RWANDA
AIRPORTS
COMPANY

# To all interested Bidders

**RE: Response to your request for clarification**

Reference is made to the tender Nº 006/ICB/2023-2024/RAC for Supply of Airport Operational System

Following the request for clarifications raised by some prospective Bidders, Rwanda Airports Company would like to provide the clarifications in annex, for your consideration.

Sincerely,

**Charles HABONIMANA**
**Managing Director**

| Nº | Clarification requested | Response |
|----|------------------------|----------|
| 1 | Could we use exiting servers? | No |
| 2. | How many years of warranty required? | 2 years for the hardware components |
| 3. | Is it required to provide onsite support or remote support only? | A hybrid solution would be appreciated. |
| 4. | How many years of SLA required? | Throughout the systems lifespan |

| FMS Customer Questionnaire | | |
|---|---|---|
| Date | Date: | Date : .. / .. / .... |
| Ver | Ver: | Ver: .... |
| Identity | Customer Name: | Rwanda Airports Company |
| Identity | Airport Name(s): | Kigali International Airport |
| Identity | Country: | Rwanda |
| Identity | City: | Kigali |
| Scale | Number of Airports | 1 |
| Scale | Number of Airlines | 8 |
| Scale | Number of Handling Agents | 1 |
| Scale | Total number of passengers per year: | 1,200,000 |
| Scale | Total number of bags per year: | 2,120,000 |
| Scale | Average Annual Growth of Pax Number : | 35% |
| Scale | Average Annual Growth of ATM : | 14% |
| Hardware | Will the client provide the server/storage? | No |
| Hardware | Will the client provide the network equipments ? | No |
| Licences | Will the client provide the licences (OS,DB,Call etc)? | No |
| High Availability | Is redundancy required in different data center? | Yes |

| Functional and Technical Queries | | |
|---|---|---|
| Pos. | Questions | Answers |
| 1 | At how many airports is the solution planned to be used? | 1 |
| 2 | Could you please specify the annual number of ATMs for each airport? | 27430 |
| 3 | Could you please specify the annual capacity in terms of ATM and passenger of each airport? | 35000 |
| 4 | Are you currently using a FMS system? If so, please specify the current solution provider. | no |

| | | |
|---|---|---|
| 5 | Do you have your own reference (airline, aircraft, airport and so on) data ? | yes |
| 6 | Do you prefer to use 'Seasonal Flight Module'? | yes |
| 7 | Who manages slot coordination at your airports? (e.g. Airport, local authority, service provider) | Airport |
| 8 | If it is **'airport'**, do you use a 'Slot Coordination' solution? | not yet |
| 9 | If it is **'local authority'** or **'service provider'**, do you have a 'Slot Coordination' integration with these organizations? | N/A |
| 10 | What is your preferred integration method (e.g. file transfer, direct integration and so on) with 'Slot Coordination' Solution? | slot coordination solution |
| 11 | Which system integrations are required in the scope of the solution? (PBB, BMS, airlines, GH, BHS and so on) | GH,BHS,BMS |
| 12 | Could you please state which IATA massages are required to be processed and how many different sources share these messages (SSIM, SSM, ASM, PTM and so on)? | SSIM, SSM |
| 13 | What kind of infrastructure do you prefer, 'on premise' or 'cloud'? | |
| 14 | Do you have currently any dashboard or reporting solution? If so, please specify the current solution provider. | NOT YET |
| 15 | Do you want the option to use the solution on mobile devices as well? | YES |

| RMS Customer Questionnaire | | |
|---|---|---|
| Date | Date: | Date : .. / .. / .... |
| Ver | Ver: | Ver: .... |
| Identity | Customer Name: | Rwanda Airports company |
| Identity | Airport Name(s): | Kigali International Airport |
| Identity | Country: | Rwanda |
| Identity | City: | Kigali |
| Scale | Number of Airports | 1 |
| Scale | Number of Airlines | 8 |
| Scale | Number of Handling Agents | 1 |
| Scale | Total number of passengers per year: | 1,000,000 |
| Scale | Total number of bags per year: | 2120000 |
| Scale | Average Annual Growth of Pax Number : | 35% |
| Scale | Average Annual Growth of ATM : | 14% |
| Hardware | Will the client provide the server/storage? | No |
| Hardware | Will the client provide the network equipments ? | No |
| Licences | Will the client provide the licences (OS,DB,Call etc)? | No |
| High Availability | Is redundancy required in different datacenter? | Yes |

