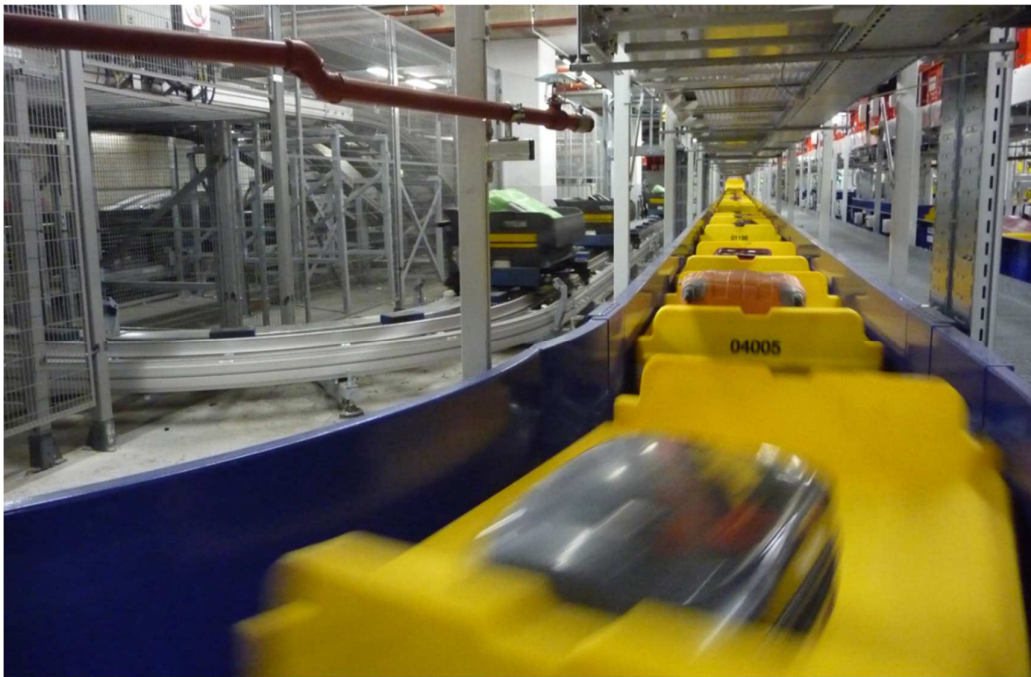


High Level Scope

for the

European tender

Projects Baggage



Version: 1.0
Date: 18-07-2018

Table of contents

1. Preface.....	3
1.1 Introduction.....	3
1.2 Background.....	3
1.3 Objectives	4
2. Scope of the Framework agreement.....	5
2.1 Possible projects.....	5
2.2 Scope of project activities	5
2.3 Mini competition	5
2.4 Demarcation / deliveries to the project	6
2.5 Optional scope (possible expansion).....	6
3. Projects Baggage	7
3.1. Projects that contribute to objectives.....	7
3.1.1 Design	7
3.1.2 Major maintenance	7
3.1.3 New-build	7
3.2 Mutual dependencies.....	8
3.3 Roles and responsibilities	9

1. Preface

1.1 Introduction

The scope of this European tender consists of three Lots described in three documents. This document sets out the Lot Projects Baggage. In addition to this, the Lots Provision of Services Baggage Transport Systems (BTS) Lot 1 (South, Backbone) and Provision of Services Baggage Transport Systems (BTS) Lot 2 (Central, West) are described in separate scope documents.

1.2 Background

Every year, Schiphol processes approximately 50 million items of baggage. Per day, this varies from about 130,000 items on quiet days, to 190,000 items on extremely busy days during holiday periods. Close to 52 percent of all these bags is transfer baggage: baggage of passengers who transfer at Schiphol. This has to do with the network of Schiphol's home carrier KLM and SkyTeam partners; Schiphol is the hub in this network. The large amounts of transfer baggage, in particular, require a fully automated and flexible baggage system. This is why Schiphol continuously invests in expansion and innovation, and has one of the most modern baggage systems in the world.

About 2,000 people work in baggage handling at Schiphol, for a large part in shift work. The people who work for Amsterdam Airport Schiphol, together with a number of contracted companies, are responsible for the processing, control, management and Maintenance of all baggage systems, including the data centres and software that control the systems. The handling companies perform the physical handling of baggage. The largest being KLM. Other handlers are Aviapartner, dnata, Menzies and Swissport.

Schiphol has four areas where baggage is processed. These connect to each other via the Backbone: the transport system that can transport the baggage items directly from one area to the other. The baggage areas bear the names West (in Terminal 3), Central (in Terminal 2 and under the E-pier), D-hall (under the D-pier) and South (in Terminal 1). In total, there are about 50 kilometres of transport system in the baggage areas.

