

Submission of questions 1; Airport Management System			
Question number	Name of document, section and page number	Question	Answer Eindhoven Airport (EANV)
1	AC51 appx-d	For Mobile Resources, what do you mean by planning and allocation for facilities? Do you require rostering capabilities or only real time allocation?	For this requirement EANV mean planning of static facilities as gates, stands, check-in via a mobile device. EANV only require allocation of resources, therefore rostering of personnel is not required
2	AC51 appx-d	f the supplier is providing integration to other systems how many interfaces are needed or just one to EA Middleware will suffice?	Appendix E section 2.2 describes all integrations in scope of this tender. All integrations into or outgoing EA Middleware stay in place. It is expected that the supplier integrate between AMS and EA Middleware. All integrations into, outgoing or connected to the blue boxes (AMS) are expected to be realised by the supplier and in scope of this tender. EANV aim to use as much standard integrations as possible, this includes the solution's APIs as well.
3	AC51 appx-d	Billing module provided by the which can integrate via APIs to the customers ERP system. Will EIN ERP system be able to manage the invoicing ?	If the billing module handles the business rules and creates the invoice lines. Then our finance system is able to handle the invoice via XML.
4	Appendix D - NFR77	Considering that the supplier will not have permanent access to the virtual machines provided by EIN (NFR35), can you please confirm that EIN will be responsible for managing the infrastructure (operating system, AV, DB system) and the supplier will support the supplier's application and key components?	EANV will be responsible for the network infrastructure and hosting the Virtual Machines. The supplier is responsible for OS updates, AV and the DB system delivered in this project. The supplier will get remote access by using named client VPN accounts.
5	Appendix D - NFR35	Can you please clarify if EIN will provide a permanent connection for the supplier to perform the remote monitoring of the supplier's application and the components under its responsibility?	EANV could provide a permanent connection for remote monitoring as long as it meets our security requirements. But EANV is confident that EANV and the supplier will find the right solution for this.
6	Appendix D - NFR35	Can you please confirm how quickly remote access will be provided in the case the supplier's remote teams need to work to resolve an ongoing incident?	EANV always have the intention to supply the remote access as soon as possible. When it involves a high priority incident the request should be followed by a phone call. In most cases the access will be granted during the phone call, if not, then the SLA of the incident will be on hold until the access is granted.
7	Invitation to Tender, 5.4	Could you please clarify whether a non-Dutch company is also required to request the GfE4 Certificate of Conduct for Procurement (COCFP)? Can this be replaced by a Trade Register extract?	A Trade Register extract is not a document that is comparable with the COCFP. If a foreign authority is unable to issue a document comparable with the COCFP for the Candidate, this Candidate must draw up a duly signed self-declaration in which the Candidate declares that these Grounds For Exclusion do not apply, see the ITT. The registration in the national professional/trade register is necessary to meet the GfE2, see paragraph 5.2.
8	Appendix D & F	Could you please confirm whether we may include supplementary documents alongside Appendices F and D in our response to provide additional details and graphics?	It is not allowed to add supplementary documents to Appendices D and F. It is allowed to add graphics/screenshots in Appendix F.
9	Invitation to Tender, 4.7	The total quotation sum for a 5 year contract, including licenses and hosting, is limited to EUR 1.100.000,=. Do we understand this correctly?	That is correct. The total quotation sum is based on the total costs for 5 years of all 12 items below: 1. Software Licenses 2. Integration 3. Infrastructure 4. System Configuration 5. Customisation 6. Installation 7. Project Management 8. Training 9. Documentation 10. Hosting 11. Upgrade & Maintenance 12. Support
10		For integration to other systems would you require the supplier to develop the interfaces or the airport can connect to our the solutions APIs for all data feed.	Appendix E section 2.2 describes all integrations in scope of this tender. All integrations into or outgoing EA Middleware stay in place. It is expected that the supplier integrate between AMS and EA Middleware. All integrations into, outgoing or connected to the blue boxes (AMS) are expected to be realised by the supplier and in scope of this tender. EANV aim to use as much standard integrations as possible, this includes the solution's APIs as well.
