

Marktet consultation

Repressive Information System

April 28th, 2023

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Table of contents

1	Introduction	3
1.1	About Safety Region Utrecht	3
1.2	Current situation	4
1.3	Purpose of this market consultation	4
2	Market consultation procedure	5
2.1	Type of market consultation	5
2.2	Market consultation procedure	5
2.3	Point of contact	6
2.4	Time schedule	6
2.5	Market consultation report	6
2.6	Other conditions	6
3	Questions to the participants	7
3.1	RIS-solution with operational information and route navigation	7
3.1.1	<i>Demands and wishes</i>	7
3.1.2	<i>Questions to be answered by participants</i>	7
3.2	RIS-solution with operational information only	8
3.2.1	<i>Demands and wishes</i>	8
3.2.2	<i>Questions to be answered by participants</i>	8
3.3	RIS-solution with route navigation only	9
3.3.1	<i>Demands and wishes</i>	9
3.3.2	<i>Questions to be answered by participants</i>	9
	Appendix 1: Conditions for participation in market consultation	10

1 Introduction

You have been provided with the 'Repressive Information System' market consultation document, referred to as RIS, which has been drafted by the Veiligheidsregio Utrecht, also known as VRU. Along with a brief introduction to the VRU, this document outlines the purpose of this market consultation and the expectations from interested market parties. Please note that this market consultation is not a request for a quotation.

This market consultation has been issued in preparation for the upcoming tender procedure for the 'Repressive Information System' that is scheduled to take place between June 2023 and May 2024.

The VRU invites market parties to respond to this consultation by publicly announcing their interest on TenderNed and on TED. Your participation in this process is greatly appreciated.

1.1 About Safety Region Utrecht

The Safety Region Utrecht is a partnership of all 26 municipalities in the province of Utrecht, working together to ensure the safety of all residents and visitors in the region. Our team consists of emergency dispatchers at the 112 emergency dispatch center, firefighters, and colleagues from risk management, crisis management, and medical assistance organizations in the region. We are committed to serving the people of our region with professionalism, and continuously strive to improve with the help of our partners. For more information, please visit our website at www.vru.nl.



1.2 Current situation

Digital information is currently utilized for firefighting operations during daily repressive tasks. All our repressive vehicles are equipped with a tablet that displays operational information during incident response. Additionally, a separate TomTom device is available in each vehicle that plots the incident location during an incident. This allows the driver to receive the incident location directly from the control room, rather than having to search for it independently.

The current configuration was purchased in 2016 with the belief that this product was not primarily necessary for incident response. However, over time, the need for this system has become more apparent. Furthermore, the current capabilities of our system have proved insufficient for command and control purposes. As a result, there is a desire to improve the digital repressive information system and its capabilities in support of incident response. Various suggestions and improvements have been proposed to this end.

1.3 Purpose of this market consultation

This market consultation aims to gain a broader insight into possible solutions and parties for:

- 1. A mobile RIS solution in which operational information and route navigation specific for emergency services is offered; or**
- 2. A mobile RIS solution in which only the operational information is offered, but to which an navigation solution specific for emergency services from another party can be connected; or**
- 3. An emergency service-specific navigation solution to which a software solution for operational information provision from another party can be connected.**

In addition, the VRU:

1. wants to gain insight into the market and possible parties (market analysis);
2. Want to gain insight into the (im)possibilities of solutions;
3. Want to gain insight into the functional and technical possibilities (applications, systems, architecture);
4. Want to gain insight into possible (innovative) solutions and future developments;
5. Want to gain insight into costs of purchase and/or further development;
6. Based on the solutions offered, the VRU can determine a solid aim for the sub-areas (operational information and emergency service-specific navigation). This means that the VRU intends to launch a tender for (one of) the sub-areas at a later stage. This mainly depends on the financial coverage.

2 Market consultation procedure

2.1 Type of market consultation

The VRU aims to reach as many interested parties as possible for this market consultation, and has therefore chosen to publish it on TenderNed and TED.

Please note that in order to register for any potential tender, market parties must first be registered with TenderNed. For more information on how foreign businesses can use TenderNed, please visit the [TenderNed \(Dutch online tendering system\)](#).

2.2 Market consultation procedure

The market consultation comprises two parts: firstly, providing written information about potential solutions, and secondly, demonstrating the proposed solution and explaining the provided information. The VRU reserves the right to test the draft Schedule of Requirements with a select number of market parties at a later stage.

The procedure steps are (see also the schedule in the table in section 2.4):

1. Interested market parties can download this document from TenderNed. The document is available in both Dutch and English.
2. Market parties register as participants via the message module in TenderNed, stating 'Registration Market Consultation Repressive Information System' + the name of your company, as well as the name, e-mail and telephone number of a contact person.
3. Market parties may submit questions about the content of this document, the procedure, and/or planning via the message module in TenderNed. This is possible until May 10, 2023. When submitting a question, please always include the subject "Market Consultation Repressive Information System" and the name of your company in the message.

