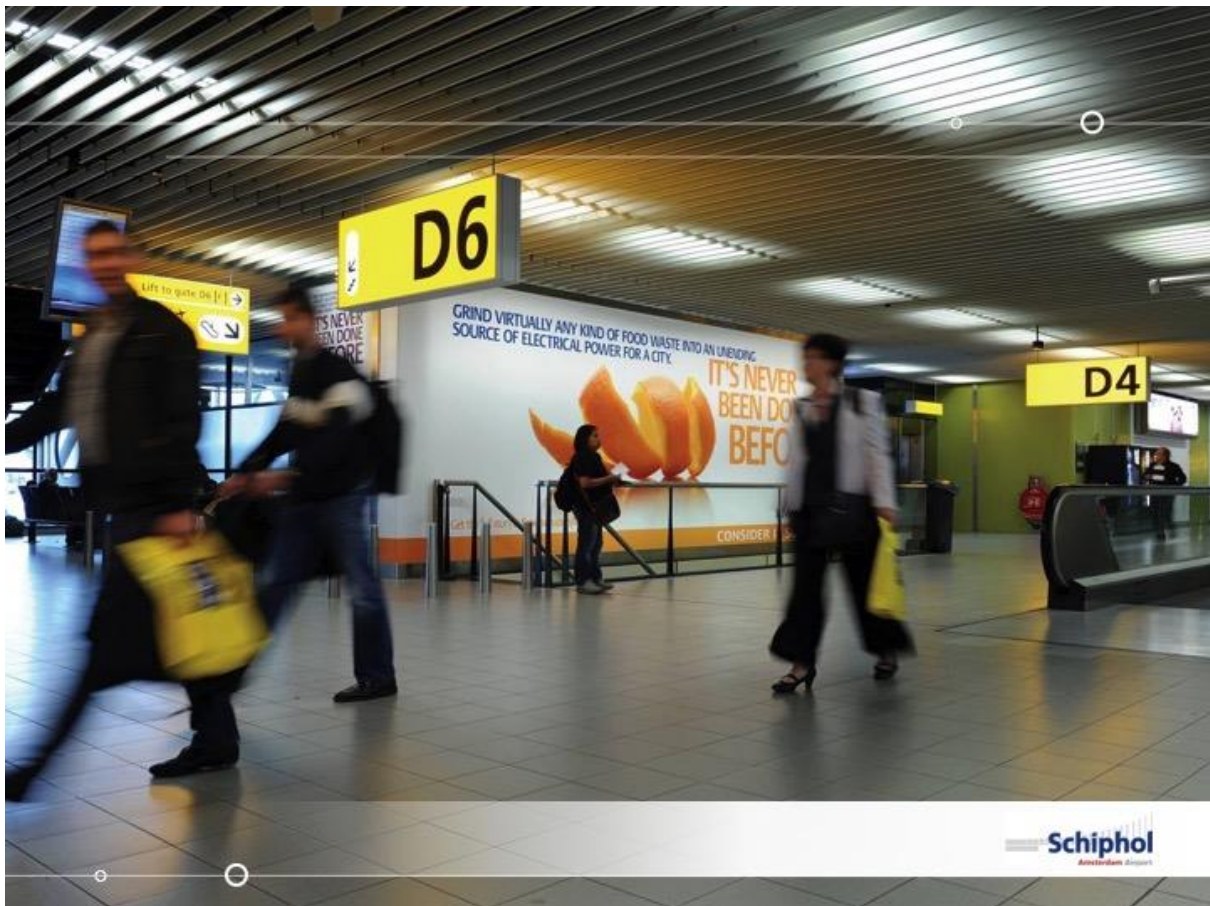


Market Consultation
“Personal- and remote Customer Contact / Information”
for the
OPS (Operations) Procurement Programme



REQUEST FOR INFORMATION MARKET CONSULTATION



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1. DEFINITIONS

The following definitions apply in this Market Consultation:

A4	An A4 means a page with text on only one side.
Appendix	An appendix to this Market Consultation.
Participant	A market party that participates in this Market Consultation.
Market Consultation	An exchange of information between SNBV and market parties regarding the subject mentioned on the title page.
Assignment	The subject of a possible future call for tenders within the OPS (Operations) Procurement Programme, as detailed in Section 3 of this document.
SNBV	Schiphol Nederland B.V.

2. INTRODUCTION

Schiphol Nederland B.V. ("SNBV") is part of N.V. Luchthaven Schiphol. N.V. Luchthaven Schiphol carries out its activities under the name "Schiphol Group". Schiphol Group is the operator of Amsterdam Airport Schiphol, the largest airport in the Netherlands.

The mission of Schiphol Group is "Connecting the Netherlands", i.e. keeping the country connected with the rest of the world in the best possible way and thus contributing to prosperity and well-being in the Netherlands and elsewhere: Connecting to Compete and to Complete. We perform our activities in a balanced manner, at home and abroad, with the focus being on our core values: reliable, efficient, welcoming, inspiring, and sustainable.

