

Dear Sir/Madam,

## **1. INTRODUCTION**

Schiphol Nederland B.V. ('SNBV') hereby invites you to participate in a Request for Information ('RFI') on "Valet Parking-services".

## **2. DOCUMENT STATUS**

This RFI does not constitute any form of (European) tender nor is it open for acceptance. All information exchanged between SNBV and interested parties is for information purposes only, and no rights may be derived. SNBV reserves the right to use (anonymized) information obtained through this RFI in a possible future (European) tender procedure. At the discretion of SNBV, interested parties may be requested to clarify on their RFI response.

## **3. PROCEDURE AND PLANNING**

All information submitted as part of this RFI must be in the Dutch or English language. The total RFI response may not be longer than 10 A4 pages (at font size 10), excl. illustrations and must be less than 20Mb. Interested parties are requested to follow the sequence and questions asked under section 5. Your RFI response is expected before the below mentioned deadline and must be submitted by e-mail to: [procurement@schiphol.nl](mailto:procurement@schiphol.nl).

There is an opportunity to ask questions (please refer to the planning below). SNBV reserves the right not to answer questions that have been received after the below mentioned deadline. Questions must be asked through the Q&A template at the e-mail address mentioned above.

ID:	Subject:	Date / Time:
1	Publication of RFI	30 May 2016
2	Deadline submission of questions	15 June 2016 // 11:00 hours CET
3	Publication of Q&A	22 June 2016
4	<b>Deadline submission RFI reponse</b>	<b>04 July 2016 // 11:00 hours CET</b>

All costs with regard to (the preparation of) the RFI response are carried by the relevant interested party. No reimbursement will be made by SNBV.

## **4. BACKGROUND INFORMATION**

At the moment SNBV runs 2 successful "Valet Parking"-products. One established [product](#) for the high-end (mostly business) travelers with around 100 transactions per day and car parks close-by. The other is a relatively new and developing [product](#) for the leisure traveler, with numbers varying from 100 to 600 transactions per day and car parks further out. For both products SNBV guarantees that the car is ready and waiting when the customer arrives, based on flight data. In the future SNBV faces challenges with growing passenger numbers, bigger distances between terminals and scarcity of parking spaces at Schiphol. SNBV is investigating market capabilities for valet parking solutions that keep meeting (and even better; exceed) customer expectations and at the same time help resolve the growing scarcity of parking spaces on Schiphol. Special interest is given to flexibility (for instance with regard to added value propositions for the non-valet parking scarcity), innovation and the ICT possibilities in support of the Valet Parking-services.

## **5. RFI QUESTIONS**

### **Market**

1. What is your vision on the “Valet Parking”-market, companies that are active on this market, and the type of valet services offered?
2. What do you see in this market that could be relevant for Schiphol?

### **Company**

3. What is the size of your company (revenue and personnel)?
4. In what type of environment do you operate your Valet Parking-services? On how many locations? Can you describe your logistical concept?
5. Do you operate your own Valet Parking-services or do you use subcontractors?
6. What are your organization’s unique selling points and challenges?

### **Product**

7. What is your vision on Valet Parking-services for the next 5-10 years?
8. What main opportunities/threats do you see and how would you deal with them?
9. Which main innovations drive the area of Valet Parking-services and how do you incorporate them?
10. What are the key success factors for Valet Parking-services (e.g. in terms of operations, customer satisfaction, ...)?
11. How do you see Valet Parking-services, beside the existing products, support the regular parking services? How would you organize this?
12. How does your product/proposition incorporate flexibility in demand?
13. What additional services (added value in relation to Valet Parking-services) do you suggest (such as vehicle maintenance, car washing, etc)?
14. What ICT component do you offer? How does ICT support your Valet Parking-services?

### **Price**

15. What pricing model(s) do you advise and why?
16. How would you suggest 1) innovation and 2) flexibility/scalability to be integrated in a pricing model?

We thank you in advance for your RFI submission.

Yours sincerely,

Schiphol Nederland B.V.  
Corporate Procurement

N.M. Vrijenhoek  
Senior Buyer a.i.