

№	Question	Answer
1	<p>Please provide information (name of the system, system version, SaaS/on-premise, vendor name, date implemented, upgrade plan etc.) on the systems below,</p> <p>a. OHS-Management System, b. Environmental Management System, c. Quality Management System, d. Energy Management System</p>	<p>Item. a. There is no implemented and certified system. The Healthy and Safe Working Conditions Programme is prepared on an annual basis, for each calendar year, by the experts in the HSE Sector, according to the requirements of the Health and Safety at Work Act and Ordinance No. 3 of 27.07.1998 on the functions and tasks of the officials and specialized services at the enterprises, for the organization of the performance of the activities, related to the protection against professional risks and the prevention of such risks (Title Amended in State Gazette, no. 102 of 2009, effective as of 1.01.2010):</p> <p>Items b and c Sofia Airport EAD has implemented an Integrated Quality and Environmental Management System (IMS) in May 2012 based on the international standards ISO 9001:2008 и ISO 14001:2004, which has been certified by RINA for compliance with the said standards. The certificates were issued under the international accreditation of Italy – ACCREDIA. In May 2015 the IMS was ratified for a new three-year period.</p> <p>In the beginning of 2018 the integrated management system was updated in accordance with the requirements of the new versions of standards ISO 9001:2015 and ISO 14001:2015 and on 16.05.2018 it was successfully certified for compliance with those standards for a new three-year period, expiring on 19.05.2021. The validity of the certificates for this period, is subject to the annual supervisory audits, planned for May 2019 and May 2020.</p> <p>The certificate for compliance with ISO 14001:2015 is available in the Virtual Data Room – Appendix 4.6.</p> <p>The certificate for compliance with ISO 9001:2015 is available in the Virtual Data Room – Appendix 4.7.</p> <p>Item d. Sofia Airport EAD does not have an implemented and certified Energy Management System.</p>
2	<p>For Energy Management System, confirm if any energy efficiency requirements also apply to the IT system. If so, please outline how is compliance to the efficiency requirements ensured.</p>	<p>Sofia Airport EAD does not have an implemented and certified Energy Management System. An energy efficiency measure has been implemented for the IT system, with respect to the use of computer and office equipment. The operational measure provides for the introduction of a mixed mode of operation of the equipment in its working hours, based on the utilization of the possibilities, provided by the manufacturers, for operation in energy-saving</p>

		modes – “standby” or “hibernate”. The energy-saving mode has been introduced for that part of the equipment, which allows that.
3	Please provide a list of IT contracts that require renewing as soon as the transaction process has completed (e.g. SITA’s check-in). Further, please provide an cost estimate for these renewals.	The contracts are signed for one-year periods, or for two years, as an exception. All contracts will have to be renewed in the period 2019-2020.
4	Please provide documentation that maps Partington's capability model (i.e. skills matrix) against technology products including any on-premise and cloud solutions	There is no available documentation.
5	Please describe Partington's definition of 100% triple redundancy. Further, outline which tiers of IT architecture does this definition apply to.	There is no such definition at the Sofia Airport.
6	Please provide a full assessment of all rooms that house IT infrastructure including: a. Power feeds b. Air conditioning c. Racks d. Lighting e. Fire systems	All IT premises (rooms) house the following equipment: <ul style="list-style-type: none"> • Power feeds • Air conditioning • Racks • Lighting • Fire systems
7	Outline Partington's IT asset refresh policy, current IT hardware aging profile, capacity and scalability, and potential need for any unplanned capex (not allocated a budget).	There is no specific asset refresh policy. The assets are refreshed on a regular basis, as necessary. The latest updating took place in 2017. There is computer equipment, commissioned and operating since 2004.
8	Please provide details of the documents maintained to ensure IT compliance (eg certifications, GDPR, policies etc). What does the GDPR compliance programme consists of? Have you notified any supervisory authority of any personal data breaches or recieved any complaints from any supervisory authority concerning IT compliance issues?	There have been no complaints and no supervisory bodies have been notified of any breaches, because there have been none. There is currently an ongoing procedure for ensuring GDPR compliance.
9	Copies of all contracts of conducted with top executives, including: -employment contracts - managerial contracts - appointing resolutions - advisory / service contracts	This information is available for review in the Physical Data Room in accordance with the rules and conditions, set out in clause 5.1. of the Concession Documentation, Appendix 7.25 (1. Minutes No. ПД-129/05.05.2017 of the Minister of Transport, Information Technologies and Communications; 2. Minutes No. ПД-130/05.05.2017 of the Minister of Transport, Information Technologies and Communications; 3. Minutes No. ПД-132/05.05.2017 of the Minister of Transport, Information Technologies and Communications).