11	Appendix D - DP29	Where is this timestamp generated and what format is it in?	The boarding status must be set in the AMS. This status change must be logged so EANV know when the boarding process starts.
12	Appendix D - DP15	Is a schematic for this available for this in advance of submission?	The exact requirements for this solution need to be discussed during the project. However, below you find some business rules which give an idea of the complexity of the solution. Besides that, two maps of the walking paths are added in other to show the layout, see attachment 'AppendixL_lanes.pdf' and 'AppendixK_layout.pdf'. - Each path has several fixed locations where it is possible to switch to another path. In the added maps you find where these switches are located. - If a path is in use for a departure flight, it cannot be used by another flight - Schengen and non-Schengen may never cross - Schengen and non-Schengen have different fixed paths for arrival Gate 1 connects to S1/ S2 Gate 2 connects to S2/S1/S3 Gate 3 connects to S3/S2/S4 Gate 4 connects to S4/S3/S5, but not at the same time Gate 11 connects to S5 Gate 12 connects to S6 Gate 5 connects to S5/S6/S7 Gate 7 connects to S6/S7/S8/S9/S10/S11 Non-Schengen Gate 8 connects to S8/S9/S10/S11/S12 Non-Schengen Gate 9 connects to S8/9/10/11/12/13 Non-Schengen Gate 10 connects to S8/S9/S10/S11/S12/S13
13	Appendix D - AC75	What is ARST in the context of this requirement? Do you mean ARZT (Actual Ready for De-icing Time) or ASRT (Actual Start Up Request Time) instead?	Apologies this is a typo, ASRT (Actual Start Up Request Time) was meant in the requirement.
14	Appendix D - AC90	What is EFPS in the context of this requirement?	This requirement describes Electronic Flight Progress Strips (EFPS). At this moment ATC uses manual strips, but EANV would like to know whether it is possible to receive information from EFPS. These timestamps could for example be used to derive estimated block times.

15	Appendix D - DP1	What does CIP/non-CIP mean in the context of this requirement?	EANV would like to explore the possibility to enrich the AMS data with Common Use data such as check-in information. In this requirement CIP/non-CIP mean check-in and non check-in percentage split.
16	Appendix D - SS61	Can you please provide more information and a sample of the report? What data is required and are integrations with other systems (apart from the AODB/RMS) are needed to capture the required data?	No integrations with other systems are required. The following information should be extracted from the AMS: Flight date, flight time and flight number. This information will be compared with the data from ACNL to verify which slots have been fulfilled.
17	Appendix D - SS62	Can you please provide more information about the Financial/ERP System that is required to integrate with? Is it possible to provide an indication about the required data exchange and formats at this stage?	Our financial systems is Exact Globe. Exact can exchange data via XML and is expecting the following information: debit number and invoice lines including amount. This mean the AMS billing module should be able to process business rules onto the flight data in order to create invoice lines.
18	Appendix D - SS63	We are assuming that GL are the General Ledger Codes, provided by the Financial System, is this assumption correct?	Yes, that is correct
19	Appendix G - Pricing Sheet	We can and are happy to provide either an-premise or cloud based solution. We cannot determine from the RFP whether you have a preference for one or the other - please can you tell us? If you would like a price for both options to be provided, please explain how we should use the AppendixG pricing sheet to do this?	EANV does not have a preference. EANV invites you to fill in the most appropriate solution for Eindhoven Airport in the Price Sheet. Optional you can add the other solution price in the Further information field. In case of on-premis: If you opt to use our VM infrastructure, fictitious costs will be added to your tender in order to equally evaluate all tenders. Please refer to section 2.4 of the updated Appendix E and the Hosting tab in Appendix G.
