



Schedule of Requirements – Common Use

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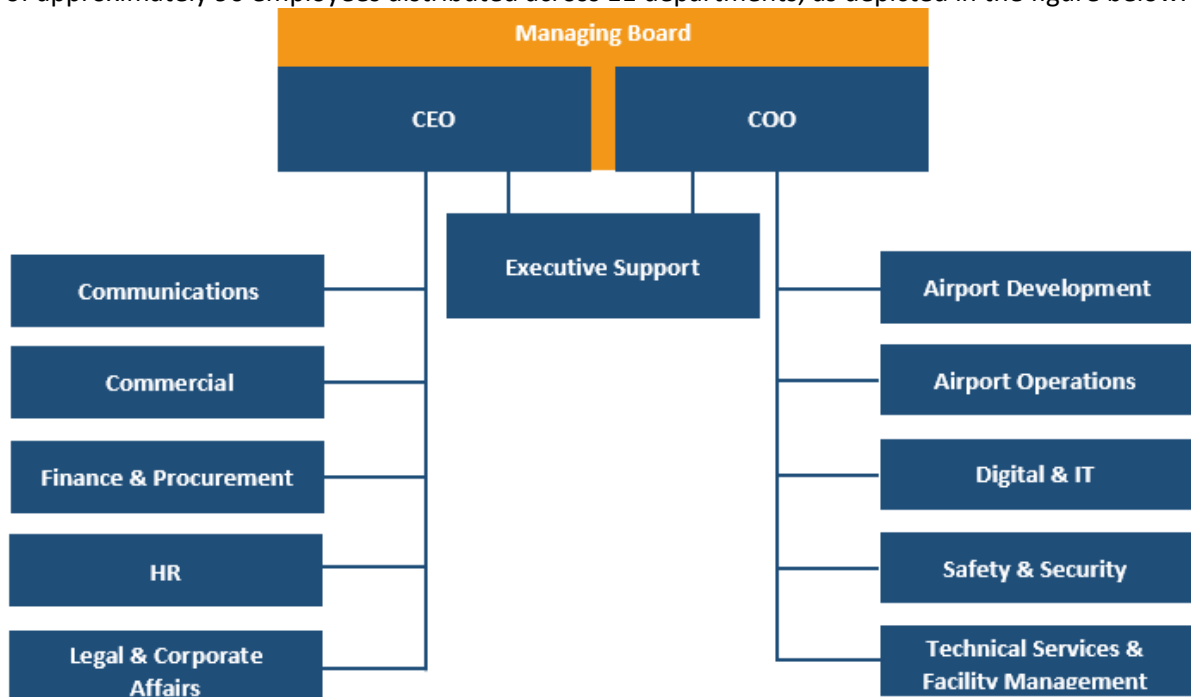


Introduction

This chapter provides a generic introduction to Eindhoven Airport.

1 Organisation

Eindhoven Airport is operated by Eindhoven Airport N.V. (EANV). The organisation of EANV consists of approximately 90 employees distributed across 11 departments, as depicted in the figure below.



This procurement is led by the department of Digital & IT.

Although not directly relevant to this procurement, it is important to understand that Eindhoven Airport is a civil co-use of a military airbase. This means some typical departments/scopes of an airport are not under the authority of Eindhoven Airport, such as runway management, fire and rescue services, air traffic control.

2 Terminal expansion project

EANV is currently working on a significant terminal expansion project, adding 12.000 square meters to its existing terminal building. The project's main goal is to provide more, high-quality area for passengers, both for operational purposes as for dwelling.

For information about the terminal expansion project can be found through the following website:
<https://www.eindhovenairport.nl/en/terminal-expansion>

3 Temporary airport closure

From 1 February 2027 to 19 July 2027 major runway maintenance will be performed. This means that during that period Eindhoven Airport will be closed for air traffic. No passenger or aircraft operations will be present during that period. Eindhoven Airport has planned a large amount of improvement projects during this airport closure, ranging from apron maintenance to core IT infrastructure life-cycle projects. More information can be found through the following website:
<https://www.eindhovenairport.nl/en/runway-closure>

The last month of the closure is the ORAT-phase (Operational Readiness, Activation, and Transition). During that month end-to-end (stress)tests will be performed to validate the airport readiness for reopening.

