

Market Consultation

NS Techniek Train Wash Installations (TWI)

Author: John Remijnse
Date: January 13th, 2020

Contents

Contents	2
1. General	3
1.1. NS	3
1.2. Followed procedure	3
2. Market Consultation	4
2.1. Definition	4
2.2. Subject of the market consultation	4
2.3. Reason for the market consultation	4
2.4. Purpose of the market consultation	4
2.5. Publication of the market consultation	4
2.6. Planning of the market consultation	4
2.7. Interviews	5
2.8. Finalisation	5
2.9. Information to be provided	5
2.10. Publication of general findings	6
3. Administrative conditions	7
3.1. Information exchange	7
3.2. Reimbursement of costs	7
3.3. Reservations	7
3.4. Intellectual property	7
3.5. Confidentiality	7
4. Market Consultation Questions	8
Credits	10

1. General

1.1. **NS**

The NS provides passenger transport by train. The largest business units are:

- **NS Groep**. The NS Groep comprises dozens of executive departments which support the management board, organisation and business units in the performance of their tasks: from Communication to Finance and from IT to HR;
- **NS Reizigers** is responsible for carrying out all rail transport in the Netherlands and abroad;
- **NedTrain** is the top specialist in the maintenance of train units. From technical inspections and maintenance to quick service work, and from cleaning to short and long-term extensive maintenance;
- **NS Stations** is the professional, service-providing organisation, which ensures that all station areas are lively and vibrant. NS Stations has two core activities: operating and developing real estate (business to business) retail; selling articles (food/non-food) to consumers;
- **Abellio** is a wholly-owned subsidiary of the NS and is active mainly on the market for passenger transport by rail in the two European countries with the largest liberalized railway markets: the United Kingdom and Germany.

For more information on the NS (vision and mission, history, organisational chart, location etc.), please visit the NS website: www.ns.nl.

This market consultation is published by NedTrain.

1.2. ***Followed procedure***

In the context of the market consultation, as in the actual call for tenders, the principles of transparency, objectivity and equality will be observed. This means that all information provided to external parties during the market consultation will be included in the final contract documents, will be used to define the tender strategy and all other applicable tender documents.

2. Market Consultation

2.1. Definition

A market consultation or market dialogue allows the tendering/purchasing organisation to gather and use the knowledge and experience of market participants when following a purchase or tender process.

In practice, this means that the NS uses the knowledge and expertise of market participants to test their own ideas before the call for tenders commences in order to improve the quality of the contract documents or the request for a proposal.

2.2. Subject of the market consultation

This market consultation focuses on the market for the construction and overhaul of Train Wash Installations (TWI) and their maintenance.

2.3. Reason for the market consultation

NS has various train wash installations of multiple manufacturers. The NS is looking for suppliers for both the delivery and installation of new train wash installations and for the maintenance of existing installations. Furthermore NS wants to gain more insight into the European market for train wash installations and their suppliers who may want to enter the Dutch market.

NS is planning the construction, overhaul and/or upgrade of a number of new train wash installations in the coming years. This market consultation will also be used as input of future tenders for these installations.

2.4. Purpose of the market consultation

This market consultation has the following goals:

- Finding the best in class suppliers for the Dutch TWI market
- Gain insight in the latest innovations
- Gain insight in service levels and locations of service organizations
- Gain insight in possibilities to contract TWI suppliers as main contractor (within railway)
- Gain insight in latest environmental solutions on train washing.
- Gain insight in potential selection criteria and award criteria which fit the market, e.g. relevant projects within the last 3 years, service levels, main/subcontractor, etc.

2.5. Publication of the market consultation

The NS has opted for an open consultation; i.e. this market consultation is published at TenderNed. In addition the NS as a body will select parties with whom it wishes to conduct this market consultation. These are parties that, in the opinion of the NS, have knowledge of and experience with similar solutions as those required by the NS.

NS is only interested in parties who are able to build and maintain Train Wash Installations. NS is not interested in consulting or engineering companies who do not have the capabilities to build and maintain Train Wash Installations.

2.6. Planning of the market consultation

Below you will find the planning regarding the market consultation:

Activity	Date
Publication of the market consultation	13-jan-2020
Questions	28-jan-2020
Answers	31 jan-2020
Response to MC	17-feb-2020
Interviews	03-mar-2020 – xx-mar-2020

The planning is only indicative and may be subject to changes.



2.7. Interviews

NS will only interview suppliers who are able to build and maintain train wash installations with their current organisation & subcontractors. NS will therefore not invite the following companies for an interview:

- Consulting & Engineering companies
- Parts suppliers (Companies without capabilities to install the TWI)

The interviews are planned in Utrecht. If relevant for NS, NS is also open for online interviews and/or site visits at the supplier.

2.8. Finalisation

Feedback received from the parties will, in principle, be included in the final terms of reference.

2.9. Information to be provided

We kindly request you to state whether your package can satisfy the above-mentioned terms of reference. We also invite you to make suggestions regarding the vision, the terms of reference or other matters that strike you in the context of this project.

2.10 Publication of general findings

NS will publish a general summary of the findings of the market consultation. This summary will be in line with paragraph 3.5 of this market consultation and will contain no information which is confidential. Also all the findings will be general described with no direct link to the company who provided this information.

3. Administrative conditions

3.1. Information exchange

The contact person for this market consultation is:

John Remijnse
Senior Buyer
John.Remijnse@ns.nl
0031-644 764 050

3.2. Reimbursement of costs

The participating parties will not receive any reimbursement for costs incurred. Participation in this market consultation is entirely without obligation. The participating parties may not claim preferential treatment in the tender procedure either.