20		Considering the relative value of the expected contract would you accept as an alternative, contract value performance/warranty bonds instead?	All contract documents are part of this procurement (e.g. draft agreement) and already available on TenderNed. You may suggest textual amendments to these documents through the next round of questions, which EANV will then consider.
21	Appendix D - NFR89	Please clarify the meaning of this - is it that they could be also written in in Dutch language, or is it that the training sessions could be spoken in Dutch language?	Training materials could optionally be written or spoken in Dutch. English is always accepted as alternative.
22	Appendix D - NFR94	Please give more details on this; what system, what is expected of the vendor during the project for this, etc?	In NFR93 is stated which IDM providers the AMS must be able to integrate with. These supported providers are the minimum required. In NFR94 EANV would like to know which other providers you can integrate with. NFR94 gives a better understanding which providers can be considered in the future.
23	Appendix D - NFR111	Please clarify what are your expectations of this, especially given that in NFR86 it states the solution should Commercial off the Shelf, and there is no call for in the RFP, or need for in our offered solution for any dedicated resources associated with only this contract (in which case TUPE would not apply...)?	This requirement expects that knowledge about the AMS solution running at EANV is guaranteed in case of a takeover. Practically this means that information about the solution at EANV is transferred to the new company.
24	Appendix D - NFR87	The server-side components of our solution run on virtualised Red Hat Enterprise Linux, Kubernetes clusters and PostgreSQL database. We support the use of either VMWare or Proxmox as the virtualisation hypervisor software. Please confirm that this is all OK for you?	This solution is OK for us. EANV can host the Virtual Machines on Vmware as long as the other components are managed by your side.
25	Appendix D -	With regard to the Business Requirements. Is 'Future release' or 'Customisation' considered a pass or fail?	A Must Have can only be in the category 'Standard' or 'Customisation', the category 'Future Release' will be considered a FAIL and this will result in disqualification from the process. Should Have and Could Have requirements will be scored with no minimum score threshold. (see Appendix E)
26		What is your expectation for the value in EUR of the project phase and the value in EUR for an annual SLA period?	EANV can't give any expectations about TCO deviations.
27	Appendix D -	Please provide a list of the various different 3rd party systems that it is expected to connect and interface to during the project phase - what kind of data is to be shared - is it send/receive/both. Then please repeat these for possible future systems not expected to be done during the project period if they are not ready/available.	Appendix08 describes the fields currently in the FlightAPI. Appendix E contains an overview of all integrations in scope. Also, in case future changes are known, these are described.
28	Appendix D - NFR03	As this is a MUST requirement, are we able to offer alternate P3, P4 resolution timescales proposals without having our offer rejected? Or do we need to commit to these to remain in the tender process?	Since it is a must requirement, these timescales are the required minimum. However, if in your opinion these timescales are not feasible you are free to offer an alternative timescale in the next round of questioning. If EANV accepts your offer, then you are free to include it in your proposal.
29	Appendix D	Could you please confirm that your slot coordinator (NACL) will share messages using the IATA standard "IATA_SlotDynamicUpdateNotifRQ" .?	Yes, that is correct
30	Appendix G - Upgrade & Maintenance	The RFP is asking for 3 applications (AODB, RMS, Aero BILLING) - so is it expected that an Annual Upgrade Cost for each individual application is provided, or should it be an all 3 in 1 cost item? Similarly for upgrade services (ie example - familiarisation training for any single application or all 3 together in the same item price?)	The total amount for all the applications combined is the most important. It would be appreciated if you could specify the costs for each application, although this is only really relevant if an application can be upgraded individually.
31	ITT - 2.5.2.	Do we need to provide GfE3 and GfE4 also at registration?	Yes, as you can read in paragraph 5.3 and 5.4, you need to provide the Statement from the Tax Authorities and the Certificate Of Conduct For Procurement (COCFP), at registration. You will find the final checklist in Appendix J.
32	Appendix G - Pricing Sheet	You get a £ (POUND) sign in a few 'Unit Cost' fields. Is that correct?	Changed all fields to € (EURO) sign, see updated Appendix G.