

Question number	Name of document, section and page number	Question	Answer Eindhoven Airport (EANV)
1	"Invitation To Tender", 1.2.1, page 4.	Who is in charge of providing the track data feed (ADS-B or radar) and upon which format or network protocol will it be provided ?	We currently have a radar feed coming in from Eurocontrol that we can provide (Asterix CAT 62, 63, 65 format). We also have an ADS-B data feed available. However, note that both data sources come as-is, without any warranty or SLA. The provider can never use any downtime of the sources as an argument to not meet his SLA. If desired, the provider is permitted to install an ADS-B antenna at EANV's premises.
2	"Invitation To Tender", 1.2.2, page 4.	How does EANV envisage the connection/communication of the solution with "Samenopdehoogte.nl" and "Nomosonline" at Schiphol airport?	We expect the participant to propose a solution. Currently we simply redirect from samenopdehoogte.nl to a hosted page of the communication portal.
		Does the solution need to transmit data to these platforms, or do these two platforms need to extract data from the solution, and will EAV provide technical documentation to interconnect with these platforms?	See previous answer.
3	"Invitation To Tender", 1.3.1, page 4. In addition, the datasets collected with the measurement system should be made available to third parties, who want to conduct independent data research.	How should collected data sets be made available to third parties? Via standard exports, an API, a public portal?	We leave it up to the provider to come up with a proposal, but the most common way is to provide an API (accessible after following an authentication procedure) and a communication portal where you can manually download a data dump.
4	"Invitation To Tender", 1.3.1, page 4. It must be possible to answer other analysis questions by means of data analysis. For this, external capacity must be within reach.	What is meant by "external capacity must be within reach", and to what extent?	Sometimes customization/tailormade solutions is/are needed which is not always included in the standard contract. We expect the new provider to describe a solution for this.
5	"Invitation To Tender", 1.3.2, page 5.	How can we identify and differentiate between military and civilian air traffic in radar data (based on registration, aircraft type, etc.) ?	We expect a new provider to answer this question by itself.
6	"Invitation To Tender", 1.3.2, page 5.	what kind of peculiarities of flight passages are expected to be indicated in the dashboard ?	We expect a new provider to answer this question by itself.
7	"Invitation To Tender", 1.3.2, page 5.	how it is expected to connect to external initiatives (PAMV, air quality, etc) ?	See answer to Q1 and Q3
8	"Invitation To Tender", 1.3.2, page 5.	What kind of information about the location of the NMU could be useful to be representative for the community around it ?	This is up to the new provider to describe
9	"Invitation To Tender", 1.3.3, page 5.	What type of input data are supposed to be used in the calculations, and who is responsible for producing the legal calculations and in what final form (noise maps)??	We expect a new provider to answer this question by itself. This is up to the new provider to describe. Ownership of the process of legal noise calculations for enforcement remains with the Department of Defense.
10	"Invitation To Tender", 1.3.3, page 5.	What kind of "more detailed analysis of data sets" is expected to explain differences between measurements and calculations?	Analysis of the data in terms of, for instance, distributions of L _{max} , N _{ax} , SEL over selected time periods or in terms of yearly averages expressed in Ke or L _{den} , L _{night} . Restriction of such analyses to, e.g., low wind speeds, absence of rain, higher elevation angles. Trend analysis of these distributions and averages over extended time periods.
11	"Invitation To Tender", 8.3, page 23.	Could you be more specific on what is expected by : "Description of the instructions given on the operation and use of the monitoring system" ?	This is up to the new provider to describe
12	"Invitation To Tender", 8.3, page 23. Description of how the historical data of the current monitoring system will be transferred to the new system.	Could you indicate the period (since when?) and format of the data to be transferred?	We would like the data transferred as from 2013 (last 10 years) and it will be delivered as a data dump that can be provided in different formats, for instance CSV.
13	<i>Appendix 10 - ARN2016.pdf</i> <i>5 Language</i> <i>The documents to be submitted within the context of the procurement process must be drawn up in Dutch, unless specifically stated otherwise by the special sector company in the procurement documents.</i>	The "invitation to Tender" declares that "The working language throughout the Tender Procedure will be English." Does it mean that the tender can be fully written in English or only during the procedure (written exchanges or questions) ?	We have specifically stated that the language during the Tender Procedure will be English. Therefore the Tender can be fully written in English.
