

REQUEST FOR INFORMATION

COMMON-USE SYSTEMS (2019-07)

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DEFINITIONS

Table 1. Definitions

TERM	DEFINITION
Common-use	The general approach to make airport assets independent of airlines, handlers and/or other parties with the aim to share these assets across these parties.
Eindhoven Airport	Airport in The Netherlands, operated by EANV
EANV	Eindhoven Airport N.V., the company issuing this RFI
Respondent	Party that responds to this RFI
RFI	Request For Information
RFP	Request For Proposal
Supplier	Party capable of delivering common-use systems

1 INTRODUCTION

This is a Request For Information (RFI) of Eindhoven Airport N.V. (EANV) regarding common-use systems. The goal of this RFI is to make a market survey prior to the possible launch of a tender procedure for common-use systems.

The objectives are to:

- Gauge market interest and the capacity of potential suppliers to meet the needs of EANV and at what price level;
- To have a good understanding of each supplier's technical solutions, offerings and value-added features and services;
- To have a good and complete foundation for the future development of requirements.

In the remainder of this document, background information is provided (chapter 2) and the RFI process is explained (chapter 3). Chapter 4 describes a list of questions on topics that EANV finds particularly interesting and would like information on. Subsequently the response format provided (chapter 5) together with the terms and conditions that apply to this RFI (chapter 6).

NOTE

EANV acknowledges that the term *common-use systems* is very broad and typically covers multiple sub-systems. We are interested in your products and experience in all aspects of serving passengers in a common use environment. This could be typically:

- Traditional CUTE / CUPPS
- Mobile Common-Use
- Back Office Common-Use
- Off Airport Common-Use
- CUSS Kiosk
- Bag Tagging
- Bag Drop
- Biometrics Integration

EANV requires all respondents to answer **all** questions (chapter 4). We understand that some questions may not be relevant to your product offerings. If this is the case please respond 'N/A'. We would like to encourage responses from suppliers who offer components of a common use strategy as well as suppliers offering a full turnkey solution.

2 BACKGROUND

2.1 EINDHOVEN AIRPORT

Eindhoven Airport is the second largest airport in The Netherlands, serving over 6 million passengers annually. Our ambition is to responsibly connect the Brainport¹ region to Europe and beyond. One of EANV's strategic goals is *Operational Excellence*, in which we attempt to run an optimal operation while focusing on a seamless passenger journey: We promise our passengers to be *Always Easy*.

The IT strategy of EANV ensures the embedding of the corporate ambition and strategy into the IT-related activities. Important principles of this IT strategy within the scope of this project are:

- Standardize processes and systems;
- Couple systems loosely;
- Collecting data;
- Use off-the-shelf software;
- Ensure logical segregation of systems;
- Maximize reusability of resources across airlines and handlers;
- Maximize self-service facilities.

These principles outline the IT identity of EANV and how we believe to run our airport. In order to clarify the size and scope of our airport and this project, a list of expected figures for the year 2019 can be found in Table 2.

Table 2. Expected figures 2019

PASSENGERS	6.5 million passengers
FLIGHTS	41.000 flights
AIRLINES	10 airlines
HANDLERS	1 handler
TERMINALS	1 terminal
CHECK-IN POSITIONS	24 positions
SERVICE DESK POSITIONS	6 positions landside 2 positions airside
SELF-SERVICE BAG DROP UNITS	12 retro-fit units installed at check-in positions 1 to 12
SECURITY FILTERS	1 security filter
SELF-SERVICE PRE-SECURITY FILTER BARRIERS	4 barriers
BOARDING GATES	12 gates
SELF-SERVICE BOARDING BARRIERS	2 barriers per gate

More information can be found on our website: <https://www.eindhovenairport.nl/>

¹ <https://brainporteindhoven.com>

2.2 ROYAL SCHIPHOL GROUP

Royal Schiphol Group owns a controlling interest (51%) in EANV. Furthermore EANV has chosen to collaborate with Amsterdam Airport Schiphol in various areas, of which procurement is one.

