

REQUEST FOR CLARIFICATION FORM

Tender Reference	Request for Proposal (RFP) for an Airport Operations Management System (AOMS/AODB) for SOFIA International Airport
RFC ID	1

Question ID	Question	Response
1	Please confirm that SOF is only asking for Monitors and FIDS Client Devices, if applicable to be provided by the bidder.	SOFConnect is tendering for a complete, fully featured Multimedia Flight Information Display System either as a module of the AOMS/AODB or standalone.
2	Please confirm that a local entity is not mandated for project and operational purposes.	Local presence in Bulgaria or nearby countries will be preferred (RFP Document 14.2)
3	Please confirm the bidder is free to choose amongst different hosting options: On-prem, cloud, hybrid, or all of them together as separate options.	The bidder is free to propose, we are free to choose. Different proposals describing different architectures will be accepted, reviewed and evaluated during the technical and financial evaluation of the proposals. Tenderers must clearly identify in their proposals the different hardware elements, architectures, methodologies & technologies employed. The proposals must clearly indicate the TCO of every solution, the CAPEX and OPEX requirements. Proposals that refer to Cloud or Hybrid solutions must include the data connectivity costs for the connectivity of SOF Airport to the cloud providers. The sizing and the connectivity methods must ensure the efficient operations of the SOF Connect Airport operations and are the responsibility of the Tenderer.
4	Can the bidder use the existing infrastructure for that solution or the infrastructure should be totally new and used only for AOMS?	Only the existing network and datacenters infrastructure can be reused
5	Please provide a detailed inventory of all the peripherals, workstations, infrastructural components (server, storage, 3rd Party licenses), FIDS monitors in place.	This is an invalid request
6	Please provide the list of current system suppliers for the systems solicited in this tender.	The current system is in house developed. The FIDS is from local BG company.
7	Please confirm that the bidder may provide an offer for LOT 1 (Mandatory) and any other LOT (Optional) of her choosing, i.e. LOT 1 + LOT 2 & 3 or LOT 1 + only LOT 5 etc.	Confirmed
8	Please provide a draft contract, if exists, for the bidders perusal and contractual suggestions.	PRC will provide
9	Please confirm that CDM is not a product being asked for, currently, with this tender. However, should SOF decide to become an "A-CDM Airport", with the solution offering of the bidder via her LOT 1 package, SOF may do so. It is understood that in such a case, the provision of CDM as a different product will be evaluated separately. Please confirm.	Not Confirmed. The system must be CDM ready. The tenderer is free to choose how is going to make this provision. Current industry practices in place are providing CDM ready AODBs
10	Please share all the relevant ICD content, if exists, for integration requests solicited with this tender.	Most are interfaces are in house developed
11	Please elaborate upon what is suggested by "Migration Services (If Applicable)". It is understood that migration works are optional, and may be done if the older data is transposable to the systems to be implemented. If migration is mandatory, please share functional and non functional requirements for such an undertaking.	Existing current and archived data must be migrated to the new systems
12	Are the Professional Services person day rates are being asked for potential out of scope development requests?	Yes
13	Will the awarded bidder be expected to extend the systems for P2 - Terminal 3 following 2025?	No
14	Please provide the following information to address the FIDS Monitor accessory allocation. Quantity of 43" & 50" monitors in horizontal and landscape placement, as well as, their mounting style (totem, hanged, mounted)	FIDS hanging structures are already in place
15	Could you please clarify the data center count in the Airport campus, how many data centers?	Two
16	Could you please clarify do you have more than one data center located in separate facilities/buildings?	Yes
17	Could you please clarify, if is there a dark fiber between data centers?	No
18	Could you please explain the existing virtualization platform, which version of vSphere and vCenter you are currently using, specification of the physical server and storage hardware (CPU, RAM, HDD, NICs, SAN Bandwidth and Data Stores, LUNs, etc.)	The existing virtualisation platform is not part of the scope of this tender
19	Could you please clarify the utilization of the virtualization platform (CPU, RAM, DataStore, and Network Usages), (Hosts, Networks, and Datastore screenshots from vCenter would be appreciated)	The existing virtualisation platform is not part of the scope of this tender
20	Could you please explain the network infrastructure of the physical server infrastructure both TCP/IP and SAN (the connection between the Physical server and ToR or ServerFarm Switch, and also SAN connections)	The existing physical server infrastructure platform is not part of the scope of this tender
21	Could you please clarify the connection options of the Physical server infrastructure between ToR Switches and Network Core (1G Base-T, 10G SFP+, 40G QSFP, etc.)	1G Base-T, 10G SFP+,
22	Could you please clarify, which version of backup software you are using, you are using the same software for both backup and replication purposes.	Currently there is not a corporate backup solution
23	Could you please clarify, if it is possible to use next-gen technologies like Software Defined Networks, Hyper-Converged Infrastructure, and Containerization to ensure deploying a more reliable, performant, resilient, secure, and highly available environment?	Yes, connectivity - if not in place - will need to be provided by the tenderer
24	Could you please answer, do you have a 3rd site with rack cabinet equipment and min 1G network connection inside the same airport campus, for the physical server and network device placement as a quorum site?	No
25	Could you please explain your existing network infrastructure (Architecture, products, vendors, models, etc.).	the question is very generic. This is a Cisco based network. Please be specific to what you are interested and identify the relationship with the tender and your proposal is needed to be
26	Please confirm that an on-site team is not mandated outside tender requirements, and the bidder is free to provide optional Operation & Maintenance models (full 24x7 coverage, on call, remote etc.)	Confirmed
27	Please confirm that, should the bidder requires SOF to provide on-site Level 1 support, SOF is capable of providing the same.	Confirmed

28	Please confirm the the SLAs, KPIs, resolution times are flexible, and the bidder may provide an approach based on industry best practices.	Confirmed. Different solutions will be accepted and evaluated accordingly during the technical evaluation phase and in comparison with the proposals from other tenderers
29	As per Section 13 of the RFP Annex C - Performance Bond is missing. Please provide relevant documents.	Input by SOF Connect PRC Dept.
30	Please provide a tentative project schedule (start and end dates) for all lots.	Start date Q2 2023 -End date Q1 2024
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