Amsterdam Airport Schiphol aims to be and to remain Europe's Preferred Airport, an airport that is valued for its quality, capacity, and extensive network of destinations.

We operate our main airport Schiphol as an Airport City, a dynamic metropolitan area where we offer travellers and airlines all the services they need, 24 hours a day. Some 500 companies are based at Schiphol Airport, providing employment for 65,000 people.

3. OPS (OPERATIONS) PROCUREMENT PROGRAMME

3.2 General

Europe's Preferred Airport

Schiphol Group is ambitious. We want to be Europe's Preferred Airport and to distinguish ourselves as regards connectivity, quality, efficiency, innovation, sustainability, and the experience we provide.

We want to be an airport that exceeds the traveller's expectations, with an interesting commercial offer and top-class services. Schiphol needs to provide a unique experience, to be an inspiring place that forms part of a dynamic world. The traveller is central to everything we do.

Digitally Enabled Airport

We also want to be really great digitally, for example by cleverly integrating mobile apps to accompany the passenger smoothly and reliably from his front door to the gate, in one flowing motion, keeping him fully informed and in real time, without obstacles or inconvenience. But being a digitally enabled airport is easier said than done. We have large amounts of digital data available, but the challenge is to make that accessible information in a responsible manner.

Flexible

It's difficult to predict what the world will be like in five or ten years' time. Various scenarios are conceivable for the development of passenger and freight flows. That uncertainty requires us to be extremely flexible. The choices we make must be adapted to the situation that applies at the time.

Reliable and efficient

We want to improve reliability and efficiency by taking on a stronger coordinating role. We can do that by developing Smart Operations and through Collaborative Decision Making. This requires close cooperation and information sharing.

Sustainability

For us, sustainability means that we always have our eyes on the long term and aim to create lasting value. That applies to our relationship with stakeholders and to our operations. We aim for the right balance between people, planet, and profit.

Smart Operations

The customer is central; the staff make the difference. What we want is to be able to respond more quickly to the needs of airlines and passengers. That means that the basic facilities have to remain in place but also that we constantly surpass the customer's expectations. We can do that by setting up smart customer-oriented processes and cooperating with one another even better. That means that we are visible, that we create dialogue, and that we listen. We need to know what is happening and to keep learning and improving together. We have to check together each day to see how things can be better and smarter.

Digital Airport Programme

Schiphol has always had a reputation as an innovative organisation. We intend giving an even greater boost to innovation in the next few years. There will be scope for creative experiments. We want to be a testing ground for new technology and sustainable growth. That means we will have to be daring and forward-thinking.

3.1 The aim of this Market Consultation

The aim of this Market Consultation – ahead of the procurement procedures that may follow from the OPS Procurement Programme – is to get an overview of the market and the substantive expertise available within it. SNBV wishes to reach as many market parties as possible, to interest them, and get them to think along with us. The insights that SNBV gains can be used where relevant in preparing the call(s) for tenders and the tender documents. SNBV wishes to emphasise that this Market Consultation does not form part of the call(s) for tenders.

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4. DESCRIPTION OF MARKET CONSULTATION PROCEDURE

4.1 Procedure

You can register for this Market Consultation by submitting Appendix 1 ("Application to participate in Market Consultation"). You do so by e-mail (see Section 6 of this document).

Depending on the written answers provided, SNBV may invite a number of market parties to give an individual oral explanation.

If you have any questions for SNBV before submitting the application to participate, you can submit them by e-mail (see Section 7 of this document). SNBV will send these questions and the answers to the interested parties in an Information Memorandum (anonymised).

Please always make yourself known by e-mail as an interested party before the deadline for submission of questions, so that SNBV can send you the Information Memorandum.

4.2 Timetable for the Market Consultation

The Market Consultation will be based on the following timetable:

Table 1 Timetable

Timetable for the Market Consultation		
1.	Publication of the Market Consultation document	19 September 2016
2.	Deadline for submission of questions regarding the Market Consultation document	27 September 2016 // 11 a.m. CET
3.	Answers to questions in a Market Consultation Information Memorandum	30 September 2016
4.	Registration for Market Consultation by means of Appendix 1 ("Application to participate in Market Consultation")	14 October 2016 // 11 a.m. CET
5.	Oral explanations (if applicable)	T.b.d.