We aim to respond to your questions within two working days via the message module in TenderNed. If, in the VRU's opinion, the answer to a question is relevant for all participating market parties, the VRU will communicate the anonymized question and answer to all registered parties.

4. Please submit your substantive response to the market consultation by answering the questions outlined in Chapter 3 on TenderNed. The deadline for submission is 26 May 2023 at 12:00 noon. When submitting your response, please include 'Market Consultation Repressive Information System' and the name of your organization in the subject line of your message. In addition, please include the name, email address, and telephone number of a contact person in the message.
5. The parties that have submitted a response, will be invited for a demonstration of the system and give additional information to their response answer on 13 or 14 June 2023. The VRU reserves the right, for example depending on the number of responses to the market consultation, to invite a selected number of the market parties.

2.3 Point of contact

Contact details	
Name	Petra Nowee
Job title	Purchaser
E-mail	inkoop@vru.nl

2.4 Time schedule

Activity	Date
Publication market consultation on Tendered and TED	April 28, 2023
Last possibility for participants to ask questions	May 10, 2023
Providing participants with answers at latest	May 17, 2023
Last possibility for participants to enter their responses to the questions in this document	May 26, 2023 12.00 noon (CET)
Send invitations to participate in the demonstrations	June 6, 2023
Demonstrations and explanation by (selected) participants	June 13 and 14 2023
Send report of the market consultation to the participants	August 25, 2023

2.5 Market consultation report

The findings of the market consultation are summarized in an anonymised market consultation report. Information that can be traced back to a specific provider or (unique) product will not be shared. This market consultation report will be sent to the market consultation participants. The final report will be part of the tender documents when a tender is launched.

2.6 Other conditions

The participating market party declares by means of its participation that it agrees with all the stated conditions, as included in Appendix 1, and declares to answer the questions truthfully.

3 Questions to the participants

The VRU invites interested parties to provide information, without any obligation, by 26 May 2023 at the latest, about possible solutions they can offer for one or more of the three sub-areas outlined below. The VRU has several general requirements and preferences in mind, and is seeking advice and feedback on them, as well as an indication of whether the requirements are feasible or not.

3.1 RIS-solution with operational information and route navigation

3.1.1 Demands and wishes

The VRU has the following requirements and wishes in mind for a mobile RIS solution in which operational information and route navigation is offered:

- a) Insight into the (redundant) DBK¹ data of the VRU.
- b) Navigation module for the repressive vehicles, where the final destination of the route can be entered from an external source (push incident);
- c) Options to record changes in the route in advance due to road closures, public transport lanes, etc.
- d) Command and control capability with at least visible vehicle positions and vehicle statuses on the map and a drawing functionality.
- e) The vehicle position and status referred to under d is updated at least every second (requirement NIPV2 for connection to national vehicle server). The nationwide vehicle server is currently under development. VRU wants to be able to connect our vehicles to Talking Traffic.
- f) Unlocking information from the national control room system.
- g) The RIS application must be set up on the hardware in such a way that other applications from other providers can also be run on the same device.
- h) Ability to practice with the system without affecting the repressive organization.
- i) Possibility to display RIS information on posts through a “station monitor”.

3.1.2 Questions to be answered by participants

The VRU would like answers to the following questions:

- 1.a Can you offer a system that meets all the requirements mentioned?
- 1.b If not, which requirements are not feasible?
- 1.c Which requirements and wishes have not yet been identified by the VRU, but can be supplied by your system?
- 1.d Can you briefly describe how your system works?
- 1.e Can you provide insight into the possible different variants/configurations?
- 1.f Can you provide insight into the possibilities of links to “external” apps/equipment?
- 1.g Can you indicate which reporting options your system has?
- 1.h Which licenses are required when using your system?
- 1.i What are the requirements for the required architecture?

¹ DBK: Digitale Bereikbaarheidskaart, Digital Accessibility Map

² NIPV: Nederlands Instituut Publieke Veiligheid, Dutch Institute for Public Safety

- 1.j How does your company deal with further development? Does the VRU influence the roadmap in any way?
- 1.k How do upgrades take place? Can these take place without affecting operational deployment?
- 1.l How can the supplier, together with the VRU, identify and respond to developments in the market and the playing field?
- 1.m Can you provide a global cost estimate for the above solution in case of a possible framework agreement?
- 1.n Can you provide insight into how you can meet the requirements regarding priority requests for iVRIs/Talking Traffic?
- 1.o How can repressive information be displayed on the fire stations without having to consult the vehicle?

