

**Questions and answers, Selection guidelines PRS, Schiphol Nederland B.V.**

The questions and answers in this document are an integral part of the Selection guidelines PRS.

Number	Category	Ref.	Question	Answer
1	Bewijslast	7.1.1	In "Evidence to submit" staat aangegeven; Bankverklaring. Echter in 7.1.1 staat een omschrijving welk meer doelt op een bankgarantie. Wat dienen wij te overleggen? (Translation: "Evidence to submit" indicates: Bank Statement. Chapter 7.1.1. gives a description that refers to a bank guarantee. Which one do we need to hand over?)	A bank reference.
2	Aanbestedingsprocedure	Selection Guidelines	Er wordt gemeld dat alle communicatie in het Nederlands of Engels plaatsvindt. Betekent het dat wij documenten en communicatie omtrent de aanbesteding in het Nederlands mogen indienen? (Translation: It is mentioned that all communication should be in English or Dutch. Does this mean that we can apply all tender documents and communication in Dutch?)	Questions in the Notice of Information must be submitted in English and the tender documents can be submitted in English or Dutch.
3	Bestek/beschrijvend document	Selection Guidelines	Het hosten van onze applicaties besteden wij uit aan een partnerbedrijf. Is het verplicht om deze te noemen als onderdeel van het Consortium of kan deze ook als onderaannemer worden aangemerkt bij de aanmelding? Indien het als onderaannemer kan, welke eisen worden er dan gesteld aan dit partnerbedrijf? (Translation: We outsource the hosting of all our applications to a partner company. Is it mandatory to mention this company as part of the consortium or is it possible to treat this company as a subcontractor for the application? When this concerns a subcontractor, which requirements are applicable to this partner company?)	In case you use the references or financials of your partner this must be mentioned in your application. Furthermore, it is your choice whether you want to submit as a consortium or with a subcontractor. The chosen partner or subcontractor has to submit the asked information.
4	Contractvoorwaarden	UEA	In the Selection guidelines for PRS it mentions on page 33, Appendix 1 the ESPN European Single Procurement Document. It suggests we should see a separate appendix. Within this document the reference forms are enclosed as word documents but the ESPN document isn't. The only 3 other documents I can see are the UEA – Uniform European tender document (in XML and PDF) and SF05 and SF14. Can you advise where I can find the ESPN please.	See the new attached annex. ESPN is the same as the UEA form.
5	Contractvoorwaarden	UEA	Graag ontvangen wij van u een Engelse versie van de UEA (ESPD), daar wij samen zullen werken met ons Engelse zusterbedrijf. (Translation: We would like to receive the English version of the UEA (ESPD), as we will cooperate with our English "sister" company.)	See answer to question 4.

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6	Technical questions		<p>The standard components of the PRS package that we are looking to offer to you in our final bid shall be providing you with the desired functionalities, and possibly more, to offer your customers full-scope PRS services. In view of your requirement for the package to interface with a large number of other systems - as depicted by the graph on page 8 of the Selection Guidelines- we would be keen to obtain some technical details on the systems you are referring to. Can you kindly elaborate a bit more on the technical aspects of the fifteen boxes in the abovementioned graph?</p>	<p>The details about the interfaces and concerning systems will be provided in the award phase.</p>
7	Technical questions		<p>Part of our package will be tailor-made to Schiphol Airport and as such has the capacity to develop and grow along with the “technical developments and opportunities” (quote/ reference: page 6 of Selection Guidelines) as well as the operational requirements of an airport. Please can you provide some more details on the specific opportunities you are seeing and are referring to above? We can use such input to finetune our offering and our final submission to the TenderNed system.</p>	<p>This will be provided in the award phase (Request for Proposal), we do not expect an offer based on the selection guidelines.</p>
8	Technical questions		<p>On page 8 of the Selection Guidelines, reference is made to a Yielding Tool that is currently in place at Schiphol Airport, which we understand is an Excel spreadsheet that can be imported into the system. We have various ideas about how optimize a Yielding Tool for parking solutions and would be keen to provide you with ideas in this matter. They are mostly related to: (i) special parking offers; (ii) customer loyalty programs; (iii) heat maps for parking, traffic and public transport; (iv) parking place user stimulus; (v) various Big Data components.</p> <p>o In view of the abovementioned aspects, please can you provide us with more colour on the existing tool that you have in place and its functionalities and what sort of optimization steps we can help you with?</p>	<p>The yieldingtool, where the prices are determined, is out of scope of this tender. Maybe in the future. In the award phase we will provide you with the details concerning the parts that are relevant for the PRS. SNBV is familiar with the possibilities of yielding in the market at the moment.</p>
9	Technical questions		<p>We are a full services provider, with the capability to provide various software services. Do you see the need for the Parking Reservation System to include payment channels such as consumer-facing mobile application, an “auto-pay” service via automatic number plate recognition software, or integration of the API with third party websites that can generate additional traffic? If so, we are happy to provide more information on such offerings in our final submission to the TenderNed system.</p>	<p>The question on tendered concerns all kind of interfaces with payment systems. In the award phase we will provide details about our current payment interfaces.</p>

