

**Netherlands-Utrecht: Real-time passenger information system**  
**OJ S 21/2014 30/01/2014**  
**Contract notice – utilities**  
**Supplies**

**Directive 2004/17/EC**

**Section I: Contracting entity**

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**I.1. Name and addresses**

Official name: NS Reizigers B.V.  
National registration number: 41680548  
Postal address: Laan van Puntenburg 100  
Town: Utrecht  
Postal code: 3511ER  
Country: Netherlands  
For the attention of: Matthijs Lamberts  
E-mail: [procurementsupport@ns.nl](mailto:procurementsupport@ns.nl)  
Telephone: +31 302353897

**Internet address(es):**

General address of the contracting entity: [www.ns.nl](http://www.ns.nl)

Electronic access to information: [www.ariba.com](http://www.ariba.com)

Electronic submission of tenders and requests to participate: <https://www.tenderned.nl:443/tenderned-web/aankondiging/detail/samenvatting.xhtml?aankondigingId=29288>

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from:** the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address

**I.2. Main activity**

Railway services

**I.3. Contract award on behalf of other contracting entities**

The contracting entity is purchasing on behalf of other contracting entities: no

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title attributed to the contract by the contracting entity**

iNS & outs.

**II.1.2. Type of contract and place of performance or delivery**

Supplies

Purchase

Main site or place of performance: The Netherlands.

NUTS code NL Nederland

**II.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **II.1.4. Information about framework agreement**

Framework agreement with a single operator

##### **Duration of the framework agreement**

Duration in years: 15

#### **II.1.5. Short description of the contract or purchase(s)**

To this date, the passenger counting is done manually by NS and based on combining various counting sources and extrapolating data. Recently, the accuracy of determining the number of passengers has improved. However, the process remains an estimation and, because post processing is required, it is not available as real time data.

A longtime wish of NS has been to be able to count passengers in trains in real time. This would enable NS to provide the passengers with real time train occupancy information, and optimize the operational rolling stock planning. In order to fulfill this desire NS has the ambition to implement an Automatic Passenger Counting (APC) system, that is able to deliver real-time occupation information on compartment level.

Prior to this tender, NS has executed a Proof of Concept which proved that:

- The ICT chain from sensor to mobile application works;
- The real-time occupation information is valued by our passengers and based on this information, they adapt their boarding behavior.

With this experience, NS now wants to implement APC on a nation-wide scale. In principle NS wants to roll out APC over all Intercity stock, and depending on a number of factors (among which the Business Case) also on Sprinter trains (local trains). The Intercity fleet consists of approximately 2000 coaches.

The general functional requirements for APC are:

- Accuracy (accuracy of occupancy per compartment and per stop), no estimation;
- Real time occupancy at compartment level on the train available;
- Recorded alighting and boarding passengers per door on the train available;
- Autonomous APC system on the train, no system components needed in back office systems;
- Suitable for retrofit in existing rolling stock.

For facilitation of development, NS will make available:

- Location (station) information;
- Train number;
- Train composition.

For more details about this Proof of Concept and the next steps, see the Prequalification Documentation.

The offered APC system should be an autonomous solution which consist of sensors and an on-board central processing unit for processing the numbers of boarding and alighting passengers and calculating the occupation per compartment (all balconies and all coupé's). The counting results should be offered to the available IT platform in the train. This platform is responsible for transporting the data transparently and in real-time to the back-office systems of NS.

The scope of the tender is the real time occupation solution on the train itself. Next to the delivery of this solution, NS wants to contract 3rd line maintenance and repair for a prolonged period.

The following subjects are out of the scope of this tender:

- The on board IT system;
- The wireless connection;
- The back-office system (Virtual train);
- Real time applications (Apps for mobile devices of passengers, web interface for internal

use and passenger information on stations like led matrix boards).

NS foresees a minimum term of operation for the APC system of 15 years. To this end, NS intends to conclude a non-exclusive Framework agreement for 5 years with a supplier capable of delivering the required Automatic Passenger Counting solution and 10 more years for maintenance and support.

How to obtain Prequalification Document (RFI):

You can obtain access to the The Prequalification Document (RFI) by sending an e-mail message to [procurementsupport@ns.nl](mailto:procurementsupport@ns.nl) in which you stipulate the Name and Address details of your organisation. After doing so, you will receive an e-mail message containing login details to the Ariba Sourcing platform of NS. Upon login into the Ariba Sourcing platform, you will be able to retrieve the Prequalification Document (RFI).

#### **II.1.6. CPV code(s)**

48813200 Real-time passenger information system, 34943000 Train-monitoring system, 72212100 Industry specific software development services, 34600000 Railway and tramway locomotives and rolling stock and associated parts, 34990000 Control, safety, signalling and light equipment

#### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.1.8. Information about lots**

This contract is divided into lots: no

#### **II.1.9. Information about variants**

Variants will be accepted: no

### **II.2. Scope of the procurement**

#### **II.2.1. Total quantity or scope**

Please refer to the Prequalification Documentation (RFI).

#### **II.2.2. Information about options**

Options: yes

Description of options: Options will be determined in Request for Proposal (RFP) phase.

#### **II.2.3. Information about renewals**

This contract is subject to renewal: yes

### **II.3. Duration of the contract or time limit for completion**

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

#### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

#### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

#### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Minimale eisen / Minimum requirements Please refer to the Prequalification Document (RFI) for an overview of the Minimum requirements.

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### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

#### **III.2.2. Economic and financial ability**

#### **III.2.3. Technical and professional ability**

#### **III.2.4. Information about reserved contracts**

### **III.3. Conditions specific to services contracts**

#### **III.3.1. Information about a particular profession**

#### **III.3.2. Information about staff responsible for the performance of the contract**

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures): no

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Criteria below

1. Award Criteria will be made available in the Request for Proposal documents, to the parties qualified to participate in the RFP phase.

#### **IV.2.2. Information about electronic auction**

An electronic auction will be used: yes

Additional information about electronic auction: Please refer to Prequalification and other Tender documentation.

### **IV.3. Administrative information**

#### **IV.3.1.**

**File reference number attributed by the contracting entity**

Doc299511625

**IV.3.2. Previous publication concerning this procedure**

no

**IV.3.3. Conditions for obtaining specifications and additional documents**

(except for a DPS)

Time limit for receipt of requests for documents or for accessing documents: ..

Payable documents: no

**IV.3.4. Time limit for receipt of tenders or requests to participate**

24.2.2014 - 15:00

**IV.3.5. Languages in which tenders or requests to participate may be submitted**

English. Dutch.

**IV.3.6. Minimum time frame during which the tenderer must maintain the tender**

**IV.3.7. Conditions for opening of tenders**

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:

no

**VI.3. Additional information**

Please refer to Prequalification Document (RFI) Please refer to the Prequalification Document (RFI) for an overview of the selection criteria.

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**VI.4. Procedures for review**

**VI.4.1. Review body**

**VI.4.2. Review procedure**

**VI.4.3. Service from which information about the review procedure may be obtained**

**VI.5. Date of dispatch of this notice**

29.1.2014