The implementation of this CUPPS project is planned during the airport closure. During this period, there is no Security Restricted Area. This means that staff and contractors do not require governmental screening during the airport closure.

4 Common Use

EANV has a strong Common Use strategy within its terminal design and terminal processes. We believe that we should not dedicate assets to specific handlers or airlines. All our terminal assets are non-branded, generically available to all our airlines and handlers. As there is, currently, one handling company operating at EIN, we process passengers in mixed queues, which greatly improves resource efficiency.

A Existing CUPPS installation

This procurement aims to replace the existing CUPPS installation at Eindhoven Airport. Below you find various details of the current installation:

Provider	Aerocloud Systems (formerly Flight Solutions)
Installation date	March 2020
Install base	13 check-in workstations 11 gate workstations 9 service desk workstations 1 baggage control room workstations

All equipment will be replaced and not reused, as the majority of the equipment is end-of-life. EANV will remove the existing equipment before installation works commences.

Context

This chapter provides relevant context to this procurement.

1 Facts and figures

A list of facts of figures is provided in the table below. The numbers assume that the terminal expansion project has finished.

Passengers	6.9 million passengers
Flights	41.500 flights
Airlines	10 airlines
Handlers	1 handler
Terminals	1 terminal
Check-in positions	22 positions of which 14 are equipped with a workstation (position 9-12 and 15-24)
Self-service bag drop units	12 retro-fit units, installed at check-in position 1 to 12
Service desk positions	4 positions Landside 2 positions Airside Schengen 2 positions Airside Non-Schengen 1 position Arrivals 2 PRM mobility assistance
Boarding gates	9 gates Schengen 4 gates Non-Schengen
Self-service boarding e-gates	None

Exact capacity figures of Eindhoven Airport can be found through the website of ACNL:
<https://slotcoordination.nl/slot-allocation/declared-capacity/>

The opening times of Eindhoven Airport can be found in the table below. Times are in Amsterdam timezone.

Airport operations	04:15h – 00:30h, 7 days per week
Airport technical field services team	06:00h – 21:00h, 7 days per week
Airport IT team	08:30h – 17:00h, Monday to Friday
Terminal opening hours for passengers	04:30h – 00:00h, 7 days per week

2 Teams

Various departments of EANV are involved in this project and the execution of this Agreement.

Airport Operations

The department of Airport Operations is responsible for the daily operational processes at Eindhoven Airport. At any time, an Airport Operations Manager is on duty and carries the responsibility of the daily operational processes.

This department works 7 days a week, from 04:00 to 00:30h. They literally open and close the terminal building every day.

Technical Services & Facility Management (TS&FM)

The department of TS&FM is responsible for asset management and makes sure that all facilities are in optimal condition. Part of this team are the field services engineers. The main background of these engineers is in electrical and mechanical installations, and airport equipment in the broadest sense (CT scanners, elevators, toilets, etc.). They primarily handle first-line incidents in these areas. Although these engineers can perform basic IT tasks (rebooting, simple auto-diagnosis steps, etc.), they should not be considered skilled IT staff.

Every day (Monday-Sunday) from 6:00h to 21:00h at least one field service engineer is on-duty on-premise.

Digital & IT (D&IT)

The D&IT team is responsible for the IT infrastructure, e.g. network and datacentres, and IT equipment, e.g. PCs and displays, at the airport. This team will own the CUPPS contract.

The D&IT team only works during business hours (Monday-Friday) from 08:30h to 17:00h. Outside these working hours, there is always one operator on call for high priority (P1/P2) incidents. Also, this team does not have any field service engineers.

3 Terminal layout

A Check-in desk

A check-in desk is used for manual check-in and baggage drop-off. Primarily an airline DCS and various supporting applications are used at this location for check-in and baggage drop-off activities.

Note that passengers for different airlines join the same queue (“mixed queue”), allowing us to process them together more efficiently. This means that multiple DCS’s are open and in use simultaneously.

All check-in desks are arranged in a single row next to each other.

B Boarding gate

A boarding gate consists of a desk with the ability of processing two queues of passengers. No self-service boarding gates are in use. Typically, a single airline DCS is open at this position, together with various supporting applications.