5. CONDITIONS AND PROVISIONS

If you decide to participate in this Market Consultation, the following conditions and provisions will apply, in addition to what is set out elsewhere in this document and its appendix/appendices:

- This Market Consultation does not form part of the call(s) for tenders; it is in fact part of a round of consultations.
- SNBV will not favour parties that participate in this Market Consultation in any way in any follow-up projects.
- Parties (including parties that do not participate) cannot derive any (reciprocal) obligations or rights from this Market Consultation vis-à-vis SNBV, nor does this Market Consultation offer the right to obtain an Assignment.
- Any costs incurred by parties participating in this Market Consultation will not be eligible, in any way whatsoever, for reimbursement by SNBV.
- Participating parties agree to information provided by them being incorporated into tender documents by SNBV. No claims will be entertained regarding the use of information or confidentiality.
- SNBV will not be bound in any way by the results of this Market Consultation, nor will SNBV be obliged to put out a call for tenders for the matter to which this Market Consultation applies.
- The information provided by SNBV during the Market Consultation may differ from the information provided at later points in subsequent stages.
- The language of communication for this Market Consultation is Dutch or Engels.
- SNBV reserves the right to suspend/discontinue this Market Consultation, either temporarily or finally.
- The intellectual ownership of information provided by SNBV will at all times remain vested in SNBV. Without the prior written consent of SNBV, nothing in this document may be duplicated by means of printing, photocopying, microfilm, scanning or otherwise, except for the purpose of participating in the Market Consultation.
- SNBV will treat the input provided by the Participant as confidential. The information submitted will be provided only to the directly involved staff and advisors in this Market Consultation, unless SNBV is obliged under statutory provisions to make it available to others. SNBV will be entitled, however, to use the information submitted for the preparation of any tender documents. SNBV will not include any specific references to Participants in this Market Consultation or other (commercially) sensitive information in such tender documents.
- By participating in this Market Consultation, parties indicate that they unconditionally accept the conditions and provisions as stated in this document.

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6. APPLICATION TO PARTICIPATE

The application to participate in the Market Consultation must be submitted by e-mail at egtender_facilities@schiphol.nl, by no later than 11:00 hours (morning) on 14 October 2016. That time and date count as a strict deadline. Interested parties will at all times remain responsible themselves for the timely and proper submission of the application to participate in the Market Consultation.

Applications to participate in the Market Consultation cannot be submitted by post.

The application to participate in the Market Consultation can be submitted as Word [.doc or .docx], Excel [.xls or .xlsx], or PDF files. Files with other extensions cannot be read.

The maximum length of the application to participate is 12 A4-pages at font size 10.

The completed Appendix 1 must be submitted together with the application.

By submitting an application to participate in the Market Consultation, the Participant agrees to the provisions stated in this document. If the Participant considers that this document contains inaccuracies, the Participant must make that known in writing before the deadline for participating in the Market Consultation. If the Participant fails to do so, it will not be able to invoke such inaccuracies after the close of the Market Consultation or in the context of any call for tenders or any award of an Assignment that is the subject of this Market Consultation.

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7. QUESTIONS

Any questions regarding the Market Consultation or the documentation provided may only be submitted, via the Excel-template provided, by email (egtender_facilities@schiphol.nl).

Questions must be submitted in the Dutch or English language.

The answers to questions that are submitted in good time will be provided by means of an Information Memorandum to all interested parties that made themselves known by e-mail.

Interested parties are themselves responsible for submitting any questions correctly and in good time. The closing date as specified in the "Timetable" section of this document must be observed.

Any deficiencies and/or inconsistencies in this document must be addressed during the opportunity to submit questions. Should that not be done, SNBV will be entitled to assume that the interested parties have no objections to the contents of this document, its appendices or the procedure, and their right to take action against it will cease to apply.

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APPENDIX 1 - APPLICATION TO PARTICIPATE IN MARKET CONSULTATION

Basic details	
Company name	
Address	
Postcode and town/city	
Contact person	
Position of contact person	
Phone number for contact person	
E-mail address for contact person	
Internet address of website	

Question #:	Question:
1	Can you describe your company and the services and products that you offer?
2	How do you envision developments as regards human contact in relation to customer service?
3	What trends do you envisage in the next few years and what will their impact be on customer services?
4	How does your proposition make a positive contribution to customer journeys (any time, any place, anywhere) and the service behaviour of customers? How do you measure this? What do you expect from Schiphol?
5	How and with what method would you make the customer experience measurable?
6	In your view, what solution/proposition will lead to a score of 8 in terms of customer experience?
7	How can Schiphol get the most out of its customer contacts?
8	What role do technological developments play in computerised processing of customer contacts?
9	How would you ensure the integrated provision of management information between Schiphol and contractors?
10	If Schiphol decides to request tenders for an integrated customer contact concept (both personal contact and remote contact), how would you design it?
11	How do you implement continuous improvement (both in your own processes and at Schiphol) as regards the customer experience? What are the KPIs on which this is based?
12	How would you design a pricing model that matches the dynamics of an airport to the maximum extent? If Schiphol decides to request tenders for a price per passenger, what do you see as the advantages and disadvantages?

We would like to thank you very much for your information.