14	<i>Appendix 4 - Data Processing Agreement.pdf</i> <i>6.3 Audit requirements</i> <i>In the event that an audit and/or test shows that the Data Processor has failed to comply with its obligations under this Data Processing Agreement, the Data Processor will bear both its own EANV's initials: page 5/13 Data Processor's initials: costs and EANV's costs, incurred within the framework of the audit and/or the test, all this without prejudice to EANV's other statutory rights.</i>	Who decides on the audit/test driver, and is there a budget limit for the EANV costs to be borne by the supplier?	EANV, as the controller, can decide when, how and by whom such an audit/test will be conducted. This will be done on reasonable grounds and in a reasonable manner. There is no budget limit for the EANV costs to be borne by the supplier. Please note that Supplier, as a Data Processor, will only bear both its own costs and EANV's costs, reasonably incurred within the framework of an audit and/or test, if the audit and/or test shows that the Data Processor has failed to comply with its obligations under the Data Processing Agreement. All this without prejudice to EANV's other statutory rights.
15	<i>Agreement.pdf</i> <i>a)</i> <i>EANV requires a regional aircraft noise monitoring system, including noise measuring units, a complaint handling system for aircraft noise, integration of a track data feed (such as ADS-B or radar), data supply to the core data platform of the airport, and installation, service and maintenance of the solution, hereafter: "the Services";</i>	A "complaints handling system" is mentioned in this document, but complaints handling is not mentioned in any other document, nor in the call for tenders. Is this within the scope of the tender?	The complaints handling system described in the agreement is the same as the 'report handling in the IT', see AC3: Description of how reports can be entered via the communication portal, the process involved, how the retrieval takes place and how unauthorized use for example by bots is prevented, and in 3.1.6 and 3.1.7 (FCP 11) program of requirements. This is within the scope of the tender.
16	"Invitation To Tender", 8.3, page 23. Description of how reports are entered into the monitoring system, how they are automatically processed by the system, how users of the monitoring application can monitor and adjust the control over this operation and how the feedback from the report is processed.	Is this or not related to a complaint (report) system ? Or is it the classical report (without any link to communications/complaints module)	Yes, see answer Q15
18	Agreement - 3.4 page 5	The tender seems to be locking tenderer in for 10 year term, whilst EIN will retain a right to terminate after 5 years without penalty. This seems to be inconsistent. Should we assume 5 or 10 year contract terms?	The contract term remains 10 years (as stated in Article 3.1). EANV is prepared to extend the notice period to six (6) months so, in case of termination, the Supplier can prepare for the termination in a timely manner. Article 3.4 is amended as follows: "After 5 years, EANV may terminate this Agreement without cause before the end of the current term of the Agreement, with a notice period of six (6) months."
19	Agreement - 4.5 page 5	The invitation to tender (at 1.2.3) notes that (work) permits with local municipalities are out of scope, yet 4.5 of the Agreement requires supplier to apply for permits etc. Please clarify what is included in scope	Paragraph 1.2.3 of the Invitation to Tender refers to (work) permits with local municipalities that are currently out of scope. However, Article 4.5 relates to other permits, approvals and exemptions that may be required for the provision of the Services, at the discretion of the Supplier.
20	PG20-21/28 Invitation to Tender	1) Among the "minimum suitability requirements, MSRS – Core competences/References", core competence 1 requires in the last 3 years an experience in realizing a noise monitoring network for the measurement of aircraft noise at an airport with at least 10 measuring locations. Although we typically provide both the noise monitoring networks and related software managing platform, our most recent similar experience is the airport noise monitoring system we provide to Brussels Environment (https://environment.brussels/) which manages a 13 stations noise monitoring network with web-based monitoring, communication and reports applications. This specific supply includes to the software platform and its customization interfacing the existing noise station network which were previously installed by another supplier. Can we use Brussels Environment reference to reply at MSRS requirements?	The candidate must comply with the stated core competences. Precisely the experience and knowledge in the field of long-term measurement of aircraft noise is the most important requirement. It cannot be compared to measuring industrial noise (static source), road traffic noise (continuous source) or Marine noise (monotonic source). The challenge is to properly measure a passing aircraft by linking radar data or using smart algorithm. That knowledge and its translation towards our community is most important. We therefore do not change the scope of the core competences and/or assess any references before submissions of tenders.
