

Request for Information (RFI)
Digital Interactive Floor (DIF)

PLEASE BE AWARE OF THE FACT THAT THIS RFI IS NOT A TENDER PROCEDURE

11 August 2015



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1 DEFINITIONS

A.A.S.

Amsterdam Airport Schiphol, a trade name of SNBV.

DIF

Digital Interactive Floor, being a technical infrastructure mounted in the floor of Lounge 2 at Amsterdam Airport Schiphol. The Digital Interactive Floor presents attractive content to let people interact with each other.

Enclosure

Document which is referred to in the RFI and which forms an integral part of this RFI.

Notice for Additional Information

Anonymized response to the questions asked by the suppliers with regard to this RFI.

RFI

This Request for Information including all Enclosures. This Request for Information is not a part of a tender procedure, but is only for information purposes.

Schiphol

Airport at location Schiphol, The Netherlands. Also identified with trademark Amsterdam Airport Schiphol (A.A.S.).

Schiphol Group

An enterprise that operates airports in the Netherlands, conducts international activities and participates in airports abroad. Schiphol Group is a trademark of Schiphol Nederland B.V.

SNBV

Schiphol Nederland B.V., where applicable also to be referred to as "Contracting Entity". Schiphol Nederland B.V. (SNBV) is part of N.V. Luchthaven Schiphol. N.V. Luchthaven Schiphol operates under the trademark Schiphol Group.

2 GENERAL

2.1 Introduction

This is a Request for Information (RFI) of Schiphol Nederland B.V. (SNBV) with regard to a Digital Interactive Floor (DIF) for Lounge 2 at Amsterdam Airport Schiphol. With this RFI, SNBV wishes to investigate which products the market has to offer within the framework of this project.

For more information about Amsterdam Airport Schiphol please visit our website:

http://www.schiphol.nl/index_en.html

PLEASE BE AWARE OF THE FACT THAT THIS RFI IS NOT A TENDER PROCEDURE. SNBV RESERVES THE RIGHT, BASED ON THE RESULTS OF THIS RFI, NOT TO START A TENDER PROCEDURE. THEREFORE, NO RIGHTS, IN FINANCIAL TERMS OR OTHERWISE, CAN BE DERIVED FROM THIS RFI.

2.2 Organization of SNBV

Schiphol Group, a trademark of SNBV, is an airport company and Amsterdam Airport Schiphol is its principal airport. We aim to create sustainable value for our stakeholders, with due regard for their various interests. All our actions reflect our key values: reliability, efficiency, hospitality, inspiration and sustainability.

Destinations hub

Amsterdam Airport Schiphol is a well-equipped international airport that offers state-of-the-art facilities to airlines which, in 2014 carried a total of 55 million travellers and over 1.6 million tonnes of cargo from Schiphol to destinations all over the world. For our operations we depend strongly on our home carrier KLM and its SkyTeam partners, which account for approximately 70% of all air traffic to and from Schiphol. Via Amsterdam Airport Schiphol, passengers and cargo can reach 319 direct destinations worldwide, several times per day or per week. In addition, our regional airports - Eindhoven Airport and Rotterdam The Hague Airport – offer numerous flights to destinations within Europe.

Mainport Schiphol

Amsterdam Airport Schiphol, the high-quality network offered by KLM, its partners and other airlines, and the attractive Amsterdam metropolitan region have jointly developed into what we refer to as Mainport Schiphol. As this name suggests, Schiphol is more than just an airport with a global network. The Mainport serves as a hub of businesses and activities that all reinforce each other. Together, they create an international and multimodal junction where flows of people, goods, information, knowledge and culture all converge.

The activities at Schiphol are an important engine that drives the Dutch economy and generates employment. Every year, aviation adds over 26 billion euros to the Dutch gross domestic product. The Schiphol site alone accommodates some five hundred companies that provide jobs for approximately 65,000 employees. The Amsterdam region offers an attractive business climate for internationally oriented companies and institutions. Thanks to its network of destinations, Schiphol is one of Europe's four major airports. This is a remarkable achievement, considering its relatively small domestic market in the Netherlands.

