

Preliminary Market Consultation for
“Incident and Emergency Management Solution” (Lot 1)
and
“Disruption and adverse events management Solution” (Lot 2)

Athens International Airport S.A. (AIA) intends to conduct tenders related to the deployment of solution(s) for managing Incidents / Emergency events and Disruption / adverse events by the end of 2026, supporting the emergency and disruption management functions of the Airport.

In that respect, and prior to the launching of the said tender, AIA wishes to communicate the main aspects of the tenders to potential market participants having experience in similar projects, for a preliminary market consultation so to receive their comments, remarks, opinions.

Participants wishing to be involved in the consultation process shall express their interest by submitting a written application by email to AIA. The written application should carry the indication **“Preliminary Market Consultation for Incident and Emergency Management Solution” (Lot 1) and/or “Preliminary Market Consultation for Disruption and adverse events management Solution” (Lot 2)** with the indication for either Lot 1 or Lot 2 or both (as applicable) and should be addressed to Athens International Airport’s Procurement Department at the email address procurement@aia.gr.

In this application the following table shall be completed including also a confidentiality statement by the applicant’s contact person:

DETAILS OF APPLICANT AND CONTACT PERSON	
Tender title and Lot title(s)	
Company name	
Company Address	
Title (Mr/Ms)	
Contact person’s Name	
Contact person’s Surname	
Corporate title	
Phone	
Mobile	
Email	

STATEMENT	
<i>By making this application we acknowledge and accept that the documents that will be provided are commercial and confidential in nature and that AIA retains the right to seek damages for their unauthorised disclosure.</i>	
Contact person's Signature	
Company's official stamp	

Following the submission of their written application, applicants will receive details, by email, of how they can obtain the documents from AIA on which they will provide their comments. These documents will be made available in electronic format and applicants are expected to respond accordingly.

Questions or inquiries pertaining to the market consultation documents may be submitted, by the participant's contact person, at email procurement@aia.gr until **23rd June 2025**. The questions or inquiries shall explicitly state the project title and must be submitted in an editable word document (.DOC format).

Participants shall provide their input for this market consultation by submitting below listed deliverables, as well as any other information deemed necessary, until **7th July 2025** at email procurement@aia.gr:

"Incident and Emergency Management Solution" (Lot 1)

- Comments and remarks on the provided RFI Scope. Technical Description may be enriched according to the providers' expertise.
- Description of the proposed solution including:
 - Platform functionalities
 - Platform architecture
 - Platform components
 - Licensing scheme
 - Describe the integration to corporate centralised infrastructure (monitoring tools, backup etc.)
 - Solution support (e.g. SLAs, upgrades)
 - Features that are available and not included in AIA's functional requirements
 - High level description of their solution
 - High level Architectural Diagram of their solution

- Innovative Technologies employed such as AI, Automation, Data Analysis, Decision Support, Alerting and communication methods, Workflows etc.,
- Provision model (Public Cloud, Private Cloud, ON premises infrastructure, other)
- Indication for an overall Project Schedule that would be expected, including the Deliverables Schedule.
- A high-level cost estimation of the solution, including (as applicable):
 - Solution components (H/W and S/W)
 - Implementation services, project plan and presentation of project team
 - Maintenance & support services (5 year).
- Training options for platform operators/administrators/engineers. (The training should be also able to be performed through AIA's LMS (Learning Management System).
- References from similar projects. Such reference should include the date of undertaking and a brief description of the scope.

"Disruption and adverse events management Solution" (Lot 2)

- Comments and remarks on the provided RFI scope. Technical description may be enriched according to the provider's expertise.
- Description of the proposed solution including:
 - Platform functionalities
 - Platform architecture
 - Platform components
 - Licensing scheme
 - Implementation options
 - Describe the integration to corporate centralised infrastructure (monitoring tools, backup etc.)
 - Solution support (e.g. SLAs, upgrades)
 - Features that are available and not included in AIA's functional requirements
 - High level description of their solution
 - High level Architectural Diagram of their solution
 - Innovative Technologies employed such as AI, Automation, Data Analysis, Decision Support, Dissemination and communication methods, Workflows etc.,
- Provision model (Public Cloud, Private Cloud, ON premises infrastructure, other)
- Indication for an overall Project Schedule that would be expected, including the Deliverables Schedule.
- A high-level cost estimation of the solution, including:
 - Solution components (H/W and S/W)
 - Implementation services, project plan and presentation of project team

- Maintenance & support services (5 year).
- Training options for platform operators/administrators/engineers. (The training should be also able to be performed through AIA's LMS (Learning Management System).
- References from similar projects. Such reference should include the date of undertaking and a brief description of the scope.

It should be noted that the elaboration of the participants' comments, remarks and opinions in the final scope lies under AIA's sole discretion.

All documents provided by AIA in connection with this market consultation process, including data, information, specifications and the like, and other materials which may be provided by AIA to the participants and which are not in the public domain at that time, must be retained, in confidence, by the participant and not be disclosed to any third party except with the express prior written authorization of AIA, or unless required to do so by law, or by a competent legal authority having appropriate jurisdiction. The participant by making an application acknowledges and accepts that the documents provided are commercial, confidential in nature and that AIA retains the right to seek damages for their unauthorised disclosure.

Following the submission of comments, remarks and opinions, participants might be asked by AIA to make a presentation to AIA, at a time and date to be arranged by AIA.