The boarding gates at EIN are located on both the ground floor and the first floor. All gates have a seating/queuing area together with a pre-board area, which allows agents to start the boarding process while the aircraft is not yet ready to receive passengers.

The gates are connected to the aircraft parking stands by walking paths.

C Service desk

A service desk is operated by a handling agent, providing additional services to a passenger, e.g. seat change, payments, rebooking of flights. Typically, an airline's reservation system and DCS are open and in use at these positions. Note that passengers for different airlines join the same queue ("mixed queue"), allowing us to process them together more efficiently. This means that applications of multiple airlines are open and in use simultaneously.

D Baggage control room

In the baggage control room, the Baggage Handling System (BHS) is supervised and controlled. At this location a CUPPS workstation is located, such that a DCS can be accessed to, for example:

- Validate bag tags
- Reprint damaged bag tags
- Flight closure activities

At this position, multiple airline applications are open and in use simultaneously.

E Back-office

At various back-office positions, CUPPS is used for back-office activities such as weight-and-balance and flight management/closure activities. The back-office positions are currently accessed from handler-owned PCs via a Virtual Desktop Infrastructure, provided by the current CUPPS provider.

By leveraging the PCs of the handler, we have created an effective architecture for accessing the Passenger Processing Systems of our airlines.

4 Software

The following software is currently in use at our CUPPS installation.

A Airline applications

Ryanair

Application name	Type	Description
Aerocloud eDCS	Windows application	Handler DCS
Ryanair Citrix	Windows application	Supporting application
Navitaire GoNow 4.7	Windows application	Airline DCS
Navitaire SkySpeed	Windows application	Airline reservation system
Offload report	Browser-based web client	Supporting application
UK immigration status	Browser-based web client	Supporting application

Transavia

Application name	Type	Description
Navitaire GoNow 5.2	Windows application	Airline DCS
Navitaire SkySpeed 4.8	Windows application	Airline reservation system

TUI

Application name	Type	Description
Navitaire GoNow 5.2	Windows application	Airline DCS
Navitaire SkySpeed 4.8	Windows application	Airline reservation system
TUI Utilities	Windows application	Supporting application
Navitaire reporting	Browser-based web client	Supporting application
Navitaire BPPR report	Windows application	Supporting application

Wizz Air

Application name	Type	Description
Navitaire GoNow 5.2	Windows application	Airline DCS
Navitaire SkySpeed 4.8	Windows application	Airline reservation system
WizzAir Travel Alliance chat	Browser-based web client	Supporting application
WizzAir storm x	Browser-based web client	Supporting application
WizzAir sharepoint	Browser-based web client	Supporting application

Pegasus

Application name	Type	Description
Pegasus Agency portal	Browser-based web client	Supporting application

SunExpress

Application name	Type	Description
IGo SunExpress	Browser-based web client	Supporting application

B Handler applications

Application name	Type	Description
iPort	Windows application	Handler DCS (for charter flights)
eDCS	Windows application	Handler DCS (for Ryanair)
Microsoft 365	Browser-based web client	Supporting application
Flight Radar	Browser-based web client	Supporting application
Edison TD	Browser-based web client	Supporting application
Vicom	Browser-based web client	Handler core application
Viggo MMS	Browser-based web client	Supporting application
Timatic	Browser-based web client	Supporting application
DigiAccess / Milo	UWP Windows application	Application for cash registers and card payment terminals

C Airport applications

Application name	Type	Description
Airport Hive gate client	Browser-based web client	AODB gate client
Airport Community App	Browser-based web client	Airport application
Aviavox client	Windows application	Public announcement system
iLost	Browser-based web client	Lost&Found application

5 Connectivity

A WAN connectivity

For general purposes EANV provides a redundant internet connection to the CUPPS provider. The CUPPS provider must use this internet connection for remote access.

B Airport campus LAN

EANV runs a high-quality network infrastructure across its premises. This infrastructure is available to any third party. All network outlets are 1Gbps full duplex connections.