3.2 RIS-solution with operational information only

3.2.1 Demands and wishes

The VRU has the following requirements and wishes in mind for a mobile RIS solution in which only operational information is offered:

- a) Insight into the (redundant) DBK data of the VRU.
- b) Command and control capability with at least visible vehicle positions and vehicle statuses on the map and a drawing functionality.
- c) The vehicle position and status referred to under b is updated at least every second (requirement NIPV for connection to national vehicle server).
- d) Unlocking information from the national control room system.
- e) The RIS application must be set up on the hardware in such a way that other applications from other providers can also be run on the same device.
- f) Ability to practice with the system without affecting the repressive organization.

3.2.2 Questions to be answered by participants

The VRU would like answers to the following questions::

- 2.a Can you offer a system that meets all the requirements mentioned?
- 2.b If not, which requirements are not feasible?
- 2.c Which requirements and wishes have not yet been identified by the VRU, but can be supplied by your system?
- 2.d Can you briefly describe how your system works?
- 2.e Can you provide insight into the possible different variants/configurations?
- 2.f Can you provide insight into the possibilities of links to “external” apps/equipment?
- 2.g Can you indicate which reporting options your system has?
- 2.h Which licenses are required when using your system?
- 2.i What are the requirements for the required architecture?
- 2.j How does your company deal with further development? Does the VRU influence the roadmap in any way?
- 2.k How do upgrades take place? Can these take place without affecting operational deployment?
- 2.l How can the supplier, together with the VRU, identify and respond to developments in the market and the playing field?

- 2.m Can you provide a global cost estimate for the above solution in case of a possible framework agreement?
- 2.n How can repressive information be displayed on the fire stations without having to consult the vehicle?
- 2.o How does your company see the cooperation with the navigation solution?

3.3 RIS-solution with route navigation only

3.3.1 Demands and wishes

The VRU has the following requirements and wishes in mind for a mobile RIS solution in which only route navigation is offered:

- a) Navigation module for the repressive vehicles, where the final destination of the route can be entered from an external source (push incident);
- b) Options to record changes in the route in advance due to road closures, public transport lanes, etc.
- c) The nationwide vehicle server is currently under development. VRU wants to be able to connect our vehicles to Talking Traffic.
- d) Ability to practice with the system without affecting the repressive organization.
- e) Possibility to display RIS information on posts through a “station monitor”.

3.3.2 Questions to be answered by participants

The VRU would like answers to the following questions:

- 3.a Can you offer a system that meets all the requirements mentioned?
- 3.b If not, which requirements are not feasible?
- 3.c Which requirements and wishes have not yet been identified by the VRU, but can be supplied by your system?
- 3.d Can you briefly describe how your system works?
- 3.e Can you provide insight into the possible different variants/configurations?
- 3.f Can you provide insight into the possibilities of links to “external” apps/equipment?
- 3.g Can you indicate which reporting options your system has?
- 3.h Which licenses are required when using your system?
- 3.i What are the requirements for the required architecture?
- 3.j How does your company deal with further development? Does the VRU influence the roadmap in any way?
- 3.k How do upgrades take place? Can these take place without affecting operational deployment?
- 3.l How can the supplier, together with the VRU, identify and respond to developments in the market and the playing field?
- 3.m Can you provide a global cost estimate for the above solution in case of a possible framework agreement?
- 3.n Can you provide insight into how you can meet the requirements regarding priority requests for iVRIs/Talking Traffic?
- 3.o How does your company see the cooperation with the operational information solution?

Appendix 1: Conditions for participation in market consultation

1. The market consultation is aimed at helping the VRU in determining the scope of any assignment and drawing up a Program of Requirements for a possible (European) tender. It is not a request for quotation.
2. Participation in the market consultation is voluntary and without obligation. Parties cannot claim reimbursement of any costs incurred in the context of the market consultation.
3. No rights can be derived in any way from information provided for the market consultation, for both market parties and the VRU.
4. The information provided during the market consultation may deviate from the information provided at a later stage for a possible tendering procedure.
5. Personal data provided by market parties will be treated confidentially and will not be shared outside the internal project team. After the procedure, the personal data will be destroyed.
6. By participating in the market consultation, parties agree that the information provided may be used by the VRU in (the preparation of) any follow-up process.
7. Participation in the market consultation does not put participants in a preferential position with regard to any tendering procedure to be held, nor will it lead to exclusion from such a procedure.
8. The market consultation is non-binding, and no rights can be derived from the (insights from the) market consultation.
9. The working language of the market consultation is Dutch, or English if a market party does not have employees who are fluent in Dutch. The final product to be delivered and also the support (technical and functional) must be available in the Dutch language.