

Question number	Name of document, section and page number	Question	Answer Eindhoven Airport (EANV)
1	Appendix D - 2.1 - Programme of Requirements	This document is 100% equal to "Appendix 2.1 - Programme of Requirements" What is the reason for two identical documents?	"Appendix D - 2.1 - Programme of Requirements" is added as part of the requirement of the SSBD. "Appendix 2.1 - Programme of Requirements" is added as appendix of the concept contract.
2	Appendix D - 2.2 - Requirements	This document is 100% equal to "Appendix 2.2 - Requirements" What is the reason for two identical documents?	"Appendix D - 2.1 - Requirements" is added as part of the requirement of the SSBD. "Appendix 2.1 - Requirements" is added as appendix of the concept contract.
3	General question	What materials are the existing desks made of - is it Corian?	The desk is made of High Pressure Laminate (HPL).
4	General question	Can we please have photos of the front, tops and underside of the desks including te inside of the locked caninets and the rear of the belt control unit ; also photos of all the belts please.	Photo's will be enclosed in the annex of this Q&A; "Documentation scale and photos desk".
5	General question	Which company carries out onsite maintenance for the current CUTE and CUSS services?	Please explain why this is relevant for this tender.
6	Appendix D - 47	Does this mean liner-less tags, such as ezeetags?	That is correct.
7	Appendix 4 - Service Level Agreement.pdf, Para 3.3	All parts needed for preventive and corrective maintenance for complete contract period with a maximum of € 500,- per part have to be included in the service delivery price. Does this mean that EIN will not hold spare parts above that value? Should we specify and recommend any necessary parts that are above that value?	Eindhoven Airport will hold spares on site if necessary. Tenderer should specify parts that are above € 500,- and are necessary to hold on site to meet the Service Level Agreement. See also paragraph 7.2 from the Invitation to Tender. "Tenderer will also provide a list of replacement parts with prices, see the Service Level Agreement, Appendix 4 of the (draft) Contract. This list will not be part of the total price of AC2."
8	Appendix 4 - Service Level Agreement Article 4 paragraph 4.4	As EIN will be responsible for the hardware maintenance it is assumed that where 3 or more SBD's are down relates to the measurement of the availability of the CORE systems? Can you please confirm if this assumption is correct and that this would be measured against the down time of the CORE systems?	If EIN is accountable for the downtime of the unit(s) this will not be part of the availability measurement.
9	Appendix 4 - Service Level Agreement paragraph 5.	This paragraph states that the required 3rd line of support (corrective maintenance) will be on-site support. As we will describe in our operations description our 3rd level support is a central support team who provide SBD support on a Global basis. If our second level support team cannot assist the EANV team to resolve the incident or if it cannot be resolved through remote actions they would call on our Level 3 support team to assist, this would still be through remote activities. It is assumed that what you are requesting is support on site if from a field engineer if necessary, they would, if necessary work in conjunction with our higher levels of support to resolve incidents? Is it correct that the paragraph is as described in his question?	In paragraph 5.6 of Appendix 4 it is stated that second level of support will be performed remotely. This can be from any service desk. Both local or global are both seen as remote support. Third line of support will always be performed on site. This can also be a field engineer of the supplier who is on site with remote support from a global service desk.
10	With reference to Appendix 4 - Service Level Agreement paragraph 7.1	This lists states that Supplier is responsible for all maintenance activities (software and hardware) on the SSBD units as prescribed by the manufacturer and warranty terms, except daily or weekly maintenance (1st line of support). Although not a weekly or daily activity but being a monthly requirement it is assumed that EANV team will complete preventative maintenance on the SBD units on site. Can you please confirm if this assumption is correct or if you wish for the Supplier to include a visiting field engineer visit on a monthly basis to complete the required planned maintenance? It is our understanding that 7.1 is referencing the requirement to complete remote software maintenance, ensuring that the Airline Applications, Launch Platforms, OS and AV are maintained to the latest certified versions. Can you please confirm that our understanding is correct?	This is not correct. Daily and weekly maintenance is 1st line of support and will be performed by Technical Service of Eindhoven Airport. All other maintenance (including monthly maintenance) will have to be performed by the supplier. This includes software maintenance.
11	Appendix 9	Within the tender docs we couldn't find Appendix 9- the only mention we see is (draft contract 13.4). Please provide this document	Appendix 9 refers to the candidate's Tender. This will be part of this contract and will be enclosed when finalising the contract; see paragraph 2.7.4. of the ITT.