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10	Technical questions		Can you elaborate on the “valet parking” requirement, especially on the “payments via pin”? We have experience with providing valets with a mobile application that syncs with the technology backend of the reservation system, which we can tailor fit upon request.	This will be provided in the award phase (Request for Proposal).
11	Technical questions		Can you give more information how you set the price today? Would you be interested in a dynamic pricing solution?	See answer to question 8.
12	Technical questions		Can you give more technical information on current integration of parking with Privium loyalty scheme managed by Schiphol Airport. ( <a href="http://www.schiphol.nl/Travellers/AtSchiphol/Privium.htm">http://www.schiphol.nl/Travellers/AtSchiphol/Privium.htm</a> )?	This will be provided in the award phase (Request for Proposal).
13	Logistical questions		On page 7 of the Selection Guidelines, reference is made to a possible extension of the project scope to Rotterdam/ The Hague Airport and Lelystad Airport. Can you provide more colour in terms of time frame/ scope and to what extent the operational/ technical/ organizational requirements may or may not differ from the situation at Schiphol Airport?	No, that is not possible at this moment. Both airports do not have a need for a new PRS at this moment. Depending on the future developments of these airports it will be decided if this will be part of this contract or not.
14	Logistical questions		What are your exact requirements when it comes to having some of our personnel being based out the Netherlands, if we were to win the tender procedure?	In the award phase we will ask the supplier to guarantee that personal data is stored within the EU only.
15	Logistical questions		As a young company with novel technology solutions, we work with a variety of products and parking real estate customers. Do you have specific criteria on the reference letter providers, beyond what is in the tender document?	No.

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16	Financial questions		<p>We understand that the total revenues from parking fees at Schiphol Airport amounted to €104mIn in FY2014 and €108mIn in FY2015, which is generated through the 22,563 parking places dedicated to passengers/ visitors and 15,086 parking places dedicated to employees.</p> <p>1) As per the tender document, we understand that “Schiphol currently handles approximately 450,000 parking reservations per annum, which is increasing by &gt;10% each year”. Can you please indicate how many parking tickets are being sold per annum without a reservation (i.e., 450,000 plus this number yield the total parking at Schiphol Airport per annum)?</p> <p>2) Are valet reservations included in the 450,000 figure?</p> <p>3) Can you please indicate the average realized price per pre-booked parking ticket in FY2015 and FY2014 for both sections of parking places, i.e., those related to passengers/ visitors and those related to employees?</p> <p>4) Can you please indicate the average realized price per non pre-booked parking ticket in FY2015 and FY2014 for both sections of parking places, i.e., those related to passengers/ visitors and those related to employees?</p> <p>5) Can you please indicate the average utilization rates in FY2015 and FY2014 for both sections of parking places, i.e., those related to passengers/visitors and those related to employees?</p> <p>6) Can you provide cross-temporal (e.g., across months of the year, across days of the week, etc.) data on capacity utilization?</p>	<p>1) No, this concerns commercial information and will not be provided.</p> <p>2) Yes</p> <p>3 to 6) No, this concerns commercial information and will not be provided.</p>
17	Financial questions		<p>In our financial modeling, we assume that parking places for employees are currently not being charged to employees, meaning that only the parking places dedicated to passengers/ visitors are generating the revenues stated in the annual report. If this is correct, then we calculate the average revenue per parking place per annum to amount to €4,781 per annum (€108mIn / 22,563), equivalent to €13.10 per day or €0,55 per hour.</p> <p>1) We understand that you are looking for a long-term optimization of the metrics. Do you have a long-term improvement target?</p> <p>2) Moreover, can you indicate if your current parking reservations solution provides for</p>	<p>1) This concerns commercial information and will not be provided</p> <p>2) See answer to question 8</p>

