

ID	Lot	RFP Reference	Question	SOF Connect
1	all	RFP chapter 3.3 "Description of Services"	With reference to Chapter 3.3 at page 16 "" Can we assume that Datacenter Services provided by SOF Connect will include location space, powerline, UPS, cabling activities, network connectivity for internal Systems?	Yes, for on-premise installations
2	Lot 1	Annex A - Lot1A - Generic Funcs GFR010	With reference to Annex A - Lot1A - Generic Funcs ID GFR010 can you kindly explain which is the logic to link DEP-ARR flight if not expressed the link in the seasonal tournaroud? And can you clarify why do you need a view DEP-ARR for GH assistance?	Actually the same separation exists in our scheduling process. The reason is that SOF is home base airport for several air companies. For the Ground Handling, the logic is nearly same: Based on the current Ground Handling Agreements with local Air companies.
3	Lot 1	Annex A - Lot1A - Generic Funcs GFR010	With reference to Annex A - Lot1A - Generic Funcs ID GFR010 can you confirm if you need to manage single movements?	Yes
4	Lot 1	Annex A - Lot1A - Generic Funcs GFR020	With reference to Annex A - Lot1A - Generic Funcs ID GFR020, can you clarify the list of main interfaces you are expecting to detect a connectivity issue?	We provide it in a later stage. In General we will need to have a status indication for all of them.
5	Lot 1	Annex A - Lot1A - Generic Funcs GFR120	With reference to Annex A - Lot1A - Generic Funcs ID GFR120, can you kindly provide any available example of layout/alert you'd like to include?	Different screens, views and data dedicated for separate user or group of users.
6	Lot 1	Annex A - Lot1A - Generic Funcs GFR130	With reference to Annex A - Lot1A - Generic Funcs ID GFR130, can you clarify wich kind of mobile device you'd like to be supporte: A. 10' screens or more devices B. even smaller screen devices ?	Both. Tablets and smartphones
7	All?	Annex A - Non Functional Requirement NFR10	With reference to Annex A -NFR - NFR10, can you kindly confirm if this requirement is trasversal to all Lots and in particular if "Slot Management" is mandatory for Lot 3 and PRM for Lot 2 and Ground Handling Operations for Lot 4?	Please consider LOT as separate theme of bid. Reference to 1.6 RFP Document. It is not transversal.
8		Annex A - Non Functional Requirement NFR120	With reference to Annex A -NFR - NFR120, can you kindly clarify if the requirement is satisfied by the capability of the user to confirm and apply the data to be updated on the system when the it becomes online again?	If the information is up to date Yes. The user must have choice for this decision.
9		Annex A - Non Functional Requirement NFR290	With reference to Annex A -NFR - NFR290, can you kindly clarify which kind of users to group and which kind of notification should be managed?	This must be freely and easily configurable.
10	Lot1	Annex A - Lot 1 B Flight Planning FPR 300	With reference to Annex A - Lot1B Flight Planning FPR 300, can you clarify the meaning of "to update flight information remotely"?	To update flight information via mobile devices and/or over mobile and wireless network
11	Lot1	Annex A - Lot 1C MuFIDS MFR100	With reference to Annex A - Lot1C MuFIDS MFR100, can you confirm that "vias" is a mistyping for "views"?	Not confirmed. Vias are the intermediate stops of a flight and the FIDS systems must be able to display them in rotation with the flight destination
12	Lot1	Annex A - Lot 1C MuFIDS MFR140	With reference to Annex A - Lot1C MuFIDS MFR140, can you kindly clarify which information shoold be diplayed in multiple EU languages?	The flight information on FIDS displays must be shown in Bulgarian and English switching in settable time interval. Sometimes there is a need for providing remarks, class name etc. to specific flight and this remark may be in any of major EU languages. Unicode support for the remaining languages is expected
13	Lot1	Annex A - Lot1D RMS RMR070	With reference to Annex A - Lot1D RMS RMR070, can you kindly provide more details about nr. of additional resources per each type (De-Icing Pads, Technical run-up Bay, Lounges) and the respective parameters to define the constraints for planning rules?	Will be defined during the relevant workshops with SOF Connect operational teams.
14	Lot1	Annex A - Lot1D RMS RMR070	With reference to Annex A - Lot1D RMS RMR070, what is meant by batch mode processing for resource groups? Which process is referred to (planning, operations, ...)?	Maybe you mean RMR170. If yes the example might be closing multiple check-in desk for period of time. another example is the allocation of range of check-ins for a whole season to specific flights
15	Lot1	Annex A - Lot1D RMS RMR340	With reference to Annex A - Lot1D RMS RMR340, can you clarify which kind of views are you referring as new ones? Are they related only to the visibility of Resources or even of visibility of Flights?	Both.
16	Lot1	Annex A - Lot 1F Billing ABR060	With reference to Annex A - Lot1F Billing ABR060, can you clarify if the requirement is for an interface to send Invoices to ERP or only the data to allow the ERP to calculate the Invoice?	Both. Many GA flights and cash customers will need to be invoiced on the spot
17	Lot1	Annex A - Lot 1F Billing ABR090	With reference to Annex A - Lot1F Billing ABR090, can you confirm if the requirement is related to the capability of the system to configure a long time data retention?	That's also. All the rules/price in billing module must keep history.
18	Lot1	Annex A - Lot 1F Billing ABR160	With reference to Annex A - Lot1F Billing ABR160, can you clarify if the requirement is satisfied by the capability to configure to specific users/group the data input of services executed?	If the role of billing module is to register provided services Yes. If the billing module role is to generate rules and price need for calculation also Yes only dedicated users have rights to change rules and prices.
19	Lot1	Annex A - Lot 1F Billing ABR170	With reference to Annex A - Lot1F Billing ABR170, can you kindly clarify if the system should only track the payment method or are you requiring the capability to manage the payment transaction by Credit Card?	Method of payments must be configurable. For example if there is a new player and he set a credit for use, we must have possibility to proved method of payment as Credit - new player. The system must be able to manage the payment transaction by Credit Card for cash customers
20	Lot1	Annex A - Lot 1F Billing ABR240	With reference to Annex A - Lot1F Billing ABR240, can you clarify if the audit data feature is referred to specific data/process? If so please clarify which ones.	Any transaction and relevant information - such as before and after values, user, date/time etc.) that has an impact to billing must be audited, recorded and stored in the system (logs, db etc.)
21	Lot1	Annex A - Lot 1F Billing ABR420	With reference to Annex A - Lot1F Billing ABR420, can you clarify if the audit data feature is referred to specific data/process? If so please clarify which ones.	same as above with particular focus on reference data that impact the billing e.g. MTOW
22	Lot1	Annex A - Lot 1F Billing ABR470	With reference to Annex A - Lot1F Billing ABR470, can you clarify what do you mean with "schechedule an invoice"?	Based on actual agreements. Once or twice or more often monthly .
23	Lot2	Annex A - Lot 2 PRM Functionalities PRM110	With reference to Annex A - Lot2 PRM Functionalities PRM110, can you kindly clairfy which service data should be provided as report / communication for Billing purposes?	Currently at SOF for every DEP PAX over 2 years old there is a PRM charge. The charge rate is annually determined after consultation with Air companies.