12	Appendix E	For Pricing there is only Appendix E, please confirm if there are no further documents for pricing.	That is correct, however see also paragraph 7.2 of the Invitation to Tender: "Tenderer will also provide a list of replacement parts with prices, see the Service Level Agreement, Appendix 4 of the (draft) Contract. This list will not be part of the total price of AC2."
13	Appendix 8 (draft contract article 5.1)	Appendix 8 to the draft Agreement is the EANV access policy and has nothing to do with payments- kindly confirm if there is another Appendix 8 or if this has been incorrectly referenced?	That is correct, article 5.1 will be changed in; The Supplier shall charge EANV the amounts owed as based on the Agreement. EANV shall send the Supplier a purchase order for this purpose.
14	Draft Contract 5.2 vs 5.7	In the draft contract there are discrepancies between 5.2 & 5.7- Please confirm which clause should take precedent. Are the payments of the maintenance fee expected to be done yearly in advance or quarterly?	Paragraph 5.7 is correct. Paragraph 5.2 will be changed into: "The Supplier shall charge EANV the amounts owed for Maintenance as based on the Agreement on a quarterly basis, which amounts shall be charged in advance and properly itemised. For this purpose, the Supplier shall first send to an EANV contract manager a pro forma invoice which EANV, if it agrees to it, will approve. EANV shall then send the Supplier a purchase order that accords with the pro forma invoice approved by EANV. The Supplier shall invoice EANV on the basis of this purchase order."
15	Appendix 2.2 Requirements Appendix D - 2.1 - Programme of Requirements, section 2.4, page 14	Does the CUWS middleware have any EANV specific features?	The CUWS middleware based on IATA's specification, except a few optional extensions. Please search for the texts "ADDED BY AMS" and "ADDED BY EIN" in the enclosed XSD-files.
16	Appendix 2.2 Requirements Appendix D - 2.1 - Programme of Requirements, section 2.6, page 15	Can EANV provide us with two VMs so that we can realise fail-safety?	No, one VM can be supplied but shall only be used for management purposes as described in the Programme of Requirements page 15. Please also refer to requirement #33, indicating that the SSBD unit shall operate standalone.
17	Appendix 2.2 requirement 7;	Can it also be an integration, where the PAX always will be asked if they already have a bag, or would like to print one?	No, the SBD unit shall detect whether a passenger has inactive bag tags in its booking. If not, the unit shall issue a new bag tag.
18	Appendix 2.2 requirement 8;	Can it also be an integration, where the PAX always will be asked if they already have a bag, or would like to print one?	No, the SBD unit shall detect whether a passenger has an inactive bag tag in its booking. If yes, the SSBD unit shall request and validate that inactive bag tag.
19	Appendix 2.2 requirement 11;	What kind of API, please define. Is this API part of the EANV middleware?	This API is non-existent yet, but in our roadmap (planned development Q2 2022). The API will be indeed be realised on the EANV Middleware platform.
20	Appendix 2.2 requirement 12;	Please specify what you would like to be configured.	The layout of the receipt should be configurable/changeable, i.e. adding texts, graphics and information.
21	Appendix 2.2 requirement 15;	Please define your question. Depending on the solution, would a request for a floor walker also be accepted? (the floorwalker could attach a HEAVY tag)	Yes this acceptable, however this is not a very innovative solution because it is labour intensive.
22	Appendix 2.2 requirement 16;	Please specify what kind of mechanism is expected? Normally each new screen is configured, so please define your request.	If we would like to add a question/screen in the future, this should be possible. Also it should be possible to disable a specific screen, by configuration. E.g. asking a covid19-related question.
23	Appendix 2.2 requirement 20;	Please define which types of sensors you are referring to?	Resetting sensors is just an example. The engineering mode must be present to reset errors and specifically pinpoint / read out an error.
24	Appendix 2.2 requirement 33;	Is it permitted to use the suggested VM (see question # 2) to run the business logic of the bagdrop process ?	No, the SSBD unit shall run standalone as per requirement #33.
25	Appendix 2.2 requirement 39;	Would a set up be accepted where only a failure will be shown, if there's a failure: If no failure, nothing will be shown for the respective component.	If a user can assume that all components work as expected, if nothing is shown, that is okay. All present errors should be visible.
26	Appendix 2.2 requirement 44;	Please define personal data; is it allowed to use LPN's/PNR and seat?	Personal data is defined as per GDPR. Everything that can relate to an individual person. If only booking code and seat are stored, that is okay.