2.3 PROJECT OVERVIEW

EANV is interested in information relating to Airport Common-Use solutions within the market. This interest is mainly due to three limitations of the current infrastructure:

- Ability to process passengers through multiple Departure Control Systems (DCS) in an easy, common-use and standardized fashion;
- Ability to expand self-service solutions that are able to connect to multiple DCSs in an easy, common-use and standardized fashion;
- Ability to extract data from passenger touchpoints for improving operational excellence projects.

Currently, passengers are processed locally through two DCSs². However, over 95% of the passengers are processed through one of the two, making it our primary passenger processing system. This DCS has therefore been fully integrated into all our facilities, e.g.:

- Conventional check-in desks
- Service desks
- Self-service bag drop units
- Self-service pre-security filter e-gates
- Self-service boarding e-gates
- Conventional boarding gate desks
- Back-office workstations

EANV is interested to understand which suppliers are able to provide modern, scalable common-use systems. As EANV believes that information sharing and collaboration is key for success, open integration standards are an important driver for the business.

2.3.1 PROJECT TIMELINE

In case EANV decides to continue this project after the responses to this RFI have been received, the following high-level timeline in shall be pursued as per Table 3.

Table 3. High-level project timeline

Feb 2019	Request for Information
March 2019	Requirements development
Q2 2019	Request For Proposal
Q3 2019	Vendor selection
	Contracting and implementation

² AirDCS by Ultra Electronics Tisys. iPort by RES2

3 RFI PROCESS

3.1 PARTICIPATION TO RFI

Every respondent should submit their complete response via e-mail to EANV in one email submission. The response shall be sent to the e-mail address procurement@eindhovenairport.nl, while providing the tag [Common-Use] in the subject of the e-mail and with respect to the submission deadline as stated in section 3.2.

In case a respondent wants to submit an updated version of an already submitted response, this is allowed by submitting a new, complete response. At the submission deadline, EANV will only take each respondent's most recent submission into consideration.

Submission by other means will not be considered. A failure to confirm will signify that this potential supplier is not interested in participating in the RFI.

NOTE

In case the respondent wants to submit more than 10 megabytes (MB) of information, please do **not** include this information as e-mail attachments. In this case, send an e-mail, as described above, as the formal notification of your response. Furthermore state the following text in your e-mail:

"I would like to receive an upload request for my information."

You will receive a special upload link to the file sharing platform of Eindhoven Airport as soon as possible, such that you can share your information.

3.2 KEY DATES AND SUBMISSION DEADLINE

The key dates and submission deadline for this RFI process are stated in Table 4.

Table 4. Key dates and submission deadline

DATE	DESCRIPTION
FRIDAY 8 FEBRUARY 2019	Publication of RFI
MONDAY 4 MARCH 2019 13:00 CET³	Deadline for respondents to submit their RFI responses (including all related material)

3.3 QUESTIONS BECAUSE OF THIS RFI

EANV has decided not to give to possibility to raise questions due to seeing this RFI. EANV believes that the questions are specific and clear and do not require allowing additional inquiries from respondents.

³ Central European Time

4 QUESTIONS

In case a respondent considers a question as not applicable to his offering, please note 'N/A' as an answer.

ORGANISATION

QUESTION 1	Can you provide a brief summary of your current organisation, its history, culture and philosophy?
RATIONALE	We would like to get a good understanding about who you are as a company and what your ambition is.
QUESTION 2	What would you consider as your competitive advantage and unique selling points as a company?
RATIONALE	We would like to understand how you aim to achieve your distinctiveness in the market.
QUESTION 3	What efforts are you taking with respect to corporate responsibility?
RATIONALE	Corporate responsibility is a key business driver for EANV. We think it is important that also our partners and suppliers embrace this.

COMMON-USE

QUESTION 4	What products are you offering with regards to CU at airports?
RATIONALE	We would like to have a complete view on your product portfolio regarding common-use, including the understanding how these products can be used stand-alone and/or how these products can be connected/integrated, if relevant.
QUESTION 5	What alternative CU modes do you offer for passenger check-in?
RATIONALE	We would like to understand your support in the field of passenger check-in, e.g. self-service kiosks, mobile check-in solutions, off-airport check-in, etcetera.
QUESTION 6	What alternative CU modes do you offer for baggage drop-off?
RATIONALE	We would like to understand your support in the field of baggage drop-off, e.g. mobile bag tag printing, off-airport bag-drop, etcetera.
QUESTION 7	What alternative CU modes do you offer for boarding?
RATIONALE	We would like to understand your support in the field of boarding, e.g. self-service boarding support.