In order to consolidate and expand this position, we will be investing in capacity and quality improvements over the coming years. This will include large-scale adaptations to the terminal, gates and piers in anticipation of future market demand. Renovation work started in July 2013 and will take several years to complete.

2.3 Background of the project

Lounge 2 is the biggest area at Schiphol after passport control and security. Lounge 2 consists of various retail concepts, food & beverage concepts, services, waiting areas and so on. From 2014 onwards, around 14 million passengers will visit the lounge each year, both domestic and transfer passengers.

Currently, Lounge 2 is being renovated redesigned. The opening of Lounge 2 is planned in Q1 2016. The unique design and concepts of Lounge 2 facilitate the aforementioned Mainport Schiphol, a hub of businesses and activities that all reinforce each other. Specifically, Lounge 2 aims to create a place that connects passengers with each other, and with Schiphol in particular.

Together with business partners, Schiphol is currently working on the design and content of the different concepts and areas. The overall physical design of Lounge 2 uses the drivers relaxed, touched and surprised to create an experience that prospers the human dimensions of travel.

On another level, Schiphol aims to design the most sustainable airport lounge. Schiphol uses Lounge 2 to promote its sustainable concepts and materials, as well as the People, Planet, Profit-concept. Schiphol believes, however, that in order to create a full "Lounge 2" experience, Schiphol should consider combining the physical world with touch points of the virtual world, thereby complementing one another.

In the picture below, an impression is given of the area where Schiphol considers to locate a DIF.



2.4 Description of the project

One of the conceptual starting points of the new Lounge 2 is that Schiphol has the ambition to create a "Social Lounge" that connects people, and where human interaction results in a valuable stay at Schiphol.

Therefore, Schiphol is developing a concept with a DIF, that will be placed in the heart of Lounge 2 and will be the eye-catcher of the total of 16.000m² of new development in Lounge 2.



The DIF will be used to show a variety of content and will also be used for media purposes.



An essential part of the concept will be the possibility for passengers to interact with the floor. People sitting on the inner circle of benches can be part of the content/experience by interacting with the content on the DIF, for instance with their feet. Content will be designed to play games:



or make music together. These are just examples of possible interactions.



In order to make the experience and content as flexible as possible Schiphol would like to have a broad variety of interaction options (pressure, swipe, movement, etc.).

2.5 Limitations of the environment

Please consider the following limitations of the environment of Lounge 2 with regard to the DIF:

- 1) Lightning: The DIF will be situated in a large open space, close to a large glass facade. This results in a large amount of ambient light and daylight that will strike the floor.
- 2) Depth of the floor:
 - a. The preferable depth of the DIF is 5 cm integrated into the floor;
 - b. The maximum depth of the DIF is 10 cm (5 cm within the floor, 5 cm on top of the floor with a slope to secure a seamless access).
- 3) Ceiling: The DIF will be situated in a large open space, with the measurement from ceiling to floor of 14 metres.
- 4) Size: The maximum diameter of the floor is 860 cm.
- 5) Floor usage: Next to the fact that the floor is used as a DIF, it will also be used as "normal" floor. (i.e. accessible by luggage carts and cleaning machines, resistant to fluids, etc.).
- 6) Floor load: The maximum floor load of Lounge 2 is 1 kN/m².
- 7) Safety: SNVB takes the well-being of its passengers very serious. Therefore, the DIF should not enlarge the chance of accidents in any way, e.g. through slipperiness or skid resistance.

3 REQUEST FOR INFORMATION PROCEDURE

3.1 General procedural rules

3.1.1 RFI Outline

This RFI is used to gather information from the market related to a DIF. Depending on this information, SNBV may decide to start a (European) tender procedure. However, please be aware of the fact that this RFI is not a tender procedure. SNBV reserves the right, based on the results of this RFI, not to start a tender procedure. Cooperation with this RFI procedure does not imply that the supplier will automatically participate in any possible subsequent phase. Therefore, no rights, in financial terms or otherwise, can be derived from this RFI.