21	NA	2. When is/should be possible to organize a site survey at the existing locations?	Eindhoven Airport does not organize a site visit. All locations are free to visit.
22	NA	3. Do you have pictures of the internal views of the cabinets available?	No
23	NA	4. Which brand of Noise Monitoring station you are currently using?	Our current noise monitoring stations are EMU1100 delivered by Lochard (now Envirostyle).
24	NA	5. Are the Noise Measuring systems leased or bought?	Our current noise monitoring system is owned/bought by Eindhoven Airport

25	NA	6. We do not find a price split template, is this correct ? We just have to fill in total price in tendered?	A price sheet is mistakenly not included, but is now available on Tendered. In addition to the price sheet, a detailed explanation of the costs must also be included when submitting the tender. Additional questions regarding the price sheet can be submitted until 6 February 12:00 p.m.																						
26	Invitation To Tender	In the "Invitation To Tender", there is no information or specifications regarding the provision and installation of a weather station. However, visual documentation indicates the presence of a weather station on one of the previous NMUs. Could you kindly clarify whether it is necessary to supply a weather station for this project, and if so, what quantity is required?	The NMU's could be including a weather station. This is optional (see Terms en definitions). Make sure all of the requirements are guaranteed (for instance FMA31).																						
27	Invitation To Tender	Could you provide information regarding the distribution between fixed and mobile units among the 10 locations?	Currently 9 NMU's are fixed and 1 NMU is mobile																						
28	Invitation To Tender	Is it feasible to reuse all 10 locations with regard to their geographical placement, mast infrastructure, power provisions, etc.? If not, could you specify the number of new locations that need to be established?	No, not all 10 locations. In regard to their geographical locations we expect 4/5 locations to be reused, depending on expert judgment of the tenderer to meet objective 3 iIT.																						
29	Invitation To Tender	In the event that new locations need to be created, could you please clarify the entity or parties responsible for fabricating the concrete slate, installing the fences, and mounting the mast?	The provisioning of physical infrastructural, e.g. electric grid and data cabling (or sustainable alternatives) up to the location of the NMU is out of the scope of this tender. For the definition of the NMU and its location itself, see definitions PoR p. 22.																						
30	Invitation To Tender	Building upon the inquiry in question number 20, could you specify the party or entity responsible for supplying power to the newly established NMUs?	See answer question 29.																						
31	Invitation To Tender	Is it possible to re-use certain masts, and if so, may we request details regarding the quantity and technical specifications of these masts (including length, diameter, height, model reference, etc.)? Additionally, could you provide information on the type of microphone which is currently installed on the locations designated for reuse? If we have to supply new masts, do we have to provide fixed or tiltable masts ?	It could be possible but it is up to the tenderer to decide to reuse or not. More information about the current NMU's, see also answers on submission of questions 1. For new masts it is up to the tenderer to offer the best suitable.																						
32	Invitation To Tender	Is there a potential for the airport to perform Level 1 maintenance tasks, such as rebooting and SD card replacement, on the NMUs, or is it strictly expected that all maintenance activities be undertaken exclusively by the supplier?	No, Eindhoven Airport does not provide any level 1 maintenance.																						
33	Invitation To Tender	Could you please clarify whether the provision of internet connections is managed by the airport or the supplier? Additionally, is there an established Ethernet network in the existing locations, or will it be supplied? In the absence of an Ethernet network, could you specify the party responsible for supplying SIM cards for establishing a 4G connection?	As per requirement TIS01, network connectivity shall be done via GSM/UMTS/LTE. EANV is capable of supplying SIM cards, although the supplier is also permitted to supply these himself.																						
34	Program of Requirements, FBE09, page 9	Could you please explain in detail which services are included in support and maintenance especially regarding first level support on-site and verification in external laboratory every 24 months?	We expect support and maintenance that meets requirement FBE06 99% operational system. This includes annual maintenance and calibration of the NMT. How maintenance is provided is up to the tenderer.																						
