

Request For Information

AODB and RMS



Colophon

Request For Information - AODB and RMS

Issue 21-7-2023

Version 1

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Introduction

This Request for Information (RFI) is carried out by Eindhoven Airport N.V. (EANV) to replace its Airport Operation Database (AODB) which includes flight scheduling, daily flight plan, master data management, billing and RMS. The goal of this RFI is to make a market survey prior to the possible launch of a tender procedure for an AODB.

The objectives are to:

- Gauge market interest and the ability of potential suppliers to meet the needs of EANV and at what approximate 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 a possible RFP.

In the remainder of this document you will find a brief summary of Eindhoven Airport, in which we explain our vision and strategy. Furthermore, we dive into the goal of this RFI. Then, we give some context about our current situation and scope of this market survey. Then you will find the list of questions. Finally, we explain the procedure and provide some practical information.

Vision & strategy

Eindhoven Airport is the Netherlands' second largest airport, with over 6.7 million passengers in 2019. Airlines connect the south of the Netherlands with over 85 destinations. Together with our partner companies, the airport provides almost 2,000 jobs, making it one of the region's largest employers. We are conscious of the social impact an airport has. Corporate social responsibility is part of our DNA, and we remain at all times conscious of the balance between international connectivity and the quality of life in the area. This is represented in our strategy.

Strategy

Good Neighbour

Eindhoven Airport is accessible, open and inviting.

Worthy entrance

A proud showpiece for a distinctive region.

Inspiring testing ground

Live testing by knowledge partners from Brainport.

Connector to the world

A human airport with a balanced network of destinations.

Easy on your way

The airport provides easy links between Brainport and Europe - and beyond - in balance with the surroundings. Traveller convenience is reflected in the strategy of Eindhoven Airport; Eindhoven Airport positions itself with "Easy on your way". We prefer our passengers to experience a swift and efficient journey from curb to plane. To provide this kind of service we have an ecosystem of partners that offer a wide product and services. A good technological backbone in the form of an AODB and RMS is essential for this strategy.



Figure 1: Eindhoven Airport Strategy

Digital & IT Strategy

Eindhoven Airport believes that digital solutions can be of strategic value. Our ultimate goal is to create a seamless passenger journey and business processes that are in harmony. This ultimate goal is realized by three important pillars in our digital strategy:

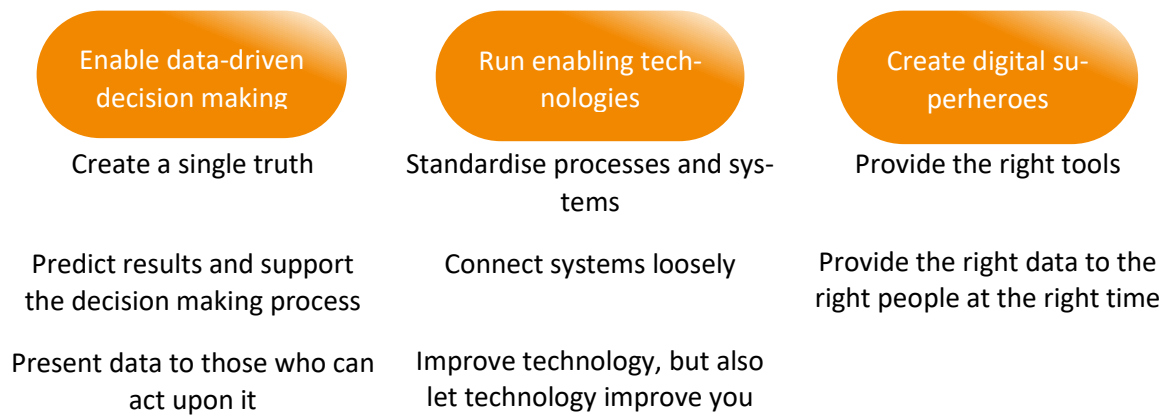


Figure 2: Eindhoven Airport Digital & IT strategy

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.



Request For Information

1 Goal

Eindhoven Airport desires to replace its Airport Operation Database (AODB) which includes flight scheduling, daily flight plan, master data management and billing. On top of that we are looking for a new Resource Management System (RMS).

An AODB is a critical system for the airport and partners to run and manage our operation. We want to take a step in terms of technology and this RFI should ensure our expectations meet the products in the market. Due to technological innovations, a new AODB creates opportunities to implement new functionalities which can help to run our operation more efficiently. Also in terms of reliability and availability we want to move forward. The new solution should be futureproof so that, apart from maintenance, it lasts for years.

2 Context and scope

Eindhoven Airport is second largest airport in The Netherlands. In 2022 9 airlines operated on the airport. EANV is a civil co-user of the military airbase *Vliegbasis Eindhoven*, which means that some typical airport authority tasks are out-of-primary-scope for EANV, such as firefighting, bird control, runway maintenance and air traffic control. Approximately 95% of our flights is operated by 3 of our airlines (FR, HV and W6). Considering these airlines, this means that we are very much focused on optimising our operational efficiency as these cost-aware airlines tend to have very short turn-around times. Operational excellence is therefore of key importance to the success of our airport. Some key figures about Eindhoven Airport are listed below.