3.1.2 Cost of response on RFI

Any expenses incurred by a supplier for drawing up or submitting a response to this RFI, will in no way whatsoever be eligible for compensation by SNBV.

3.1.3 (Intellectual) property

The intellectual property rights to information supplied by SNBV rests with SNBV. Without the prior approval in writing by SNBV, nothing in this RFI may be multiplied (for other purposes than submitting the response) by means of printing, photocopy, microfilm or otherwise. Violation of this provision may lead to immediate exclusion from the Tendering procedure concerned. The provisions of the present section do not prejudice SNBV's rights to damages.

SNBV will treat confidentially any information from the supplier whose confidential nature it knows or reasonably ought to know, and will at all events take the supplier's justified (business) interests into account.

3.1.4 Consent

Submitting a response to the RFI implies that the supplier agrees to all conditions set forth in this RFI.

3.2 Purpose of the RFI

The purpose of this RFI is:

- To get in touch with suitable suppliers who can deliver a DIF;
- To gather information related to solutions for the concept of a DIF in a passenger environment.

The information made available from the responses to the RFI will be used for:

- Testing the feasibility of the SNBV requirements; in this process, SNBV aspires to apply as many standard available products/solutions as possible and minimize customizations;
- Adjusting, if necessary, the SNBV requirements to the products available on the market.

SNBV would like to have a good understanding and overview of your possible solutions for the concept of a DIF in Lounge 2. Therefore, SNBV would like to receive all relevant information about your technical (standard) possibilities, based on the questions mentioned in Enclosure B. In addition, SNBV wishes to receive one or more examples of a DIF-implementation and the related costs.

3.3 Planning of the RFI

The planning of this RFI is presented in Table 1. All data is subject to change and no rights may be derived from the plan presented.

Table 1: Planning

Action	Actor	Date
RFI made available via TenderNed.	SNBV	August 11, 2015
Confirmations that the RFI will be responded to RFI_ICTS1@schiphol.nl , by 12.00 hrs (CET) at the latest.	Supplier	August 14, 2015
Deadline for submitting questions concerning the RFI by e-mail to RFI_ICTS1@schiphol.nl , by 12.00 hrs (CET) at the latest.	Supplier	August 17, 2015
Notice for Additional Information made available via e-mail.	SNBV	August 19, 2015
Deadline for submitting response to the RFI to RFI_ICTS1@schiphol.nl by 12.00 hrs (CET) at the latest.	Supplier	August 31, 2015
On initiative of SNBV supplier may be invited for a presentation.	SNBV	As of week 36, 2015

In your response please include the following information:

Subject: *Response to RFI – Digital Interactive Floor (DIF)*
 Send this e-mail to: RFI_ICTS1@schiphol.nl

3.4 Structure of Response to the RFI

3.4.1 Lay-out of the RFI

The structure of the response to the RFI must at least contain the components specified in the table below. To enable objective comparison of your response with others, we request that you adhere to the sequence and structure given. Submit SNBV's forms fully completed and signed, making use of the statement forms in the Enclosures.

RFI	Required content / structure
Enclosure A	Application Form
Enclosure B	Question List Digital Interactive Floor (DIF)

3.4.2 Enclosure A: Application Form

In Enclosure A a complete and signed Application Form must be filed. If this form is not included, we unfortunately cannot process your solution.

3.4.3 Enclosure B: Question List DIF

In Enclosure B your answer on the Question List Digital Interactive Floor (DIF) must be filed. Please make use of the structure as outlined in Table 2 (RFI Questions) of Enclosure B.

3.4.4 Language

The entire RFI-procedure will be held in the English language. All documents must be drawn up in either English or Dutch language.

3.4.5 Contact details

Contact with SNBV about this RFI is limited and only allowed with Mr. L.V. Vervoorn (RFI_ICTS1@schiphol.nl) within the Corporate Procurement department.

4 COMMUNICATION

4.1 Inconsistencies

This RFI has been drawn up with great care. Should you discover any inconsistencies, please report these spontaneously to the point of contact mentioned in section 3.4.5.