35	Invitation to Tender, chapter 8, page 22	In Section 8.1, it is stated that AC3 comprises Report Handling and the Complaint Portal. However, Report Handling is a component of Chapter 8.3 (AC2). Section 8.4 does not mention Report Handling. The question aims to address the observation that the scope of the AC2 document appears relatively limited. Can you elaborate on the relationship between AC2 (8.3) and the absence of Report Handling in Section 8.4?	When we mention reports we mean complaints but this does not apply to 8.3 bullet 6, 8.4 bullet 4 and 8.5. The relationship between the two is that the report(complaint) handling mentioned in AC2 (8.3) is to describe how reports(complaints) are entered into the monitoring system, how they are automatically processed by the system, how users (employees) of the monitoring application can monitor and adjust the control over this operation and how the feedback from the report(complaint) is processed. In section 8.3 (AC3) we ask a description of how reports(complaints) can be entered via the communication portal by our community the process involved, how the retrieval takes place and how unauthorized use for example by bots is prevented.																						
36	Invitation to Tender, 1.2.3, page 4	Out of scope are Provisioning of physical infrastructure. Does that mean that concrete foundations and fencing will be provided by EANV? Does electric grid also mean that EANV makes the contracts with the electricity provider and pays the related electricity costs?	See answer Q29.																						
37	Program of Requirements, TIS01, page 19	Are the LTE mobile contracts and the SIM cards provided by the EANV?	As per requirement TIS01, network connectivity shall be done via GSM/UMTS/LTE. EANV is capable of supplying SIM cards, although the supplier is also permitted to supply these himself.																						
38	Program of Requirements, FMA40, page 14	Can you please give a definition for the noise indicator "Ke"?	Ke stands for 'Kosten eenheden' (Kosten units) . This Dutch system is named after Prof. Dr. C.W. Kosten, who in the 1960s developed an algorithm to combine the noise from individual aircrafts to an indicator for the yearly noise exposure which fairly well described the public noise annoyance at that time. This indicator is used for airbase Eindhoven and therefore also for Eindhoven Airport. The structure of the calculation of the Ke is more or less similar to that of Lden. $B = 20 \log \sum_{p=1}^N n_p \cdot 10^{L_{Amax,p}/10} - 157 \quad (1)$ Hierin is: B de geluidsbelasting in een gegeven punt op de grond in Kosten eenheden (Ke), N het aantal ter plaatse waargenomen vliegtuigpassages of vliegtuigbewegingen in één jaar (1 vliegtuigbeweging is een start of een landing), p een index voor een vliegtuigpassage, n_p de nachtsraffactor, een weegfactor die afhankelijk is van het tijdstip waarop het vliegtuig wordt gehoord (tabel 1), $L_{Amax,p}$ het waargenomen maximale (A-gewogen) geluidsniveau in het beschouwde punt tijdens de vliegtuigpassage (p). <table><tr><th>Tijdsinterval</th><th>n_p</th></tr><tr><td>00 - 06 uur</td><td>10</td></tr><tr><td>06 - 07 uur</td><td>8</td></tr><tr><td>07 - 08 uur</td><td>4</td></tr><tr><td>08 - 18 uur</td><td>1</td></tr><tr><td>18 - 19 uur</td><td>2</td></tr><tr><td>19 - 20 uur</td><td>3</td></tr><tr><td>20 - 21 uur</td><td>4</td></tr><tr><td>21 - 22 uur</td><td>6</td></tr><tr><td>22 - 23 uur</td><td>8</td></tr><tr><td>23 - 24 uur</td><td>10</td></tr></table> tabel 1. De nachtsraffactor in de Kostenformule.	Tijdsinterval	n_p	00 - 06 uur	10	06 - 07 uur	8	07 - 08 uur	4	08 - 18 uur	1	18 - 19 uur	2	19 - 20 uur	3	20 - 21 uur	4	21 - 22 uur	6	22 - 23 uur	8	23 - 24 uur	10
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39	invitation to tender,scope	If there are new sites to be found and used for the NMT's can you please give more information on your expectations as to what needs to be provided by a vendor. This is not entirely clear yet. Can you confirm that the following is out of scope or in scope:1. foundations. 2. fences 3. masts	See answer Q29.																						
40		Do you already know which 5 sites will be re-used and which ones will be discontinued and can you please share that information with us	See answer Q28.																						