| Functional and Technical Queries | | |
|---|---|---|
| Pos. | Questions | Answers |
| 1 | At how many airports is the solution planned to be used? | 1 |
| 2 | If your company is a multi-airport operator, at how many countries does your company have airport operations? Does any of these countries prohibit or restrict the operational data processing abroad? | yes |
| 3 | Could you please specify the annual number of ATMs for each airport? | 27430 |
| 4 | Could you please specify the annual capacity in terms of ATM and passenger of each airport? | 35000 |
| 5 | Could you specify the IATA (slot coordination) level of your airports? | non coordinated slot Airport |
| 8 | Do you have a centralized 'Flight Data Management ' solution which may have integration with 'Resource Management' solution to provide detailed flight data. | not yet |
| 9 | Which stationary resource types (e.g. parking stands, gates, counters and so on.) in your operations are to be managed using the RMS system? | parking stand, gates, counters, |
| 10 | Could you please specify the number of each stationary resource type in your operations? | TBD |
| 11 | Do you have a RMS solution in use? If so, please specify the current solution provider. Do you need to migrate operational data to the new system? | not yet |
| 12 | Do you need to forecast seasonal resource capacity requirement? | yes |
| 13 | Do you have currently any dashboard or reporting solution? If so, please specify the current solution provider. | NOTYET |
| 14 | What kind of infrastructure do you prefer, 'on-premise' or 'cloud'? | |
| 15 | Could you please specify the user languages required in the solution? | ENGLISH |

| FIDS Customer Questionnaire | | |
|---|---|---|
| Date | Date: | Date : .. / .. / .... |
| Ver | Ver: | Ver: .... |
| Identity | Customer Name: | Rwanda Airports Company |
| Identity | Airport Name(s): | Kigali International Airport |
| Identity | Country: | Rwanda |
| Identity | City: | Kigali |
| Scale | Number of Airports | 1 |
| Scale | Number of Airlines | 8 |

| Scale | Number of Handling Agents | 1 |
|---|---|---|
| Scale | Total number of passengers per year: | 12,000,000 |
| Scale | Total number of bags per year: | 2120000 |
| Scale | Average Annual Growth of Pax Number : | 35% |
| Scale | Average Annual Growth of ATM : | 14% |
| Hardware | Will the client provide the server/storage? | no |
| Hardware | Will the client provide the network equipments ? | no |
| Licences | Will the client provide the licences (OS,DB,Call etc)? | no |
| High Availability | Is redundancy required in different datacenter? | yes |

| Functional and Technical Queries | | |
|---|---|---|
| **Pos.** | **Questions** | **Answers** |
| 1 | Do you have a FIDS solution in use? If so, solution provider? How many FIDS monitors do you have? Hardware (mini PC specs+monitor brand and model) | yes, 45 monitors |
| 2 | How many FIDS monitors do you need based on resource type ( counter, carousel, chute, gate, public and so on)? | TBD |
| 3 | Do you need staff displays? | NO |
| 4 | Do you intend to broadcast (e.g. video, live stream and so on) on FIDS monitors? | NO |
| 5 | Do you need vertical usage of the monitors? | YES |
| 6 | What size and resolution monitor do you need at minimum? | 32 inch |
| 7 | Do you intend to locate FIDS monitors off-airport (hotel, train station, metro and so on)? | yes |
| 8 | Do you have a 'Public Announcement System' in use? If so, please specify the current solution provider. | yes |
| 9 | Do you have a centralized 'Flight Data Management ' solution which may have integration with 'FIDS' solution to provide flight data | not yet |
| 10 | Do you have any airport specific requirement? | no |
| 11 | Do you intend to use FIDS as wayfinding signs? | not yet |

| CDM Customer Questionnaire | | |
|---|---|---|
| Date | Date: | Date: .. / .. / …. |
| Ver | Ver: | Ver: …. |
| Identity | Customer Name: | Rwanda Airports Company |
| Identity | Airport Name(s): | Kigali International Airport |
| Identity | Country: | Rwanda |
| Identity | City: | Kigali |
| Scale | Number of Airports | 1 |