- In West (Terminal 3), it mainly concerns baggage from departure halls 3 and 4;
- In Central (Terminal 2), it mainly concerns baggage from departure halls 1 and 2. Under the E-pier, transfer baggage is unloaded and intercontinental baggage of KLM and partners is made-up;
- In the D-hall, transfer baggage is unloaded and baggage for European destinations is made-up;
- Baggage hall South (Terminal 1) is used to unload and make-up (transfer) baggage for Schengen countries. To this end, the hall is equipped with six loading robots, transfer unloading quays, a large buffer and a good connection with the other areas via the Backbone. Baggage hall South is also used to handle flights from departure hall 1 (and departure hall 1a).

The Backbone is in use since December 2012. This new baggage transport system connects the four baggage areas at Schiphol with each other: from baggage hall South via the D- and E-pier up to hall West under Terminal 3 (and vice versa). Because all areas connect with each other, both physically as well as in the area of control, there is now one integrated baggage system. The handling of transfer baggage, in particular, is much more efficient as a result.

1.3 Objectives

In the coming years, SNBV intends to implement Baggage system-related projects. The main objectives of these projects are:

- Accommodating the handling of the increase in the number of bags;
- Lowering the IR-rate of the entire system;
- MCT's (Minimum Connecting Time) that are adequate for the competitive position of the Schiphol airport HUB;
- Lowering the total costs of the baggage handling per bag;
- Safeguarding (maintaining) an integrated Baggage system and associated business operations.

SNBV is of the view that these objectives can partly be achieved with a simple and uniform handling process, which uses proven technology as much as possible, has a modular structure of systems and an integrated baggage control system.

To implement the various baggage projects, SNBV is looking for a long-term cooperation with two strategic Suppliers. To this end, SNBV will enter into a Framework agreement with two Suppliers. SNBV has opted for a long-term cooperation in order to, on the one hand, achieve optimal integration between the different baggage systems (incl. sorters, Backbone, buffer) and, on the other hand, to properly align the implementation of the various baggage projects (at a time yet to be determined) with the BTS and BCS Service Management activities.

A long-term cooperation also ensures that knowledge and experience gained by the Suppliers in the projects is retained.

2. Scope of the Framework agreement

A Framework agreement (without purchase obligation for SNBV) will be tendered for possible projects that must jointly result in achieving the objectives stated in the previous chapter.

2.1 Possible projects

The Framework agreement may comprise various projects. These projects will be determined by SNBV. Examples of possible projects are:

- Project 'Baggage buffer West' consisting of the construction (and fitting in) of a baggage buffer in Terminal 3 (West) to relief the current Backbone connection towards the baggage buffer in Terminal 1 (South) and back again.
- Project 'Double connection Backbone – E-basement' to expand capacity, redundancy and create space to accommodate maintenance and replacement in the future without causing operational disruptions.
- Project 'Extension of the West Backbone connection' by developing a second connection between the backbone and Baggage Hall West. To accommodate growth in Baggage Hall West more output points are required for loading the departure baggage.
- Removing Bagtrax at E-basement.
- Increasing make-up capacity E-basement.
- Replacing Bagtrax (phase 2) in D-pier for the Tubtrax system.
- Expansion of make-up capacity D-pier.

2.2 Scope of project activities

All projects will have a Design phase and/or an implementation phase. For each project, it is for SNBV to indicate the scope and demarcation of the specific project that is assigned. The potential project assignment may comprise the following elements:

- For each project, creating the Design based on the programme of requirements drafted by SNBV for the project in question.
- For each project, implementing the Design.
- Coordination, management.
- Maintenance during the project.

Modifications, replacements, etc. of building installations and the building interfaces are not part of the projects.

2.3 Mini competition

With respect to Projects Baggage, SNBV may, by way of a mini competition, put future assignments to two parties. In such a case, the mini competition will take place between the two parties that are awarded the Lot Projects Baggage. In this mini competition, SNBV will request an offer from both parties and each time will specify the criteria on which basis the offers will be assessed. This procedure will be outlined in detail in the Request for Proposal.

SNBV reserves the right not to award projects by means of a mini competition within the Framework agreements. Possible reasons for this are:

- Need for recalibration of price levels;
 - Need for other knowledge and disciplines than the Suppliers can offer;
 - Capacity problems at the Suppliers.
- This will be motivated to the Suppliers.

With respect to the Lot Projects Baggage, the Contracting Authority reserves the right, after any award of a further agreement, to demand from the Contractor a banker's reference in the context of the specific project and with regard to the contract price of this specific project.

2.4 Demarcation / deliveries to the project

The Supplier itself must arrange for the renting of offices or temporary accommodation from Schiphol Real Estate (SRE) and arrange all necessary office facilities, such as safe and healthy work places (furniture, chairs, cabinets, lighting, furnishings), kitchen, sanitary facilities, climate control and insulation. In consultation with the Supplier, SNBV can be engaged to carry out a number of standard deliveries, such as the delivery of internet connections, desktops/clients, the supply of gas, water and electricity, connection to the sewage system and the cleaning of offices in baggage areas.

