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ANNEX XVII.

Qualitative concepts

[referred to paragraph 7 of Article 3.5.3]

Tenderers must submit a clear, well-structured qualitative concept document that fully cross-references the quantitative sections of their bid. Use the same assumptions as the proposal model (TE), business plan, operational plan, minimum required equipment and personnel, etc. Ensure that all figures and assumptions are clearly linked to your overall operational and strategic approach. This Annex comprises of eight (8) qualitative concepts, which are outlined below:

1. Station organisation

Describe the station's full organizational structure, including all administrative and operational functions present on site.

2. Qualification concept

Present the qualifications required for each function (e.g., language skills, professional qualifications, other relevant skill sets, etc.) and provide a short description of existing training plans.

Provide reference examples of peak scenarios, where relevant.

3. Innovation concept

Describe the existing innovation solutions and how they can contribute to the airport's future readiness.

Provide reference examples of peak scenarios as well as the proposal model (TE), where relevant.


4. Explanation regarding shift coverage

Describe how shift coverage is generally determined (e.g. shift lengths, shift proportions, roster rhythm, roster durations) and illustrate it using the example peak scenarios.

5. Steering concept for staff and ground support equipment (GSE)

Describe how handling processes are managed and illustrate it using example peak scenarios. Explain staff and GSE disposition and steering (e.g. roles, responsibilities, information and communication technology).

Explain how unforeseen changes, events, delays, equipment failures, and irregular operations are managed.

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6. Quality management concept

Present the quality management concept for the services covered by this tender.

Provide reference examples of peak scenarios, where relevant.

7. Safety management concept

Present the safety management concept for the services covered by this tender.

Provide reference examples of peak scenarios, where relevant.

8. Explanations regarding proposal model (TE) and Annex XIIIf

For each figure in the proposal model (TE), which consists of T1, T2, and T3, as well as figures defined in Annex XIIIf, provide a concise explanation of the underlying assumptions and calculation logic.


Provide reference examples of peak scenarios and resource tables, as appropriate.

General instructions:

- Your explanation should be **concise and no longer than 50 pages**. Focus on clarity, logic, and the reasoning behind your figures rather than simply repeating the numbers.
- Please have in mind that **only the first 50 pages will be evaluated**.
- Unless otherwise specified, references to the example peak scenarios refer to the scenarios' specific flight plans defined in "Annex VIIb – Gantt chart" provided by the CCAA.


Guidelines regarding the structure of the document:

- Submit all documents as searchable PDFs, not scanned images, so evaluators can efficiently search, cross-reference, and verify figures.
- Use clear, consistent section headings (e.g. 1.0 Introduction, 2.0 Station Organisation) and number all subsections for easy reference (e.g. 2.1 Administrative Functions).
- Maintain consistent font sizes and styles throughout.
- Ensure all figures, charts, and annex references are accurate and clearly labelled.
- For complex requirements or steps, use bullet points or numbered lists. Summarise key points at the end of each section, where appropriate.
- Use tables and diagrams for staffing, rostering, and qualification concepts. If these are not feasible, provide clear and structured lists instead.
- Label each visual and reference it in the text to ensure clarity.
- Reference example peaks using visuals, where possible. If visuals are not feasible, provide structured lists with detailed information.
- When referring to templates in Excel or annexes, use the same labels and terminology as in the source so evaluators can efficiently verify consistency.

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STATION ORGANISATION

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QUALIFICATION CONCEPT

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INNOVATION CONCEPT

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EXPLANATION REGARDING SHIFT COVERAGE

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STEERING CONCEPT FOR STAFF AND GSE

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QUALITY MANAGEMENT CONCEPT

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SAFETY MANAGEMENT CONCEPT

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EXPLANATIONS REGARDING PROPOSAL MODEL (TE) AND ANNEX XIIIf

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