

Item	Lot # / Reference	Req. Id	Question	
01	Lot1C	MFR140	As per the requirement the MUFIDS must shown information in Bulgarian and all Major EU languages. Which are the languages to use?	Bulgarian and English languages are mandatory, switching in settable time interval. Any additional languages and Unicode support for all other language will be considered a plus in the technical evaluation
02	Lot1A	GFR030	Detail of the dashboards and reports required. Examples of existing ones.	Will be defined during the relevant workshops with SOF Connect operational teams.
03	Lot1A	GFR090	1. How many dashboards and reports need to be provided? How many of them are existing ones that need to be migrated or reproduced to the new system? And how many are new ones? 2. Do these dashboards and reports need to be provided both in English and Bulgarian?	1. As many as you consider appropriate in order for the users to be able to perform their duties. The response will be evaluated during the technical evaluation. All the Dashboards will be new ones and none will be migrated from the old system 2. Yes
04	Lot1A	GFR150	Detail of all billable services managed.	Will be further defined during the relevant workshops with SOF Connect operational teams. The system should allow for the dynamic configuration of additional chargeable and billable services (both in English and Bulgarian).
05	Lot1B	FPR100	What do you mean by processing mail? Having an address from which to receive mail that has to be processed automatically? The AODB having the ability to process files that airlines share by mail?	Emails that contain standard structured text should be able to be processed by the AODB message parser. Same applies for files e.g. SSID formatted ones
06	Lot1B	FPR140	As well as detailing the types of type B messages that are required, we need to specify the other types of messages, for example, AFTN. An example of each type would be helpful as well.	All aviation standard message types must be included.
07	Lot1D	RMR010	In addition to the 4 resources listed above, what other resources are being considered?	Bridges, make Up carrouseles, deicing stands. Some of resources have variations (for example gates and bridges must be separate on Schengen, Non Schengen, Non EU) For SLOT management we also inspect runways and Terminal Capacity (ARR and DEP) as a hole. This also is up to every tenderer to offer their solution's capabilities regarding additional resources that could be managed. Will be further defined during the relevant workshops with SOF Connect operational teams. Use your prior experience and installations to provide an operationally sound proposal
08	Lot1D	RMR340	Could you kindly provide description or example of expected views?	Will be further defined during the relevant workshops with SOF Connect operational teams.

09	Lot5	CHR010	1. What does the Road Feeder Service process entail at the airport? 2. What processes need to be managed through the CCS platform?	1. Item refers to intermodal transport between road and airport transportation systems. For Example Heavy loads travel with road truck with produced Air Way Bill from the system. That's why we call them avio trucks. Specifically for the avio trucks and they are Air Way Bills is that they don't have real Flight Number. 2. Typical airport cargo management processes
10	Lot5	CHR020	Is it feasible that you can use the Cargo XML standard for the exchange of messages?	As long as the operational requirements and processes of the as defined by SOF CONNECT's operational teams are fulfilled the Cargo XML standard could be used
11	Lot5	CHR050	What does the requirement for certified service providers imply?	Interfacing with third party systems for customs clearing . Connection to the tax authority (BG Custom) via VPN and dedicated protocol.
12	Lot5	CHR060	Does this requirement refer to the recording of the execution of a service through any mobile device?	It includes this feature as well as part of the solution
13	Lot5	CHR070	What services will be billed through the cargo system?	Typical functionality of a cargo management system is expected. E.g. All services connected with import, export and warehouse of cargo goods at terminal handling.
14	Lot5	CHR090	What functionality is sought with this requirement?	CO2 calculation for the handling of cargo, optimum route and equipment utilization, paperless processes are some indicative examples
15	Lot5	CHR120	What should the system allow for the items detailed in the requirement? What is the function of Mail Handling?	Tenderers that offer relevant airport cargo management solutions are expected to include these services, features and functionality in their offering based on their experience from previous installations
16	Lot5	CHR150	What types of actions do you want to sign with the electronic signature? What kind of support is required?	Provide industry standard functionality and support
17	RFP Document	RFP page 14 and 19	There is a reference for aproximatly 250 displays on page 14 and a table in page 19 that specify 179 for phase 0 and 19 for phase 1. What is the right number of displays to be changed?	The number of displays is as described in the table. The system must be sized and stay functional for at least 250 displays. Every vendor can bid for the any of Lots in his own potentialities. Mainly flights and flight's information and updates. DNS and NTP are available. The tenderer must provide their own Monitoring and Backup service.
18	RFP Document	RFP page 9	In page 9, PRM is the optional Lot #2 but in page 15, PRM are marked as mandatory. Which is the correct one?	
19	RFP Document	RFP page 16	What is exactly the data that have to be synchronized between the previous AOMS and the new one in the migration process?	
20	RFP Document	RFP page 10	Can you please specify which are the current ICT support services available? Is it available DNS and NTP services? Is it available a Monitoring service? Is it available a Backup service?	
21	RFP Document	RFP page 11 / NFR360	Which is the duration of Garanty period, 1 or 2 years? (there are two references with diferent value)	
				2 years