		<p>The Management and Control contracts with the top management were provided on 17.08.2018 and are available for review in the Physical Data Room in accordance with the rules and conditions, set out in clause 5.1. of the Concession Documentation – Folder “Answers, published on 17.08.2018“</p> <p>There are no advisory / service contracts, signed with top management.</p>
10	<p>Information on remuneration of key executives:</p> <ul style="list-style-type: none"> - fixed remuneration - short term incentives / bonuses / awards - long term incentives / bonuses / awards - share, option or all other equity based plans - allowances and benefits - change in control payments - severance and non-competition payments - all other financial transfers to key executives 	<p>Remuneration of top executives (directors of directorates or managers of individual departments):</p> <ul style="list-style-type: none"> - there is fixed basic remuneration, based on the employment agreements signed, it is subject to indexation, according to the respective employment experience, in accordance with the Labour Code; <p>The remuneration of the key executives does not include any clauses for:</p> <ul style="list-style-type: none"> - short term incentives / bonuses / awards - long term incentives / bonuses / awards - share, option or all other equity based plans - allowances and benefits - change in control payments - severance and non-competition payments -all other financial transfers to key executives
11	<p>Overview of all outstanding share awards, share options and bonus payments showing date of grant, exercise prices, and vesting dates – if applicable.</p>	<p>There are no outstanding share awards, share options and bonus payments, dates of grant.</p>
12	<p>Description of any incentive / bonus schemes, including</p> <ul style="list-style-type: none"> - key performance indicators - minimum, target and maximum payout - grant and vesting structure - typical scheme timeframe (e.g. annual, 3 years) 	<p>There are no incentive schemes.</p>
13	<p>Information on remuneration of employees:</p> <ul style="list-style-type: none"> - fixed remuneration - short term incentives / bonuses / awards - long term incentives / bonuses / awards - share, option or all other equity based plans - allowances and benefits - change in control payments - severance and non-competition payments - all other financial transfers to key executives 	<p>Apart from the remuneration, based on the employment agreements and additional material incentives, set out in the CLA, there are no other incentives, benefits or allowances.</p>

14	<p>Documents describing all retention, motivation and incentive payment processes:</p> <ul style="list-style-type: none"> - performance management system and its link to pay - incentive / retention program basis (internal regulations / employment contracts etc.) - amounts of awards / bonus paid out per period 	<p>There is no such system, save for as stipulated in art. 229 of the Labour Code.</p>
15	<p>Please provide documents describing the following:</p> <ul style="list-style-type: none"> - Alignment of IT strategy and roadmap with business strategy and how it supports the Business Plan - Key IT Projects in progress or planned to meet IT and business priorities - Current progress on IT Strategy and Roadmap 	<p>The only scheduled activities are related to Key IT Projects – the infrastructure monitoring system</p>
16	<p>Provide an architecture document that shows an overview of Partington's systems landscape supporting key business processes showing key interfaces between systems</p>	<p>There is no such document</p>
17	<p>Please provide a list of applications used to support key operational and back office processes such as Passenger Movement, Passenger Baggage, Ramp Services, Car Park Management, Management Reporting, Analytics, Finance, HR, Websites and Portals. For each of the systems present in the list, please include:</p> <ul style="list-style-type: none"> - System name - Implementation date/Last upgrade date - Business process supported - Description of the functionality provided by the system - In transaction perimeter and transferred to seller or provided as an external service - Vendor name (if off-the-shelf system) - Type of deployment i.e. SaaS or On premise (if on premise include version details) - Technologies used i.e. programming language, platform and frameworks used for web, application and DB layer (if developed internally) - Level of customisation i.e. Low/Medium/High (if off-the-shelf 	<p>Please see the answer to question 2 in answers Q&A_14.09.18_3 and the answer to question 4 in answers Q&A_31.08.18_2.</p>