QUESTION 8	To what standards is your system compliant and/or certified?
RATIONALE	Standardization is key for the success of common-use and making sure you. Typical standards are CUPPS (IATA RP1797), CUSS (IATA RP1706c) and CUWS (IATA RP1741).
QUESTION 9	Which of your products do you recommend to EANV with respect to this project?
RATIONALE	We would like to understand your recommendations to us that fulfil our needs, but also fit us regarding magnitude, level of innovation, etcetera.

TECHNOLOGY

QUESTION 10	What deployment types do you offer and what are your recommendations on this? Does your company offer a Cloud based system? What are your views on a cloud based CU environments?
RATIONALE	We acknowledge the trend towards cloud-based, centralised and shared systems. Also in the domain of common-use, you may think of various benefits of moving to a cloud-based system. However, also on premise deployments bring certain advantages, which shows the importance of this choice.
QUESTION 11	What data can be extracted from your CU system and by what timeliness, protocols and formats?
RATIONALE	We would like what data extraction possibilities exists, which is an important topic for EANV. We would like to understand if you operate an open model to integration or a closed model. For example, we currently capture all boarding pass scans in real-time at all passenger touchpoints including check in, including the actual boarding pass information.
QUESTION 12	How does a typical technical CU architecture look like?
RATIONALE	In order to get an understanding of the magnitude, layout and impact on existing infrastructure, it would be helpful to receive a diagram/schematic overview of a typical installation.
QUESTION 13	What do you have in place to support other airport (or third-party) applications that are required to use at CU workstations?
RATIONALE	We have various applications that are in use at workstations that will typically be affected by CU technology. We would like to understand the impact on this and how the availability of these applications remains.

AIRLINES AND AIRLINE SYSTEMS

QUESTION 14	Which airline systems (i.e. DCSs) does your CU system support as standard?
RATIONALE	We would like to understand whether you support all (major) airlines operating at Eindhoven Airport.
QUESTION 15	How do you on-board a new airline, which need to be brought onto the CU system?
RATIONALE	We would like to understand the impact, required actions and process when a new airline requires implementation.
QUESTION 16	How does your CU system supports running multiple applications simultaneously, while sharing peripherals?
RATIONALE	True common-use (a.k.a. real-time common-use) is critical for the operational excellence of Eindhoven Airport. We need to process passengers from different airlines (that may run on different DCSs) in the same queue, without having to exit an application (e.g. to release peripherals etc.).
QUESTION 17	How do you implement a local DCS into your CU system?
RATIONALE	Currently over 95% of our passengers is handled via a local, on premise hosted DCS, called AirDCS. The remainder of our passengers is currently handled through iPort DCS, which is hosted in a remote data centre. It is important that these systems are fully implemented/supported in your system.

IMPLEMENTATION

QUESTION 18	What are typical lead times for an implementation project like this?
RATIONALE	We would like to understand whether our planning is aligned with the typical lead times that you have experienced given the following phasing: Tender awarding → Project initiation → Project completion → Entering support phase

FUTURE DEVELOPMENTS

QUESTION 19	What are current and near-future significant developments for your CU products?
RATIONALE	We understand that introducing CU technology, means that you start a long-term engagement with a provider. We would like to understand your (near-)future ambitions regarding your products.

QUESTION 20	What is your strategy towards supporting new and upcoming technologies (e.g. biometrics)?
RATIONALE	Currently there are new technologies entering the Passenger Processing domain. This technology may lead to future adaptations in your common-use systems. We would like to understand how you prepare for this.
QUESTION 21	What is your strategy towards embedding, implementing and/or supporting Common-Use Web Services (CUWS) version 2?
RATIONALE	The Common-Use Work Group of IATA is currently working on technical specifications of version 2.0 of Common-Use Web Services. This new version acknowledges the need for more modern technology, i.e. web service technology, in different areas in the field of passenger processing.

