

company	Date received	questions	answers	Date send
	09.12.22	1st Will SOF provide Internet connectivity for Cloud based solution? 2nd Requirement NFR010 lists components which are supposed not to be part of LOT 1 (e.g. PRM, Ground Handling Operation) and at the same time this requirement is Mandatory. Could you please clarify which components are mandatory as part of LOT 1? 3rd Do we understand correctly that all Mandatory requirements must be supported? 4th Could you please clarify which classification shall be used in case our solution is partially but not fully compliant (for example in case the requirement describes two functionalities but only one is supported)? 5th What is the expected implementation start date and expected cutover date?	1 No, the internet connectivity required for the cloud AOMS will be in the responsibility of the Tenderer as a complete turnkey solution 2. As below 3. All mandatory items must be fully or partially supported. In case of noncompliance with a mandatory requirement the technical evaluation committee will assess whether this will disqualify the tenderer 4. If the technical evaluation committee finds the partial solution adequate then it will proceed to the relevant scoring according to the level fulfillment of the original requirement 5 expected implementation start period is within Q2 2023. Expected cutover period is within Q2 2024	19.12.22
	08.12.22	In the answer for point 10.3, it is mentioned “...For the remaining period the vendor's support and project team presence will suffice” which means it is still recommended to be present 3 month after Go-Live. We will not be present 3 month after Go-live. So, by our understanding we do not meet this requirement. In the answer for point 14.2, it is clearly mentioned “The absence of Local presence and support is not eliminatory but will be highly considered in the technical evaluation”. We will not have a <u>local</u> presence and support as already explained. This means that we do not meet this requirement either, and our chances to succeed in this tender are low.	The support team (local, International) must be available for immediate action to every AOMS issue/ problem for a period of three months after the cutover date. In case of Other arrangements or different time periods they will be evaluated whether they meet our business and operations needs and will be assessed accordingly. This is a hypothetical question as we are not aware at this point what the chances of every tenderer is. Therefore, there can not be a committing answer from SOF Connect. The aim of the evaluation committee is to encourage all tenderers to submit their proposals and it will make a thorough assessment whether the business, technical and operational requirements are fulfilled by each solution and at which extent.	19.12.22

	12.12.22	Could you please clarify on the following questions. 1 The Display requirements ask for 50 and 43 inch displays. In combination with the other requirements (i.e. 16GB of internal storage) 50 inch would not be available, instead we would be able to supply 49 inch displays instead of the 50 inch. Would this be acceptable? 2 If not would this be regarded as a minimum requirement and a 55 inch display would be acceptable? 3 We understand that we are required to provide all necessary server components to be operated by SOF Connect team on premise. Would a hosted solution also be acceptable?	1. Yes it is acceptable and will be evaluated accordingly during the technical evaluation 2. N/A 3. The tender clearly states that the hardware, software and required licenses will be provided by the Tenderer. It is not clear what you mean with a hosted solution (Cloud or On Premise on virtualized environments). Please provide a more concise description for your question or even provide an example	19.12.22