For each project, SNBV reserves the right to deviate from the above demarcation.

2.5 Optional scope (possible expansion)

During the contract period, all baggage projects at Amsterdam Airport Schiphol are optional.

3. Projects Baggage

3.1. Projects that contribute to objectives

To achieve the objectives stated in chapter 1, the Baggage system of SNBV is being expanded, replaced and/or modified substantially in the coming years. A distinction is made between three different types of projects: Design, Major maintenance and New-build.

3.1.1 *Design*

Within a Design project, a distinction is made between a Basic and a Detailed Design. A Basic Design includes the basic mechanical layout (fit-in building layout incl. catwalks, fencing, access and escape routes), basic electromechanical layout (power distribution, power consumption, earthing) and interface requirements specifications. A Detailed Design includes detailed mechanical, electromechanical, instrumentation and network design documents.

In a Design project, the Supplier is responsible for the Design of the Baggage system or components thereof (solution). The realisation of the Designs (implementation/construction) belongs to New-build projects. A project may consist of only a Design assignment or it may be a combination of Design and New-build. SNBV reserves the rights to hold a mini competition again after the Design. SNBV will draft a functionally specified request. The Supplier is given room to optimise the Design and to apply innovations in the Design). Simulation may be part of the assignment.

3.1.2 *Major maintenance*

Major maintenance is scheduled maintenance with respect to the replacement and/or reparation of existing functions of the Baggage system or System functionality. This concerns multiple maintenance activities to be performed simultaneously, such as the replacement of parts, or clustered maintenance activities whereby parts of the Baggage system are temporarily shut down during a maintenance stop. With Major maintenance, the existing functionality is restored. For example, by performing maintenance where it is not possible to get to on a daily basis, the replacement of specific parts which can no longer be maintained (end of service) and/or are no longer available (end of life) and are replaced with an alternative with the same characteristics. Major maintenance distinguishes itself from regular preventive and corrective maintenance that is performed on a daily basis. Major maintenance is project-based. However, Major maintenance distinguishes itself from New-build (projects) due to the nature of the activities. Major maintenance includes the following activities: maintenance, replacement and/or renovation/revision, the number of resources required within a short timeframe, and clustering of various maintenance activities that are performed simultaneously on the Baggage system. With Major maintenance, coordination between the various activities is of vital importance.

3.1.3 *New-build*

New-build concerns the realisation of new components of the Baggage system or System functionality. This may concern both an expansion as well as an addition. The realisation of New-build always takes place on a project-basis. New-build also includes the project-based replacement of a Baggage system in an area (e.g. E-basement). A New-build project may concern both a Greenfield situation as well as a situation in which there is an interference with an existing environment.

3.2 Mutual dependencies

The baggage projects are characterised by mutual dependencies in time and technology and influences from both the internal as well as the external environment. A starting principle of the implementation of the projects is that the impact on operations must be minimal. Important aspects of the implementation of the individual projects are the phaseability, transition and migration (monitoring of integrity) within the current baggage system (existing baggage concept/modular structure). In this respect, both the operational as well as the possible organisational impact of projects must be taken into consideration.

The current baggage architecture in the production environment consists hierarchically of two “main layers”, the BCS (Baggage Controls Systems – airport-wide/Area-exceeding systems) layer and the BTS (Baggage Handling Systems – Area-specific systems) layer. Future projects to which this Framework agreement applies may relate to all layers of the baggage architecture (as outlined in red in figure 1).