	<p>software)</p> <ul style="list-style-type: none"> - Software modules in use (if off-the-shelf software) - Number of users (as applicable) - Support approach (in-house versus external) - Number of licenses available and licenses in use - Hosting location - Level of integration with other systems both internal and external (including manual workarounds, if any) - Performance metrics (e.g. availability, outages and uptime) - Upgrade plans 	
18	Please outline any current system level constraints in the IT environment to support the business plan and describe what steps has Management taken/plans to take, to address these constraints and current status of these measures	There is no such document.
19	Provide an outline of software licensing arrangements and governance in place, including any software license audits and steps that Management has taken to address the findings from the audit report and current status of these measures	Информацията е налична за преглед в Електронната секция на Информационната зала – Приложение 13.19.
20	<p>Please provide an overview of the wide and local area networking infrastructure supporting Partington including:</p> <ul style="list-style-type: none"> i. Network topology diagrams ii. Key technologies in use iii. Key vendor relationships iv. Monitoring & management technology 	<p>Regarding I. Network topology diagrams, the relevant information is available for review in the Physical Data Room in accordance with the rules and conditions, set out in clause 5.1. of the Concession Documentation– Appendix 13.20.</p> <p>Regarding II. Key technologies in use Microsoft Hyper-V</p> <p>Regarding III. Key vendor relationships: Hewlet-Packard</p>
21	<p>Please provide a copy of the latest IT asset register maintained by Partington including the following fields:</p> <ul style="list-style-type: none"> - H/W Name - Type (Laptop, desktop, mobile, tablet, IP phone, printer, server, router, etc.) - Vendor/brand - Model - Physical/Virtual (if server type) - Operating System 	The information is available in the Virtual Data Room – Appendix 13.21.

	<ul style="list-style-type: none"> - Systems covered (if server type) - Owned/leased - Support provider - Purchase date - Quantity - Validity Period - Plans to replace or not and if replaced by when (MM/YYYY) 	
22	<p>Please provide documents outlining your approach to providing:</p> <ul style="list-style-type: none"> i. Desktop services ii. File & Print services iii. Email services iv. Collaboration services v. Identity management services vi. Security patching cadence/schedule 	<p>There are no documents, outlining such an approach. The computers and other equipment are provided, subject to a report and permission by Sofia Airport EAD's CEO.</p>
23	<p>Please provide an IT organisation chart with # of IT FTEs including # of External contractors by location and by team/function (e.g. strategy, governance, architecture, development, project management, infrastructure, service management, security etc.).</p>	<p>There are no current contracts with external IT contractors. 26 FTE is in the Information Services Department.</p>
24	<p>Please outline your approach to key IT Governance processes in relation to - IT Strategy, IT Architecture, Software Development, Infrastructure, IT Security, Service Management and Change Management</p>	<p>There are no such documents</p>
25	<p>Provide details of the top 10 IT suppliers including vendors with details of services provided, contract start/end date, spend per year, supplier performance for the past 12 months and details of change of control clause and termination clause</p>	<p>The information is available in the Virtual Data Room – Appendix 13.22.</p>
26	<ul style="list-style-type: none"> - Provide a list of incidents for the past 12 months including raised date, incident type, description, category i.e. internal or external (customer/vendor), resolved date, root cause, resolution date, incident priority and severity - Provide list of major incidents in the past 12 months including description, duration of outage, root cause analysis and any preventative measures taken 	<p>There have been no incidents in the past 12 months.</p>
27	<p>Please provide documents outlining your approach Business Continuity/Disaster Recovery including approach to data backup and</p>	<p>There are no such documents.</p>