27	Appendix 2.2 requirement 66;	Could you please specify the entire payment process envisaged for Eindhoven? (Which payment services could be offered, how will the application be informed about completion of payment etc)	The SSBD unit does not have to validate payment completion (It should just accept the bag). It should only provide a payment URL to the passenger (by means of a QR code). The passenger should complete the payment before proceeding to Security (which we will validate at the eGate).
28	Appendix 2.2 requirement 68;	Please define the intended configuration capabilities, e.g. only visa check / Covid Pass Check; or which other flow changes ? Please define "destination" like (does this refer to e.g. Schengen, country, airport?)	It shall be possible to show a screen by default, or for a specific destination airport, or operating carrier, or marketing carrier (all part of the boarding pass barcode).
29	Appendix 2.2 requirement 74;	Please define what is requested for the API. (Our solution includes a remote monitoring capability)	Unit is ready for use, unit has an issue (including details about the issue), printer almost out-of-stock, unit is disabled/locked, unit is offline
30	Appendix 2.2 requirement 75;	We assume that a central server to log data will be accepted, and additional local log into the	Yes, that is okay.
31	Appendix 2.2 requirement 79;	Please define pushing through a bag ?	By pushing through a bag we mean a passenger pushing the bag beyond the conveyor belt below the SSBD unit and directly onto the conveyor belt of the Baggage Handling System.

			Liability will be limited to an amount of € 500,000 per event and to a maximum of € 1,000,000 per calendar year. Therefore, article 17.1 of the General Purchase Conditions IT & Systems (General Provisions) will be amended as follows: "If the Other Party fails imputably to fulfil its obligation to EANV, the Other Party is liable for compensating the direct damage suffered or to be suffered by EANV, and consequential damage suffered or to be suffered by EANV in a situation as referred to in Article 17.4. This liability is limited to an amount of € 500,000 per event and to a maximum of € 1,000,000 per calendar year." Furthermore, article 17.4 will be amended as follows: "The limitation of liability of paragraph 1 and the restrictions provided for in paragraph 3 of this Article do not apply: a) in the case of claims on third parties for compensation for death or injury, and/or b) in the event of gross negligence or an intentional act on the part of the Other Party, and/or c) in the event of an infringement of an intellectual property right."
32	Appendix A- Draft of Contract	Can we get a limitation of liability added to the Draft of the Contract, stating that the liability will be capped at 100% of the contract value?	
33	Appendices 1.1, 1.4, 1.5 and 1.6	Appendices 1.1, 1.4, 1.5 and 1.6 discuss intellectual property rights (IPR). Are we allowed to add our standard clause to the draft contract?	No, the provisions on intellectual property rights as stated in the General Purchase Conditions IT & Systems will be maintained. If there is a specific provision that you would like to see amended, you can submit a concrete proposal during the next round of questions. EANV will then assess your proposal and see whether and/or to what extent amendment is possible.
34	App D 2.2 Req 1	Please provide full details of the API / Middleware that connects from Bagdrop unit to Middleware for DCS integration	Please see enclosed the WSDL and XSD files in the annex of this Q&A; "EIN_CUWS_v1_WSDL-XSD".
35	App D 2.2 Req 1 - 22	Please confirm that all functionality requested is in fact supported by the Middleware from the Airport	Non-specific question. Maybe it helps to state that all requested functionality in requirement 1-22 is already present in the current setup at EIN.
36	App D 2.2 Req 51	Please confirm if the Bagdrop needs to comply with European Accessibility requirements, eg height requirements, reach etc.	Confirm directive (EU) 2019/882 and ISO 3864-1:2011
37	App D 2.2 Req 52	Please provide details of the weight scale interface	Documentation will be enclosed in the annex of this Q&A; "Documentation scale and photos desk".
38	General	Please confirm that the BHS support a OPC UA interface, if not please specify exactly what protocol is supported	Details of the interface will be enclosed in the annex of this Q&A; "Details interface Conveyor".
39	General	Please confirm if a safety features for intrusion detection is required	This is not required.
40	Appendix 4 SLA	Please provide more details on how fault reporting / SLA is to work. Eg what process and procedures are going to be in place to establish if the Bagdrop is indeed at fault or if there are other issues such as Host connectivity problems, middleware problems, BHS issues etc	This should be part of the Maintenance and support plan (ACS). This is where a Tenderer can demonstrate its competitive advantage.
41	App D 2.2	Please confirm that CE marking is required (none was seen on existing kiosks)	This is required either for the SSBD unit or for applicable parts in the SSBD unit.