41		Is vendor expected to dismantle the 5 locations that will no longer be used?	No, Eindhoven Airport will dismantle the locations that will not be reused																						
42		For the 5 new sites: 1. do you already have locations in mind and can you share that info?. 2. If new locations need to be found is there any work involved for the vendor to find these locations or do any consulting work around this?	Eindhoven Airport does have locations in mind, but we would like the new contractor to advise us on best possible locations to meet objective 3 (see the Invitation to Tender).																						
43		Will the new sites be available before the new system needs to be up and running by Jan 1, 2025?	Yes																						
44	7.3. Page 19 Invitation to tender	Bankguarantee. The amount of 100,000 euro appears to be very high in relation to the project and the way it's structured. It's more than the annual budget and if we understand correctly payments are only made after the service has been delivered. Vendor also maintains ownership of the NMT's that they install. Risk is therefore minimal for the airport. Also the cost of the guarantee will use part of the annual 75k budget. So our question is if the high of the guarantee can be reviewed by you and be brought back to a risk related reasonable amount	We would be willing to bring back the high of the guarantee to a risk related reasonable amount of 50,000 euros.																						
45	Program of requirements - FMA44	Supplier needs to do a separate offer for import of current database. Is this part of the "quoted total price" as per art. 8.2?	A price sheet is mistakenly not included, but is now available on Tendered. In addition to the price sheet, a detailed explanation of the costs must also be included when submitting the tender. Additional questions regarding the price sheet can be submitted until 6 February 12:00 p.m.																						
46	8.2. Page 23 Invitation to tender	How is the quoted total price defined?	The total price follows from cell C31 of the price sheet.																						
47		Is vendor free to use any price detail or will the airport provide a price quotation format?	A price sheet is mistakenly not included, but is now available on Tendered. In addition to the price sheet, a detailed explanation of the costs must also be included when submitting the tender. The additional detailed explanation is form-free.																						
48	Security Index: 6.2. and 6.3	We would like to take exception to the password renewal policy. No password renewal strategy is to be enforced because this has shown to have a negative impact on system security.	We agree to not apply the renewal policy, in this case we would require a minimum password length of 12 characters, and Multifactor authentication is to be implemented across all user accounts.																						
49	8.2. MSR6 Quality Assurance Requirements Page 21 Invitation to tender	ISO 14001: With respect to the requested certificate. Is it acceptable if vendor is currently in the process of obtaining the 14001 certification and can show the certificate before system go live?	No, that will not be acceptable.																						

50	Invitation to Tender, paragraph 7.7. MSE5 Core competences/references	In the program of requirements, the contracting party requires as a core competence at least 3 recent years and at least 10 measurement systems as a minimum requirement. Tenderer has ample experience in noise monitoring projects which offers and exceeds your goals as well as the minimum requirements in the program of requirement. The contracting party offers an innovative approach with recent advancements in data processing already implemented in several other comparable situations. Especially for a time span of 10 years anticipation on latest (proven) technology should help to keep the system up to date and futureproof. Therefore we strongly recommend you to revise the minimum core competences (as stated in Invitation to Tender, paragraph 7.7. MSRS Core Competences/References) to the following: at least 3 years experience with at least (5 to) 10 monitoring stations near mobile noise sources or non-stationary sources. Are you willing to adopt this suggested revision?	The candidate must comply with the stated core competences. Precisely the experience and knowledge in the field of long-term measurement of aircraft noise is the most important requirement. It cannot be compared to measuring industrial noise (static source), road traffic noise (continuous source) or Marine noise (monotonic source). The challenge is to properly measure a passing aircraft by linking radar data or using smart algorithm. That knowledge and its translation towards our community is most important. We therefore do not change the scope of the core competences and/or assess any references before submissions of tenders.
51	Program of Requirements, Introduction, page 4	The introduction refers to three documents that serve as starting point for the preparation of the PoR. Can these documents be supplied by the contracting party, so that a more complete view of the scope of the tender can be obtained by the tenderer?	No, the three documents can not be shared. The three documents were used for input of the PoR. They are not part of the tender procedure
52	Program of Requirements, Introduction, page 4	Can the contracting party provide insight to which extent the content of the three documents are weighted in the tender procedure and whether one of these documents is leading?	The three documents were used for input of the PoR. They are not part and or weighted in the tender procedure
53	Invitation to Tender, Project Objectives, paragraph 1.3 objective 1, 2 and 3	Advancements in sound classification techniques and the integration of machine learning are progressing rapidly. The Program of Requirements seems to suggest a preference for a product closely resembling the existing aircraft noise monitoring system. Yet, the Invitation to Tender places greater emphasis on innovation, urging potential contractors to propose novel, future-proof solutions. To what extent is incorporation of these innovative techniques desirable?	We would like the new contractor to advice us on a future-proof solution. We can imagine innovative techniques would be part of that solution.