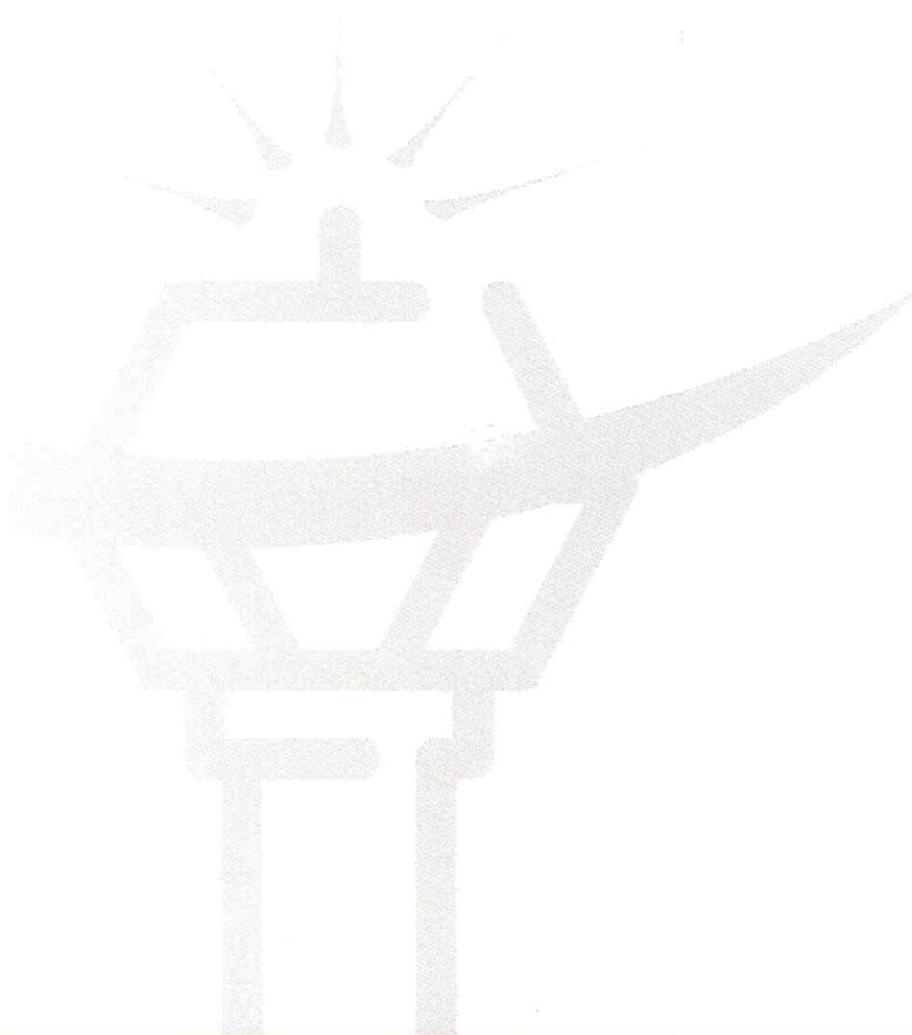| | | |
|---|---|---|
| Scale | Number of Airlines | 8 |
| Scale | Number of Handling Agents | 1 |
| Scale | Total number of passengers per year: | 1.2000,000 |
| Scale | Total number of bags per year: | 2120000 |
| Scale | Average Annual Growth of Pax Number : | 35% |
| Scale | Average Annual Growth of ATM : | 14% |
| Hardware | Will the client provide the server/storage? | No |
| Hardware | Will the client provide the network equipments? | No |
| Licences | Will the client provide the licences (OS,DB,Call etc)? | No |
| High Availability | Is redundancy required in different datacenter? | Yes |