4.2 Questions

Please address any questions about this RFI or the documents provided no later than August 17, 2015, 12.00 hrs (CET) to the e-mail address RFI_IGTS1@schiphol.nl. In the subject of the message, please state: "*Questions to RFI – Digital Interactive Floor (DIF)*"

The questions must be supplied in MS Excel format (compatible with Windows) using the following template:

Number	Document	Enclosure/Paragraph/Question	Text	Question	Answer

The questions and the corresponding answers will be anonymised by SNBV and will be sent to all interested parties who have received this RFI.

4.3 Supplemental information

SNBV reserves the right to request supplemental information in respect of the RFI.

4.4 Closing provisions

Choice of applicable law and forum:

Any disputes in relation to this RFI and any legal relationships arising from it will exclusively be submitted to the competent Court at Amsterdam. This RFI is governed by Dutch law.

ENCLOSURE A: APPLICATION FORM**Application form for RFI Digital Interactive Floor (DIF) Lounge 2 SNBV**

The supplier to be named hereinafter, consisting of (name all grouping partners only in case of grouping):

Official name and legal entity of supplier:	
Address:	
Website:	
Name and function of contact person:	
Telephone number contact person:	
E-mail address contact person:	
Name and signature of legally authorised functionary of supplier:	

Applies, by signing this application form, for the non-committal participation of this RFI, without any obligations and free of engagement.

Registration in the trade register

A certificate of registration in the trade register shall be submitted. If a supplier is part of a grouping, the certificate of registration of each grouping partner shall be included. In addition, the certificate of registration of third parties that the supplier subcontracts to or that he wants to appoint for the commissioning of the contract shall be included. Furthermore, the supplier shall submit a description of the legal form, the type of ownership and the type of management of his company.

If the supplier or a grouping partner is part of a group of companies, an overview of the group(s) of companies concerned shall be submitted along with the Application Form. SNBV is entitled to request further details about the type of management and the conditions of ownership as an explanation of these data.

ENCLOSURE B. QUESTION LIST DIGITAL INTERACTIVE FLOOR (DIF)

The parties are requested to provide information and to reply to the questions mentioned in Table 2.

Table 2: RFI Questions

Subject	Required information
1. REFERENCES	a. Please provide us with one to three references of your DIF in a public area, preferably a Civil Airport or similar passenger environment, containing at least: <ul style="list-style-type: none"> ▪ Names of commissioning organizations and their contact details; ▪ Product description; ▪ Year of delivery; ▪ Costs, both investment as well as exploitation costs; ▪ Applied system architecture - both hardware and software (controllers, modules, interfacing, CMS etc.); ▪ Project organization structure and project planning during the implementation; ▪ Description of support and maintenance.
2. ROADMAP & INNOVATION	a. Please describe your roadmap regarding DIF-related products. b. Which innovation(s) do you foresee that will have an impact on DIFs? c. Please describe how Research & Development is taken care of within your company.

Subject	Required information
<p>3. FUNCTIONALITY OF THE DIF</p>	<p>a. <u>General description:</u></p> <ol style="list-style-type: none"> 1. Please describe the ICT-architecture of the DIF. 2. Please provide us with all relevant product descriptions with respect to functionalities (standard/optional features). 3. Please describe the methods used to control the uniformity in quality during the total life cycle of your DIF (e.g. equality in brightness, color, contrast, etc.). 4. Please describe how your DIF copes with different lightning conditions. <p>b. <u>Content</u></p> <ol style="list-style-type: none"> 1. Please describe your organization develops content that can be used with your DIF. 2. Please describe how third parties are able to develop content that can be used with your DIF. 3. Please provide us with your two key applications using interactive content with your DIF. <p>c. <u>Interaction</u></p> <ol style="list-style-type: none"> 1. Please describe which interaction elements the DIF offers and how this is done, e.g. how many persons can or should be involved, how do the participants interact with the floor and each other, etc. 2. Please describe the status of the DIF when there are no active users of the DIF at a certain moment? 3. Will it be possible to add sound to the DIF? <p>d. <u>Integration:</u></p> <ol style="list-style-type: none"> 1. Please describe your vision with respect to integration of your DIF with other information systems. 2. What (standard) interfaces for media purposes does your DIF support?
<p>4. TECHNICAL</p> <p>(BASED ON TOTAL DIF-SURFACE OF 40m², 50m² AND 60m² RESPECTIVELY)</p>	<p>a. <u>Specifications:</u></p> <ol style="list-style-type: none"> 1. Please describe the technology behind the display used in your DIF. 2. If the surface of your DIF consists of different parts or tiles, what is the minimum seam between the parts? 3. Is your DIF suitable for a very short viewing distance starting from 1.50 meter, e.g. a person sitting on the bench close to the DIF? 4. What are the horizontal and vertical viewing angles of the DIF? 5. Please provide us with all relevant information regarding energy consumption of your DIF, including measurement methods. 6. Describe all other relevant technical specifications for your DIF. <p>b. <u>Operating system:</u></p> <ol style="list-style-type: none"> 1. What type of operating system is provided along with the DIF? <p>c. <u>Limitations:</u></p> <ol style="list-style-type: none"> 1. Please describe any other relevant operational and/or technical limitations of your DIF?