54	Program of Requirements, page 11, par 3.1.6, FMA12	Is the switch between metric units to international aviation standards required only in the GUI or also for data exports?	Only in GUI, Exports in international aviation standard
55	Program of Requirements, page 9, par 3.1.4, FMP02	Normally an equivalent sound pressure level (Leq) is by definition without time constant (fast, slow). What is meant by Leq(slow)?	This is correct. With Leq(slow) is ment that the sound monitor shall measure continuously and shall display on demand the A-weighted sound pressure levels of the total sound in the form of time-series of 1 s or less equivalent continuous sound pressure levels and in the form of the AS-weighted sound pressure level. (See Chapter 4.3 NEN-ISO20906)
56	Program of Requirements, page 10, par 3.1.6, FMA04	What type of data should be possible to edit in Expert view?	Preferably all data. From a data quality point of view, certain data may not be changeable, e.g. an erroneous radar point of a track
57	Program of Requirements	In general, the program of requirements states several reports, but it is unclear which report you require. Could you elaborate on the types of reports and their contents?	We expect a new provider to answer this question by itself. This is up to the new provider to describe.
58	Program of Requirement, page 18, par. 3.1.7, FCP11	General reports, not related to a flight, should be possible (FCP11). What is the definition of a general report in this context? What type of information should be included in this report?	We expect a new provider to answer this question by itself. This is up to the new provider to describe.
59	Program of Requirements, page 20, par. 4.1.3, TMP09	The requested difference between L _{Amax} (slow) and background noise limits the distance of NMU's to the airport and/or distance to disturbing sources like roads and railways. Do the current 10 measurement locations meet requirement TMP09?	Yes, they do
60	Program of Requirements, page 12, par 4.1.6, Data	At what distance to the airport are NMU's expected to be installed? Also, in relation to the map view of 75 km (FMA26), are the measurement locations free to choose?	We would like the new contractor to advice us on best possible locations to meet objective 3.
61	Program of Requirements, page 20, par 4.1.3: TMP04	TMP04 implicates that additional measurement systems could also be class 2 equipment. How does this relate to the sensor community sensors (TMP17) which formally have no class 1 or 2 approval?	The initial network of 10 NMUs must comply with validation quality and therefore class 1. But the additional measurement systems can possibly be expanded in the future with "formal" Class 2 meters. Greater distance, greater spread in occurring noise levels, so less accurate meters will suffice. The sensors of citizens may be of lesser quality, their registrations are mainly intended for information to the community.
62	Program of requirements, page 12, par 4.1.3 Data	For the map view (FMA26), a specified radius of 75 km with only 10 Noise Measurement Units (NMUs) may result in instances where aircraft noise complaints can be reported at significant distances. While these complaints can be associated with aviation data, it becomes physically impossible to connect them to noise data unaffected by disturbances. This limitation arises from the substantial distance between the noise source and the NMUs, particularly when only 10 NMUs are positioned near the airport. Is the contracting party aware of this situation, and how would the contracting party prefer to address this?	We would like the new contractor to advice us on best possible locations to meet objective 3.
63	Competency 1	For competency 1, you require experience in realizing a noise monitoring network for the measurement of aircraft noise at an Airport with at least 10 measuring locations. We consider this requirement in combination with the specification that it must be a project completed within the past 3 years to be very high. In practice, scaling up a network to more measuring points is technically simple. Setting the requirement as a knockout criterium for 10 may be too restrictive for parties to make an offer. We request that you adjust the previous requirement to at least 5 measuring locations.	The candidate must comply with the stated core competences. Precisely the experience and knowledge in the field of long-term measurement of aircraft noise is the most important requirement. It cannot be compared to measuring industrial noise (static source), road traffic noise (continuous source) or Marine noise (monotonic source). The challenge is to properly measure a passing aircraft by linking radar data or using smart algorithm. That knowledge and its translation towards our community is most important. We therefore do not change the scope of the core competences and/or assess any references before submissions of tenders.