C Airline connectivity

Airlines have various options to deploy their connectivity at EIN. Currently the following connectivity is in place:

Airline	Current connectivity method
Ryanair	CUPPS provider's data centre
Transavia	SITA AirportHub
TUI	CUPPS provider's data centre
Wizz Air	SITA AirportHub

Using SITA AirportHub

SITA runs a redundant AirportHub node at EIN, providing connectivity services to airlines. An airline may opt to contract SITA to provide connectivity to their network for airline application connectivity. It is the responsibility of the airline to provide a network route to its applications. EANV does not directly collaborate with SITA on this.

Using a local ISP

An airline may opt to contract a local ISP, which has presence in EANV's data centre, to provide an uplink to their network for airline application connectivity. It is the responsibility of the airline to provide a network route to its applications.

Using a connection into the CUPPS provider's data centre

Currently two airlines are being connected to through the data centre of our current CUPPS provider. These connections shall be replaced during the deployment of this project.

6 Local IT Infrastructure

Eindhoven Airport runs a secure, highly available IT infrastructure at its premises consisting of multiple datacentres, redundant high-speed networking and clustered hypervisors. EANV's IT infrastructure is available for the Participant's use. EANV aims to avoid dedicated hardware for individual systems, reducing the number of components that may fail, require monitoring, or eventually need replacement.

As described in « Appendix 2b - Requirements » Participant must use parts of this IT infrastructure to deliver its solution, such as networking and internet access. Other parts are optional to use.

In case Participant decides to deploy on-premises virtual servers, a fictitious amount of costs will be added to the calculations of Award Criterion 1, as per the Tendering Guide, in accordance with the table below:

Resource usage (max)	Fictitious price
2 vCPU, 8GB RAM, 40GB HDD	€ 0
4 vCPU, 16GB RAM, 80GB HDD	€ 5.000 one-off € 12.500 per year
8 vCPU, 32GB RAM, 160GB HDD	€ 10.000 one-off € 20.000 per year
12 vCPU, 48GB RAM, 240GB HDD	€ 10.000 one-off € 25.000 per year



Requirements

This chapter describes how the requirements for this procurement are set up. The actual requirements can be found in « Appendix 2b - Requirements ».

Requirement categories

To improve readability, the requirements are organised into the following categories:

A. Functional Requirements

- A1. Solution
- A2. Workstations and peripherals
- A3. Passenger Processing Systems
- A4. Data, Reporting & Integration

B. Technical & Compliance

- B1. Standards & Compliance
- B2. Connectivity
- B3. Performance
- B4. Scalability
- B5. Sustainability

C. Realisation

- C1. Implementation
- C2. Acceptance & go-live
- C3. Training, materials and manuals
- C4. Offering

D. Service and support

- D1. Service Level Agreement
- D2. Business Continuity
- D3. Account Management
- D4. Monitoring and alerting
- D5. Product life cycle

E. Cyber Security

- E1. Cyber Security



Project planning

This chapter provides a high-level view on how EANV expects this project to be executed and planned.

The project execution consists of multiple phases. EANV has set multiple milestones during the project to ensure timely completion:

- i. Once the award decision is known, the parties will finalise and sign all documents required for the Agreement. EANV requires the Agreement to be signed no later than **1 January 2027**.
- ii. The agreement commences on 1 January 2027. The supplier will work on getting the plans and documents drafted, such as high-level design, low-level design, network diagram, in close collaboration with the EANV team. Subsequently, connectivity will be realised, network architecture will be implemented, and all central components of the platform will be commissioned. Thereafter a single CUPPS workstation will be delivered and installed at EANV's premises. This shall all be finished before **1 March 2027**.
- iii. EANV will start on exploring and validating the platform and CUPPS workstation. In this phase, close collaboration and short feedback loops are essential. As soon as we are in a good position, Supplier will start on the full deployment of the solution, including hardware installation in the terminal. In parallel, the penetration test will be performed, executed by an independent, external party.
- iv. As soon as the deployment is ready, both parties will collaborate on the formal, on-site acceptance tests based on the acceptance plan and criteria. Also the supplier will perform training sessions with staff from EANV and provide train-the-trainer sessions for the handler. The solution shall be accepted and live no later than **1 June 2027**.
- v. During the subsequent weeks EANV will work on ORAT such that it is fully ready for the airport re-opening on **19 July 2027**.