22	RFP Document	RFP page 26	Could you clarify which is the objective of the Development environment?	Item self explanatory
23	RFP Document	RFP page 26	Where is ANNEX A Tab 6 Interfaces with specific information regarding the interfaces of AOMS with other systems? ANNEX B Only contains a list of interfaces without further information	ANNEX B is the reference of the list of interfaces and this is the document that must be used for your offer
24	Annex 1A N-FR	NFR080	Please confirm that we must only provide software licences for the first year	Licenses must be provided for the entire period of the contract duration
25	Lot1A	GFR120	Detail of what is expected with "configurable screens".	Different screens, views and data dedicated for separate user or group of users.
26	Lot5	CHR040	Is there a database of ULD codes?	No
27	Lot5	CHR080	What does "cargo unit" refer to in terms of ULDs or an exporter's cargo unit?	Export, import cargo unit and ULD also.
28	Lot5	CHR100	What does "track custody" imply? Is it a service of the warehouse, terminal or the airlines?	Either one
29	Lot5	CHR110	What types of customs control services are you referring to? Are the irregularities about the services, the documents or incidents that occurred during inspections?	Typical functionality of a cargo management system is expected. Irregularities refer mainly to documents but it does exclude other
30	Annex B	INR010 INR020	Is it necessary to integrate both BHS systems (old and new)? Can you provide some information about this interface: data to exchange (in, out, in/out), formats and protocols?	Yes. Flight and makeUp carousel by file with similar to MVT standard message. This is for the old one. For the new BHS it is too early to know.
31	Annex B	INR030	Can you provide some information about the interface with SOF-BULATSA: data to exchange (in, out, in/out), formats and protocols?	From BULATSA we need information for the type of processing the flight, instrumental or visual. This info is required for regular Eurocontrol report (Regulation 390).
32	Annex B	INR040	Can you provide some information about the interface with EUACA: data to exchange (in, out, in/out), formats and protocols?	Daily FTP transfer of two files filled with SLOTS for the current and for the next season.
33	Annex B	INR070	Can you provide some information about the interface with Stage Agency: data to exchange (in, out, in/out), formats and protocols?	1. State Agency reads Type B messages provided for specified SITA session and user. 2. By XML file, first monthly time table and second flights for the current day.
34	Annex B	INR080	Which is the purpose of a "Customizable generic reusable API"? Could you please be more specific?	For future reference we need customizable generic reusable API which will help us to provide interfaces with specific AODB information and with third party systems in the future .
35	Annex B	INR090	Can you provide some information about the interface with the Airport Web Site: data to exchange, formats and protocols?	1. Every two minutes CSV file with current flights info. 2. Daily CSV file with flights for the current season 3 months ahead.
36	Annex B	INR100	Can you provide some information about the interface with GHs: data to exchange (in, out, in/out), formats and protocols?	XML protocol support is expected. Details will be further defined during the relevant workshops with SOF Connect operational teams.