FINANCIALS

QUESTION 22	What are the license/charge models that you offer for CU system use?
RATIONALE	We would like to understand the possible models and have a high-level understanding of the involved cost level, split into: - One-off costs (excl. implementation) - Recurring costs - Additional fees (optional) - Hardware vs. software (optional) This is for budgetary purposes.
QUESTION 23	What are the license/charge models that you offer for CU system implementation?
RATIONALE	We would like to understand the possible models and have a high-level understanding of the involved cost level, split into: - One-off costs - Recurring costs - Additional fees (if applicable) - Hardware vs. software (optional) This is for budgetary purposes.
QUESTION 24	What are the license/charge models that you offer for Common-Use system support?
RATIONALE	Please specify: - One-off costs - Recurring costs - Additional fees (if applicable) - Hardware vs. software (optional) This is for budgetary purposes.

5 RESPONSE FORMAT

Respondents shall provide the following information:

- General information
 - Company name
 - Company address
 - Company website
 - Contact name
 - Contact phone number
 - Contact e-mail address
- Answers to questions, as per chapter 4, in the following format:

QUESTION X	<i>Our question</i>
ANSWER	<i>Your answer</i>

- Reference projects
 - Project description
 - Contact name
 - Contact phone number
 - Contact e-mail address

In case the respondent believes to have worked on projects with a similar scope, please provide a contact name, phone number and e-mail address for this project.

Furthermore:

- The response shall be drawn up in English (American or British).
- The response shall be in PDF.

6 TERMS AND CONDITIONS

This RFI is in no way binding. It is not a Request For Proposal (RFP). The procurement of any goods or services described in this RFI may or may not necessarily take place as described.

EANV shall not be obligated in any manner to provide a response to this RFI, except with respect to obligations stated herein related to confidential or proprietary information.

Respondents are requested to clearly specify and clearly mark any portions of their responses that they consider to be proprietary or confidential. Any proprietary or confidential information provided by a respondent in response to this RFI, will be treated by EANV as confidential. Respondents are advised that any of the information submitted may be used in the development of future RFPs. Confidential information will not be disclosed. Nothing prohibits disclosure of information by EANV which: a) is in the public domain b) was disclosed to EANV on a non-confidential basis, c) is received from a third party on a non-confidential basis, provided that it was not acquired directly or indirectly by that third party from the respondent, d) is disclosed to consultants or advisers retained by EANV for purposes of review process, or e) is required to be disclosed by law or by any government authority having jurisdiction over EANV.

Any pricing supplied by respondents will be used solely for planning and budgeting purposes and will not be disclosed.

EANV has the right to seek clarification in relation to responses after the submission deadline.

EANV has the right to contact references, indicated in the responses to this RFI, without pre-notice to the respective respondent.

Aside from clarifications, EANV does not anticipate providing any response or acknowledgment of receipt to any respondent to this RFI.

Respondents to this RFI are solely responsible for all costs and expenses associated with preparation and submission of their response. EANV shall not be liable for, nor shall it reimburse any of the respondents, or any third party, for any costs, fees or expenses incurred in the preparation, submission or participation in this RFI process.

EANV has the right to terminate, suspend, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this RFI process at any time. EANV will have no liability for any losses, costs or expenses caused to you as a result of such termination, suspension, amendment or variation.

All responses to this RFI will be held and remain the property of EANV once received.

This RFI is a request for information about potential products / services and no contractual obligation on behalf of EANV whatsoever shall arise from the RFI process.

This RFI is both confidential and proprietary to EANV, and EANV reserves the right to recall the RFI in its entirety or in part. Potential suppliers agree not to duplicate, distribute or otherwise disseminate or make available this document or the information contained in it without the express written consent of Eindhoven Airport.

Potential suppliers shall not include or reference this RFI in any publicity without prior written approval from EANV. Potential suppliers must accept all the foregoing terms and conditions without exception. All responses to the RFI will become the property of EANV and will not be returned.

Only Dutch law applies to this RFI. Disputes arising in connection with this RFI should be submitted exclusively to the competent court in the judicial district of East Brabant.