	archiving and evidence of BCP/DR testing and reports from such tests for the past 12 months	
28	Describe any major security or data breaches that have occurred in the last 12 months, indicating the business impact of these security breaches and what remediation steps were taken.	There have been no breaches in the past 12 months.
29	<ul style="list-style-type: none"> - Please provide documents outlining standards, policies and procedures related to IT Security (e.g. penetration testing, authentication) used to support the business. - Please provide copies of the latest penetration test report, recent IT certifications/accreditations (e.g. PCI DSS, ISO27001), compliance requirements and outline steps that Management has taken to address report findings and current status of these measures 	This information is available for review in the Physical Data Room in accordance with the rules and conditions, set out in clause 5.1. of the Concession Documentation– Appendix 13.23.
30	<p>Please provide list of IT projects planned (e.g. key roll out programmes, system upgrades) or currently in progress including:</p> <ul style="list-style-type: none"> - Short description of the project - Purpose of the project(Business process improvement/Operation improvement/New business/Expand IT infrastructure/Customer requirement/Replace due to aging/due to risk management/due to law and regulations/others) - Start date - End date - Status - Budget and Cost to date 	<ol style="list-style-type: none"> 1. Renewal of licenses for server and desktop operating systems - Windows 10/MS Server 2016; 2. Updating the virtualization platform of Hyper-V 2016; 3. Updating the email system of Exchange 2016.

31	<p>Please provide the following information broken down for Partington</p> <p>i. Details of historical FY16A-FY17A, budgeted FY18B and forecast FY19F-FY20F IT operational expenditure broken down into its components including personnel (internal and external contractors) and non-personnel costs (e.g. software licenses, hardware maintenance, networking costs, telephony costs, etc.)</p> <p>ii. Details of historical FY16A-FY17A, budgeted FY18B and forecast FY19F-FY20F IT capital expenditure, its components including growth and maintenance capex and details of ongoing and completed projects.</p>	<p>This information is available for review in the Physical Data Room in accordance with the rules and conditions, set out in clause 5.1. of the Concession Documentation– Appendix 13.24.</p> <p>Business plan 2018 – the specified expenditure forms part of the total distributable expenditure and in case of actual expenditure, this is allocated by users.</p> <p>The preparation of Business Plan for 2019 is currently in progress.</p> <p>ii This information (data for 2016 and 2017 report on the capital expenditure incurred and that planned for 2018 r.) is available for review in the Physical Data Room in accordance with the rules and conditions, set out in clause 5.1. of the Concession Documentation– Appendix 1.24.</p> <p>The preparation of Business Plan for 2019 is currently in progress. The capex for 2019 involving money from airport charges, amount to BGN 551,2 thousand including VAT.</p>
32	<p>Could you please provide a break down by revenue by airline, by tariff category (Landing, parking, Pax, security) - historical 2016, 2017 and YTD 2018</p>	<p>This information is available for review in the Physical Data Room in accordance with the rules and conditions, set out in clause 5.1. of the Concession Documentation– Appendix 2.20.</p>
33	<p>Can you please provide the discounts/incentives by airline, by tariff category (landing, parking, pax, security) for 2016,2017, 2018 (YTD)</p>	<p>This information is available for review since 21.08.2018 in the Physical Data Room in accordance with the rules and conditions, set out in clause 5.1. of the Concession Documentation– 2.2.5.3. Folder 1.2.1.-2.2.5.3 – the relevant information for 2018 has been added.</p>