37	Annex B	INR110	Can you provide some information about the interface with ERP: data to exchange (in, out, in/out), formats and protocols?	XML protocol support is expected. Details will be further defined during the relevant workshops with SOF Connect operational teams.
38	Annex B	INR120	Which is the purpose of a "Customizable generic reusable Interface"? Could you please be more specific? Which are the differences with INR080?	Check above same question
39	Annex B	INR130	Why is an interface to the current AOMS necessary? Is it really about the data migration process?	Yes, and for the moment to final implementation of current working applications to the new one and during the parallel run period
40	Annex B	INR140	Can you provide some information about the interface with Aircpmapnies: data to exchange (in, out, in/out), formats and protocols?	XLSX files with airport charges.
41	Annex B	INR150	Can you provide some information about the interface with SOF - DUFY: data to exchange (in, out, in/out), formats and protocols?	XML protocol support is expected. Details will be further defined during the relevant workshops with SOF Connect operational teams.
42	Annex B	INR190	Can you provide some information about the interface with Track PAX: data to exchange (in, out, in/out), formats and protocols?	XML protocol support is expected. Details will be further defined during the relevant workshops with SOF Connect operational teams. This interface is with the current working Anti Double Check-in system. Provide information for the flight's terminal gate etc.
43	Annex B	INR200	Do you really mean some kind of screens similar to FIDS ones but with information for staff?	Yes. Staff Pages displaying flight information updates and additional operation information such as TMO and GH company
44	Annex B	INR220	Could you please indicate wich VDGS you have (vendor) or give some information about the interface?	Safegate.
45	Lot 1F Billing	ABR010	What are the periods to generate invoices? Daily, monthly, biweekly ..., etc. ?	Depends of the contract: 1. Monthly; 2. Twice a month; 3. Before flight for General Aviation.
46	Lot 1F Billing	ABR010	Types of invoices to be generated by billing module. Also we need templates for each invoice type.	Invoices for airport charges and ground handling for the companies with a agreement. Invoices for airport charges and ground handling for the general aviation issued before each flight. From the Cargo module invoices for provided cargo services.
47	Lot 1F Billing	ABR010	Average number of invoices per Billing period.	Approx.. 1000 invoices
48	Lot 1F Billing	ABR010	Number of services to be charged per period,	Not clear question
49	Lot 1F Billing	ABR020	Table of definition of each rates types (aeronautical, cargo)	Will be defined during the relevant workshops with SOF Connect operational teams.
50	Lot 1F Billing	ABR030	Table of definition of each rates types (non-aeronautical)	Will be defined during the relevant workshops with SOF Connect operational teams.

51	Lot 1F Billing	ABR070	Average number of customers . Is it necessary to register clients from another system? Does it register in Soft Connect ERP?	350. Yes.
52	Lot 1F Billing	ABR070	Customer types. Necessary information for each type (in addition to the information in point ABR220)	Will be defined during the relevant workshops with SOF Connect operational teams.
53	Lot 1F Billing	ABR130	Definition of taxes to apply.	Will be defined during the relevant workshops with SOF Connect operational teams.
54	Lot 1F Billing	ABR170	Is it necessary to include a collection module?	Yes
55	Lot 6 NonAero Billing	NAB.004	Is it necessary to include a collection module?	Yes
56	Lot 1F Billing	ABR070	Definition of integration with Soft Connect ERP. Is it available an ICD document?	Not at this point. XML protocol support is expected.
57	Lot 1F Billing	ABR060	Definition of integration with Soft Connect RFP. Is it available an ICD document?	Not a clear question
58	Lot1E Reporting & Busin. Intel	RBR010	List of reports related to billing.	Will be defined during the relevant workshops with SOF Connect operational teams.
59	Lot 1F Billing	ABR020	Will fare calculator receive data only from the AODB or will it receive information from other systems?	AOMS must support valid Price List for the service provided. All the calculations count the current Price List. History for the prices must also be implemented.
60	Lot 1F Billing	ABR130	Please, we need more detail about handle commercial with standing long-term agreements	Some companies, our customers have valid long term agreements. For example for Ground Handling with prices for handling for each jet type and also for agreed prices for services different from the current Price List. Prices from Price List are valid for ad hoc flights without agreement.
61	Lot 1F Billing	ABR230	Definition of integration with e-invoicing. Is it available an ICD document?	IATA Standard
62	Lot 1F Billing	ABR250	Define what is a charging instance	All the taxes and services, the rules of their calculation and prices for the periods must support customization and this is considered as charging instance.
63	Lot 1F Billing	ABR290	Submit examples of minimum or maximum charge thresholds	Will be defined during the relevant workshops with SOF Connect operational teams.
64	Lot 1F Billing	ABR300	Submit Security Charge Examples	Services provided from our Security department.
65	Lot 1F Billing	ABR350	Send example of priority rules	Will be defined during the relevant workshops with SOF Connect operational teams.
66	Lot 5 Cargo	CHR020	What are the periods to generate invoices? Daily, monthly, biweekly ..., etc. ?	Question already answered above
67	Lot 5 Cargo	CHR020	Types of invoices to be generated by billing module. Also we need templates for each invoice type.	Question already answered above
68	Lot 5 Cargo	CHR020	Average number of invoices per Billing period.	Question already answered above
69	Lot 5 Cargo	CHR020	Number of services to be charged per period,	Question already answered above
70	Lot 5 Cargo	CHR020	Table of definition of each rates types	Question already answered above
71	Lot 5 Cargo	CHR020	Definition of integration with e-invoicing. Is it available an ICD document?	Question already answered above