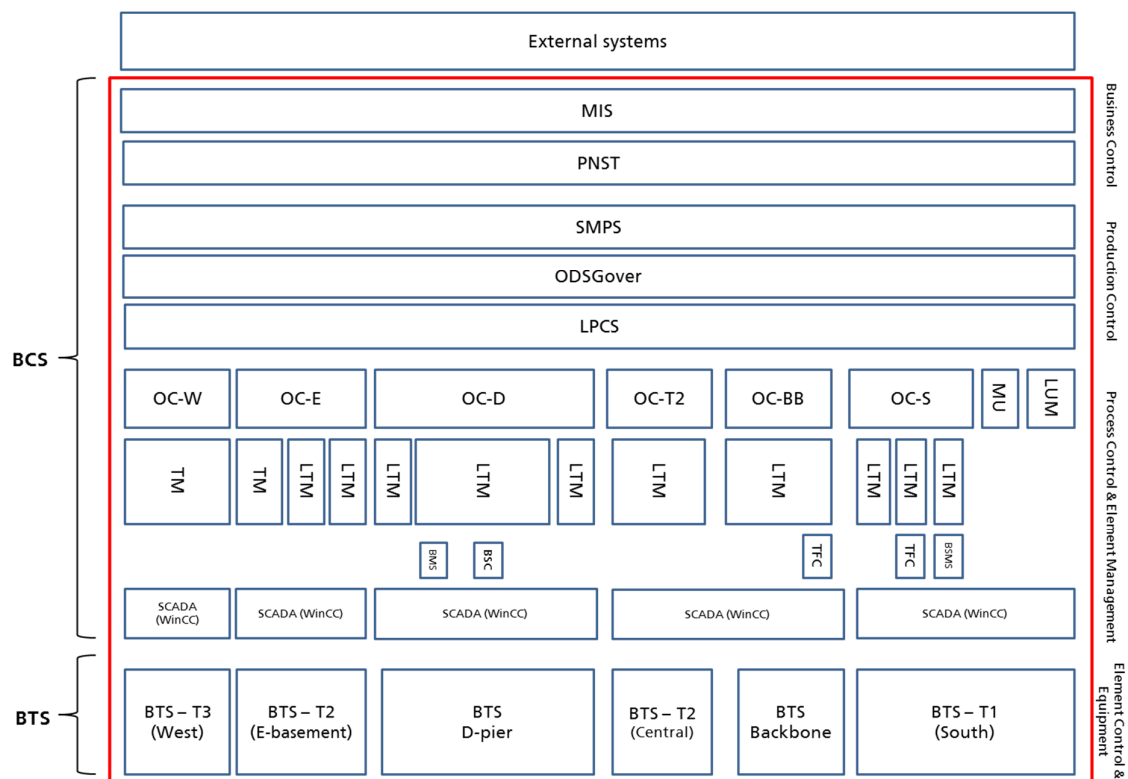


Figure 1: scope of the Lot in relation to baggage architecture

The new Baggage system A-pier to be built is not yet included in this overview. This project is in progress and will not fall under this Framework agreement. This baggage architecture is explained further in the Request for Proposal.

3.3 Roles and responsibilities

Within SNBV, a number of departments are responsible for elements of the baggage process. The departments the Supplier will primarily work and communicate with are:

- Day-to-Day Operations (DDO) - Airport Control is responsible for managing the baggage process 24/7. Airport Control makes and keeps the baggage systems available to users (incl. handlers), is (co-)manager of the baggage processing in the systems (with respect to process and technology) and maintains order and safety in the baggage handling areas. Airport Control controls Scarabee in the operation. Different handlers use the system, including KLM, KLM-PG, Menzies, Swissport and Aviapartner. Extra handling services are provided by Baggage Operational Support (BOS) within Aircraft Operations;
- Day-to-Day Operations (DDO) - Baggage Operational Support (BOS) has as its most important task the supporting of the baggage handling process where needed. Amongst other things, BOS is responsible for the transport of delayed transfer baggage to the correct location, the processing of baggage with a deviating format (called odd size), a part of the transport of V.I.P.-baggage and the sorting and transporting of hold baggage that is unable to be processed by the Baggage system;
- Process Development & Capacity (PDC) Management is responsible for (securing) the required capacity and the associated processes. The objective of Process Development & Capacity Management with respect to the handling of baggage is to have a clear picture of the number of baggage items that can be processed with the baggage systems now and in the future, and of how well this is happening. Process Development & Capacity Management studies the effective capacity (resources x use), optimises the process, analyses the expansion of the capacity and substantiates all this with numbers. This is done both looking back to build up knowledge in the form of reports, as well as looking forward in the form of short, medium and long-term prognoses, analyses, simulations and pilots;
- Support & Resource Allocation (SRA) is the link in the central information flow between PDC and DDO and back. They take the feedback of DDO (debriefing) and make sure that it is resolved, within Operations or where necessary outside of that, e.g. ASM. SRA does not only make the operation possible through planning and sharing information, they also manage the elements that are required to run the operation;
- Asset Management (ASM) – Technical Management Baggage is responsible for maintaining the baggage system (securing the Maintenance, availability, reliability of systems/resources and the associated processes) with the objective of facilitating a stable baggage operation. Reliability, sustainability and safety are secured against the lowest costs today and in the future. Technical Management Baggage is the department instructing (client of) the Supplier;
- Project Office Amsterdam Airport Schiphol (*Projectenbureau Luchthaven Schiphol*, hereafter 'PLUS') is responsible for the project management of most of the investment projects at Schiphol. Both engineering as well as civil projects (excluding IT projects). These projects concern new construction and Maintenance. PLUS looks after the project management and financial controlling of these projects.

Project management

In the implementation of projects, the PLUS department is responsible for the general project management. For each project, a programme of requirements will be drafted by SNBV, based on a Design and possibly a simulation, performed or outsourced by SNBV.

The Supplier must arrange for its own project management for all assigned projects.