| Functional and Technical Queries | | |
|---|---|---|
| **Pos.** | **Questions** | **Answers** |
| 1 | Has CDM initiative been started at your airport? | not yet |
| 2 | Has CDM procedures been clarified or started to be worked on at your airport? | not yet |
| 3 | Could you please explain the current CDM initiative status of your airport? | not yet |
| 4 | Could you please specify how many Ground Handling Companies and Airlines in the scope CDM are operating at your airport? | 1 GH and 8 airlines |
| 5 | Are you planning to provide HHT/mobile devices in the scope of CDM Project for airport service providers (GH Operator, Fuel operator, Airlines and so on.)? How many devices are required? | yes |
| 6 | Could you please specify the annual number of ATMs ? | 27430 |
| 7 | Please specify the current ANSP of the airport. | ASCENA |
| 8 | Do you have an A-SMGCS at your airport? If so, please specify the current solution provider. | not yet |
| 9 | Do you have VDGS at your airport? If so, please specify the current solution provider. | not yet |
| 10 | How do you detect ALDT, AIBT, AOBT, ATOT? | Manual |
| 11 | Do you have D-MAN & A-MAN system at your airport? If so, please specify the current solution provider. | not yet |
| 12 | Do you have operational procedures or automated processes at airport, in order to prepare and anticipate for Adverse Conditions (e.g. heavy rain, thunderstorm, sand storm, snow, fog, wind and so on )? | operation procedure for LVB |
| 13 | Which other system integrations may be required? | TBD |

## BRS Customer Questionnaire

| Date | Date: | Date : .. / .. / .... |
|---|---|---|
| Ver | Ver: | Ver: .... |
| Identity | Customer Name: | Rwanda Airports company |
| Identity | Airport Name(s): | Kigali International Airport |
| Identity | Country: | Rwanda |
| Identity | City: | Kigali |
| Scale | Number of Airports | 1 |
| Scale | Number of Airlines | 8 |
| Scale | Number of Handling Agents | 1 |
| Scale | Total number of passengers per year: | 1.2000,000 |
| Scale | Total number of bags per year: | 2120000 |
| Scale | Average Annual Growth of Pax Number : | 35% |
| Scale | Average Annual Growth of ATM : | 14% |
| Hardware | Will the client provide the server/storage? | No |
| Hardware | Will the client provide the network equipments? | No |
| Licences | Will the client provide the licences (OS,DB,Call etc)? | No |
| High Availability | Is redundancy required in different datacenter? | Yes |

## Functional and Technical Queries

| Pos. | Questions | Answers |
|---|---|---|
| 1 | At how many airports is the solution planned to be used? | 1 |
| 2 | If your company is a multi-airport operator, at how many countries does your company have airport operations? Does any of these countries prohibit or restrict the operational data processing abroad? | 1 yes |
| 3 | Could you please specify how many airlines are you providing BRS services at airport? | 8 |
| 4 | Could you please specify weekly average number of ATM that you provide BRS services at your airport? | 40770 |
| 5 | Do you have currently a BRS solution in use? Do you intend to use currently owned 'HHD:Hand Held Devices' with new BRS system? If so, could you please specify the brand, model and operating system of the device? | YES |
| 6 | If the replacement of the devices are planned, how many hand held devices are required in total for your operations? | TBD |
| 7 | Are you planning to use 'BRS' for only departure baggage process or both arrival & departure baggage processes ? | BOTH |
| 8 | Do you prefer to use handheld terminals or fixed scanners, if the BRS solution is to be used for the arriving bag process as well? How many stationary scanners will be required, if any? | hand held |
| 9 | Which other system integrations may be required? | TBD |

| 10 | Could you please specify the user languages required in the solution? | English |

N.B: regarding GCC20.1 is subscription model instead of purchase model