72	Lot 6 NonAero Billing	NAB.006	Definition of integration with Soft Connect ERP. Is it available an ICD document?	Question already answered above
73	Lot 6 NonAero Billing	NAB.007	Definition of integration with Soft Connect RFP. Is it available an ICD document?	Question already answered above
74	Lot 6 NonAero Billing	NAB.008	Please, define what are tiered rates and graduated rates	Will be defined during the relevant workshops with SOF Connect operational teams.
75	Lot 6 NonAero Billing	NAB.010	Ability to have different/multiple rate structures. Can you send an example?	Will be defined during the relevant workshops with SOF Connect operational teams.
76	Lot 6 NonAero Billing	NAB.017	Define what a usage report is. How does the billing module receive the usage report?	Will be defined during the relevant workshops with SOF Connect operational teams.
77	Lot 6 NonAero Billing	NAB.005	Is this billing independent from aeronautical billing?	Yes
78	Annex 1A N-FR	NFR040 NFR450	Regarding to Non-Production environment, confirm that they will be a functional replica of the Production environment with no application-level HA and with less hardware resources.	Confirmed
79	Annex 1A N-FR	NFR040 NFR450	Regarding to DR environment, confirm that this will be a functional replica of the Production environment deployed in the main site to ensure service in case of disaster in main site. As this is a temporary environment, until the problem on the main site is fixed, please confirm that application-level HA is not required in this environment.	Not Confirmed. As the primary site may need considerable time to be reinstated, the service must be highly available in the secondary site
80	Annex 1A N-FR	NFR040 NFR450	Regarding NFR450, there are mentioned 5 different environments in total instead of the minimum 4 environment said at NRF040: Production, testing, development, training & simulation and disaster recovery. Please clarify the amount of environment to be deployed.	Some environments can have multiple purposes. The valid minimum number is 4
81	Annex 1A N-FR RFP Document	NFR040 NFR450	Regarding chapter 8 of the RFP Document, please confirm that the non-productive environments (testing, development, training & simulation environments) can be virtualized on the same platform that the production environment and do not require dedicated infrastructure since virtualization allows the required environment isolation.	Confirmed, as long as proper hardware resource allocation/separation/dedication and fencing is foreseen between the production and all the other environments. The use of the non-production environments should not impact the performance of the production one under any circumstances
82	Annex 1A N-FR RFP Document	NFR040 NFR450	Please confirm if Development (from the RFP Document) is owned by SOF or if it can be at Indra and owned by Indra.	Not a clear question. Development of what ?
83	Annex 1A N-FR	NFR040 NFR450	Please confirm that the non-productive environments (testing, development, training & simulation environments) will be deployed only at Main site.	Not Confirmed. The non-production environments can be deployed at any site.
84	Annex 1A N-FR	NFR040 NFR450	Please confirm that the application-level HA will only be required for Production environment at the Main site and not for non-productive environments, neither for Disaster Recovery.	Question already answered above. HA is required at any site acting as a production one.

85	RFP Document		In reference to the RFP Document, please confirm if a backup platform is required to be provided (dedicated storage device and software to perform backup copies of the Indra's proposed solution). If so, please confirm this backup platform location, Main site or DR site.	The provision of such a solution will be evaluate accordingly
86	Annex 1A N-FR RFP Document	NFR090 NFR110	In the RFP Document and in NFR110 requirement it is asked to size the solution with 50% extra capacity to support future growth and in NFR090 requirement it is asked to size the solution with 30% extra capacity. Please confirm whether this is 50% or 30%.	50% extra capacity to support future growth
87	Lot1E Reporting & BI	RFP page 21	Regarding this statement: "allow third party tools to use all AOMS data, from all modules for creating advanced reports, data lakes & warehouse, real time dashboards etc", we understand all data from AOMS must be accesible from Reporting & BI module. Is it correct? If not, please clarity which mechanism should be established for data dissemination.	Correct
88	Lot1E Reporting & BI	RBR010	Regarding this requirement: "The system shall be able to provide a set of predefined reports related to operational awareness (e.g. aircraft on time performance, reports per delay code, passenger analysis per check-in/gate/screening point, etc)", could you provide a detailed list of the predefined reports to be implemented on the scope of the contract?	Will be defined during the relevant workshops with SOF Connect operational teams.
89	RFP Document	RFP page 14	Please, confirm that the supply of workstations is out of the scope of the proposal	Confirmed