Subject	Required information
5. LIMITATIONS OF LOUNGE 2	<p>a. Please explain how your DIF meets the following limitations:</p> <ol style="list-style-type: none"> 1. <u>Lightning</u>: The DIF will be situated in a large open space, close to a large glass facade. This results in a large amount of ambient light and daylight that will strike the floor. 2. <u>Depth of the floor</u>: <ol style="list-style-type: none"> a. The preferable depth of the DIF is 5 cm integrated into the floor; b. The maximum depth of the DIF is 10 cm (5 cm within the floor, 5 cm on top of the floor with a slope to secure a seamless access). 3. <u>Ceiling</u>: The DIF will be situated in a large open space, with the measurement from ceiling to floor of 14 metres. 4. <u>Size</u>: The maximum diameter of the floor is 860 cm. 5. <u>Floor usage</u>: Next to the fact that the floor is used as a DIF, it will also be used as "normal" floor. (i.e. accessible by luggage carts and cleaning machines, resistant to fluids, etc.). 6. <u>Floor load</u>: The maximum floor load of Lounge 2 is 1 kN/m². 7. <u>Safety</u>: SNVB takes the well-being of its passengers very serious. Therefore, the DIF should not enlarge the chance of accidents in any way, e.g. through slipperiness or skid resistance.
6. SUPPORT & MAINTENANCE	<ol style="list-style-type: none"> a. What kind of support and maintenance services for your DIF does your organization offer? b. Please describe the organization(s) used for support and maintenance. c. Please describe the guarantee service related to your DIF. d. Please describe the impact for the passenger when the DIF is in maintenance. e. Please provide us with all other relevant information regarding support and maintenance (including testing) for the total life cycle of your DIF.
7. PROVISIONING	<ol style="list-style-type: none"> a. How modular is your DIF in relation to the implementation of additional functionality? b. Please describe the scalability of your DIF and the operational impact of future growth/reduction of the DIF. c. Please describe which documentation (in English or Dutch) will be supplied with your DIF.
8. SAFETY AND SECURITY	<ol style="list-style-type: none"> a. Please specify the compliancy of your DIF to safety and security standards. b. What measures have been taken to ensure the confidentiality and integrity of the data that is stored in your DIF, if applicable? c. Does your DIF provide role-based authorization to regulate access to specific functions/screens and access to individual documents, if applicable?

Subject	Required information
9. BUDGET QUOTE (BASED ON TOTAL DIF-SURFACE OF 40m ² , 50m ² AND 60m ² RESPECTIVELY)	a. Please provide a pricing of the total life cycle costs of your DIF, based on the described solution and containing: 1. Hardware; 2. Yearly cost of software licenses / ASP-SaaS-service fees; 3. Possible content development costs (see 3b Content); 4. Non-recurring cost of implementation; 5. Maintenance costs and service fees; 6. Other fees (if applicable) b. Please provide information about a possible lease construction and the conditions involved, if applicable.