Passengers (2019)	6.7 million
Flights (2019)	41.438
Airlines (2023)	9
Destinations (2023)	88
Handlers	1
Terminals	1
Check In Positions	22
Gates	11
Parking Positions	14
Runway	1
FIDS displays	135

Table 1: Eindhoven Airport Key Figures

AODB landscape

EANV operates an in-house developed AODB system built on legacy technology. Over the life cycle the system is maintained locally and features are introduced to support the growth of the airport. In order to (loosely) couple the AODB with other applications a middleware platform is introduced. Exchanging operational data with third parties (e.g. handler) is done via APIs available on this platform. For Gate and Stand we use a RMS/planning-tool that is built and maintained by the handler. Maintaining an AODB in-house is not in line with the digital strategy of Eindhoven Airport. Below you find an overview of the various functionalities in our current AODB landscape and whether it is planned to be replaced.

Functionality	Replace?
Flight scheduling	Yes
Daily flight Operations	Yes
Master Data Management	Yes
Billing	Yes
RMS	Yes
FIDS – data preparation	Yes
FIDS – data presentation	No
Business Intelligence	No

Table 2: Scope of the replacement

Flight scheduling

Eindhoven Airport is a slot coordinated airport and for planning purposes the slot files of the Slot Coordinator are used for flight scheduling. Slot files are processed to represent individual flights and changes are processed throughout the season. Furthermore, for a limited number of GA/BA flights slots are created manually. In order to make a realistic planning a manual passenger forecast is done, based on experience and realized flights of previous years.

Daily Flight Operations

For daily operation the system is updated prior to flights with relevant flight data for operation from the airline (e.g. registration), network operator (e.g. expected times), ATC and handler (passenger). This data is either entered directly in the system or provided via an automated (API) connection.

Master Data Management

In this module master data is managed centrally so that core information is available, reliable and consistent. At the moment we store information such as assets, aircrafts, aircraft types, airlines, etc.

Billing

After a flight is departed and all relevant information is stored, the flight is closed and sent to the billing module. Then the flight information will be enriched with business rules on tariffs and an invoice is generated for the airline at the end of the month.

RMS

Our AODB provides very little RMS functionality. All assets are defined and can be manually assigned to a flight, or can be assigned through an API. Currently, our resources such as check-in desks, luggage belts are manually assigned through the AODB application, while gates and stands are assigned via the AODB's API. We envision to manage these resources in an RMS, including the self-service assets. At the moment this is done all manually with almost no validations.

FIDS

The FIDS solution is broken down in two components; data preparation is done in the AODB. Fields, texts and text colours are transformed in the AODB and provided to the presentation/visualisation application via an API. The screen lay-out and presentation scheduling is done in the presentation application (PADS4).

Business Intelligence

Eindhoven Airport has a data-driven mindset; data is captured in an external platform and transformed in to data marts for further usage. Data is used in (management) KPI dashboards to provide:

- insight in the performance of the organisation
- analytical reports that are used to improve the airport operation
- real-time reports to monitor the current state of the daily operations.

3 Questions

The questions as part of this RFI are listed in the file 'EANV_RFI_AODB_RMS_Questions.xlsx'.



Procedure and conditions

1 RFI goal

In preparation for the possible launch of a European tendering procedure, EANV wishes to carry out a non-binding RFI. The aim of the RFI is to obtain knowledge, insights and advice from vendors that can be taken into account in the decision-making process whether to go ahead with the project and, if so, in the determining the specifications of the tendering process.

2 Information exchange

Communication about this RFI and submission of answers, only the MS Excel, should take place in writing, by e-mail, with as reference "RFI AODB + RMS". All communications relating to this RFI should go through the following contact person: Marieke van Herpen; procurement@eindhovenairport.nl. In order to ensure there is absolute uniformity in the communication with participants, EANV would like all communication with the RFI participants to take place via one permanent contact person.

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 Procedure

All participating market parties will receive the same information and the same questions will be asked. The basic principle of this process is that all parties have equal information. All received responses might be used as input for the specifications of the tendering process. Whether or not they participate in the RFI has no influence whatsoever on the position of participants in a possible European tendering procedure.

The following officials are likely to participate in the RFI on behalf of EANV:

POSITION

Product Owner Airport & Passenger Systems
Manager Operational Excellence
Procurement Manager
IT Business Analyst

4 Schedule

EANV works according to the following schedule for this RFI:

ACTION	DUE DATE	RESPONSIBLE
Publication of RFI to TED database via TenderNed	21 July 2023	EANV
Deadline for written response from participants (MS Excel)	3 September 2023	Participant

Table 4: RFI schedule

The schedule has been drawn up based on current insights. EANV reserves the right to reschedule the planned events.

A Tender

It should be expressly noted that this RFI is in no way part of the tendering procedure that may be launched later. Participation in the RFI is entirely voluntary and without obligation, and in no way affects participation in any tendering procedure. Furthermore, the information provided during the European tendering procedure may differ from that provided in the context of this invitation.

B Transparency

EANV attaches great importance to ensuring a transparent process. It is expressly not EANV's intention to favour participants or to put non-participating parties at a disadvantage.

C Early termination of, or amendments to the procedure

EANV reserves the right to discontinue all or parts of the RFI and/or the currently envisaged European tendering procedure, or to redesign the RFI and/or the currently envisaged European tendering procedure. Participants shall not be entitled to compensation for costs or other damages of any kind in such circumstances.

D Confidentiality

The RFI and all documents provided by EANV should be treated as strictly confidential by participants. Documents may only be disclosed to those staff members and advisers who have a role in the RFI or in answering the questions asked. This confidentiality should also be observed after the RFI. Naturally, EANV will treat the information provided by the participants with the same confidentiality.

E Costs

No remuneration shall be paid for participation in the RFI.