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18	Financial questions		<p>We understand that the Group EBITDA margin in FY2015 for Schiphol Group amounts to 35% (€505mln operating profit denominated by €1.4bn of total revenue).</p> <p>1) Can you please indicate that the stand-alone EBITDA margin is for the parking division?</p> <p>2) Would it be fair to assume it to be lower than the group EBITDA margin, in view of parking being a facilitating service to the overall airport?</p> <p>3) Do you estimate the differential between parking EBITDA and group EBITDA to persist/widen/narrow in the long-term? We are looking to optimize the financial results for Schiphol through the provision of a smart parking solution for your company, which is why receiving some guidance from your end would be very useful.</p>	1 to 3) This concerns commercial information and will not be provided.
19			<p>AeroParker have been trying to register with TenderNed as we understand that we have to respond through TenderNed. So that we can respond through TenderNed with eRecognition we have contacted Connectis.nl. I have attached an email from Connectis who are one of the companies who enable applications for eRecognition which will allow us to log in/Register with TenderNed. They seem to think that AeroParker can't get eRecognition unless AeroParker is a member of the Dutch Chamber of Commerce and to be a member of the Dutch Chamber of Commerce AeroParker would have to have an office in The Netherlands?</p> <p>If this is the case does this mean only companies inside the Netherlands with an office in the Netherlands can respond to the Selection Guidelines?</p>	<p>After contact with TenderNed the following instruction to register on TenderNed and you should be able to apply. Please, read the information in the link below.</p> <p><a href="https://www.tenderned.nl/sites/default/files/TenderNed_Six_steps_to_bidding_for_public_procurement_contracts_online.pdf">https://www.tenderned.nl/sites/default/files/TenderNed_Six_steps_to_bidding_for_public_procurement_contracts_online.pdf</a></p> <p><a href="https://www.tenderned.nl/sites/default/files/Welcome%20TenderNed_0.pdf">https://www.tenderned.nl/sites/default/files/Welcome%20TenderNed_0.pdf</a></p>
20			Are the Dutch documents you supplied available in English?	See answer to question 4
21			Can multiple submissions be made to the RFI i.e as a single bidder and also as a consortium and/or a sub contractor?	No, just one submission per bidder is allowed

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22			<p>Recentelijk kwam de uitvraag van Schiphol voor het Parkeer Reserveer Systeem onder onze aandacht binnen TenderNet. Op basis van de gegeven informatie is het ons niet geheel duidelijk of Schiphol een aanbidding verwacht op 14 november of dat er alleen een inschrijving voor deelname om op deze datum gewenst is en de verdere tijdslijnen later bekend worden gemaakt.</p> <p>(Translation: Recently the publication of the PRS by Schiphol struck our attention on TenderNet. Based on the information provided it is not clear to us if Schiphol wishes to receive an offer on November 14th or that Schiphol wishes to receive an application/request to participate by this date and further timeschedules will be provided at a later moment.)</p>	No, we do not expect an offer yet, only the answer on the selection guidelines. See also the answer to question 7.
23			How is it possible to apply on TenderNet with an E-digital inlog for international companies?	Please see the answer to question 19. An e-digital inlog is not necessary for international companies.