3.3. Reservations

This market consultation document was written in the context of the market consultation for the Train Wash Installations. This document may not be regarded as a call to submit a tender or the invitation for which this market consultation serves as preparation or any other call for tender. The NS reserves the right to:

- Adjust the planning outlined in this document;
- Perform the call for tender in question and/or other calls for tenders in a manner other than the manner described in this document and/or;
- Temporarily or definitely discontinue the process of the market consultation and/or the tender procedure.

With its participation in the market consultation, the participating market participant agrees to the administrative conditions laid down in this market consultation document.

3.4. Intellectual property

Save for the exceptions provided by the Law, nothing from this market consultation document may be copied (other than for the purpose of this document) by means of prints, photocopies, microfilm or otherwise without the written permission of the organisation.

3.5. Confidentiality

The information in this market consultation document and any additional information is strictly confidential and may only be shown to employees of the participating market participant who must take note of this information for the purpose of this market consultation. The NS will treat the feedback received from the participating market participants on this market consultation document in the same confidential manner.

This information will only be shown to employees and advisers directly involved in the market consultation and/or the following call(s) for tender, unless the NS is obliged to make further disclosure in accordance with statutory provisions.

4. Market Consultation Questions

1.0 General questions

- 1.1 In which countries are you active?
- 1.2 Number of new TWI's build in the last ten years? In Chapter 2.1.3. of the Arina event you can upload the requested overview of reference projects?
- 1.3 How long have you been building TWI's?
- 1.4 Do you have experience in overhauling Train Wash Installations
 - 1.4.1 If not, why not?
 - 1.4.2 If yes, do you also execute overhaul on installations placed by other suppliers?
- 1.5 Are you able to work on multiple (for example two) installations simultaneously?
- 1.6 Is your company in a position to attract enough liquidity to execute two installations simultaneously?
- 1.7 Do you see any specific advantages or disadvantages if NedTrain orders more than 1 TWI simultaneously with execution at various locations in the Netherlands?
- 1.8 Did you execute the construction of Train Wash Installations as a main contractor?
 - 1.8.1 If not, are you willing to function as a main contractor?
- 1.9 Do you supply one brand of wash installation or several? Which brands do you supply?
- 1.10 Which Key Performance Indicators are relevant to you?
- 1.11 How much experience do you have with European Tenders?
- 1.12 Are you in possession of an ISO Certificate?
- 1.13 What is your policy with regard to quality, quality components and purchasing?
- 1.14 What quality system do you use?
- 1.15 What are the guarantee agreements that your company makes?
- 1.16 Do you have purchasing and quality employees?
- 1.17 Are the Dutch Railways an interesting client for you, if yes why?
- 1.18 How long have you been building Train Wash Installations?

2.0 Service organization

- 2.1 Are you in the current situation able to operate a service organization in The Netherlands?
 - 2.1.1 Are you able to perform a second line maintenance with a response time of 24 hours?
 - 2.1.1.1 If not, what is a realistic response time?
 - 2.1.2 Are you able to perform a third line maintenance with a response time of 24 hours?
 - 2.1.2.1 If not, what is a realistic response time?
- 2.2 Do you have experience with remote service?
 - 2.2.1 Is it possible to provide remote service 24/7?
- 2.3 Where is your service organization located?
- 2.4 How is software management accounted for in your organization?
- 2.5 Can you provide training for maintenance staff of the Dutch Railways?
- 2.6 What kind of warranty agreements makes your company?

3.0 Suppliers who are already active on the Dutch Market

- 3.1 How much experience do you have in the position of main contractor?
- 3.2 Do you accept to execute as main contractor in case of overhauling Train Wash Installations?
- 3.3 Do you accept to execute as main contractor in case of placing new Train Wash Installations?
- 3.4 Are you familiar and do you have experience regarding ProRail rules and regulations?

4.0

4.0 Suppliers who are not active on the Dutch Market

- 4.1 Are you interested to setup business in the Dutch Market?
- 4.2 What are your barriers to entry regarding the Dutch Market?
- 4.3 What do you need to enter the Dutch Market?
- 4.4 If you enter the Dutch market are you willing to execute the construction of a Train Wash Installation and provide 3rd line maintenance?

5.0 Request for information

- 5.1 Which aspects are important to take into account regarding the selection criteria?
- 5.2 Which aspects are important to take into account regarding the award criteria?

6.0 Technology

- 6.1 Which washing methods can you offer?
- 6.2 Do you have experience with automatic train recognition and wash program selection?
- 6.3 Do you have experience with train check in via tag reading systems?
- 6.4 Do you have experience with high speed wash installations?
- 6.5 Do you have experience with wash installations placed in halls?
- 6.6 Do you have experience with roll over installations?
- 6.7 Which techniques do you use to minimize the impact on environment? For example to eliminate the risk of polluted wash water and chemicals being spread outside the wash installation. Can you elaborate on these techniques?
- 6.8 Do you have techniques to get the train completely dry out of the was process which minimizes waste water outside the installation? Can you elaborate on these techniques?
- 6.9 What are the minimum dimensions for Train Wash Installations which you build for two way and front washing?
- 6.10 Do you have experience with foil?
- 6.11 How much experience do you have in the field of innovation with regard to dirt repellent?
- 6.12 How much experience do you have with seasonal influences (winter?)
- 6.13 What is your experience in the field of current nitrogen problems?
- 6.14 In addition, we are interested to know if there are any novelties in the train washing market, for example in the of field head washing, two-way washing waste water treatment, etc?

Credits

Author(s)	Procurement Support & Intelligence
Date	21 April 2017
versus	V1.0.0
Status:	Final

© NS, Utrecht. All rights reserved. No part of this publication may be reproduced, stored in a computerised data file or disclosed in any way, shape or form, be it electronically or mechanically, by photo copies, recordings or any other way, without prior written permission from the publisher.