

## TERMS OF REFERENCE

### Procurement of Various Parts and 1-year Maintenance Contract for the Flight Information Display System at SBIA

#### BACKGROUND

The Flight Information Display System (FIDS) is an important feature every airport must have. The system helps the passengers by providing all necessary information that will guide them throughout their flight.

Consisting of System software, modified LED monitors, structured cabling, network switch and servers, the FIDS system installed is a homegrown proprietary software customized for Subic Bay International Airport (SBIA) by Tiger Consulting and Software Devt Inc. on November 27, 2018.

#### OBJECTIVE

This project's objective is to maintain the existing FIDS' hardware in good working condition and improve its backup system to make it robust and make sure that the system is always available. Further, this project also aims to extend the system support for the FIDS software through a Maintenance Contract to be able to avail latest system updates and tweaking /customization within the duration of the said contract.

#### SCOPE OF WORKS

##### 1. SUPPLY, DELIVERY, AND INSTALLATION OF VARIOUS PARTS

###### 1.1 FIDS SERVERS

Provide the following services and materials:

- 1.1.1 Installation of (1) additional 1TB SATA Enterprise 7200RPM 3.5" HDD for each server, total of (3) servers
- 1.1.2 Hot-swappable RAID 1 setup of (3) servers
- 1.1.3 Reinstallation of server Operating System
- 1.1.4 Installation of latest version of Zeus Flight Information Display System (FIDS) software
- 1.1.5 Synchronization of network clock and server time
- 1.1.6 Provision of end-user access for the shutting down and turning-on of (3) servers during maintenance activities (accessible even after the 1-year maintenance contract)

###### 1.2 FIDS MONITORS

Provide the following services and materials:

- 1.2.1 Replacement of (2) 32" FIDS monitors (same brand and model/newer equivalent model of the existing units)
- 1.2.2 Reconfigure network connectivity and security settings
- 1.2.3 Reconfigure web browser for FIDS software

## 2. MAINTENANCE CONTRACT AGREEMENT

### 2.1 FIDS SOFTWARE

Ensure the availability of the FIDS software for (1) year:

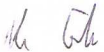
- 2.1.1 Ensure FIDS application provides on-time, real-time summary departure and arrival displays
- 2.1.2 Ensure FIDS check-in counter displays are up-to-date and automatically closes 45 minutes before boarding
- 2.1.3 Ensure FIDS boarding gates display correct opening and closing times
- 2.1.4 Ensure FIDS baggage displays in both passenger and loader displays are correct and synchronized
- 2.1.5 Ensure FIDS will be able to support both airline schedules
- 2.1.6 Ensure FIDS will be able to add, edit, delete flights
- 2.1.7 Ensure FIDS will be able to add new destinations, airline logos and airlines
- 2.1.8 Ensure FIDS will be able to add, edit and delete administrators
- 2.1.9 Ensure FIDS will be able to assist ramp control in arriving flights
- 2.1.10 Assist in configuring FIDS displays according to purpose (e.g. summary board, arrivals) when necessary
- 2.1.11 Dedicated internet access for the remote access of FIDS software shall be included in the contract
- 2.1.12 Service affecting problems shall be resolved within 48hrs from the receipt of notification

### 2.2 FIDS SUPPORT


Support services shall be available as follows for (1) year:

- 2.2.1 Remote access to the FIDS software: 8:00 A.M. to 5:00 P.M. Monday – Friday
- 2.2.2 Email support: 8:00 A.M. to 5:00 P.M. Monday – Friday
- 2.2.3 Mobile Phone support: 8:00 A.M. to 5:00 P.M. Monday – Friday
- 2.2.4 Mobile Phone support for out of office hours calls
- 2.2.5 Total of (4) onsite visits (preventive/corrective)
- 2.2.6 Conduct of (2) FIDS software refresher training; may be conducted during onsite visits

Prepared by:

  
MARK C. QUIAMBAO

Checked by:

  
RUEL P. BOBADILLA  
OIC, Eng'g Division

Approved by:

  
ZHARREX R. SANTOS  
Manager