

MARKET CONSULTATION DOCUMENT

Technical application management and support Hastus

Date: June 2023



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Reader's guide

Before you is the market consultation document regarding technical application management and support Hastus. This document contains the following chapters:

- Chapter 1:** contains general information about GVB, about this market consultation and the timetable.
- Chapter 2:** contains the administrative conditions that apply to this market consultation.
- Chapter 3:** contains a brief description of the current situation and a vision for the future.
- Chapter 4:** contains GVB's questions for the market with regard to the market consultation.



1 Introduction

GVB, in order to provide more flexible operations, is in the process of replacing the entire planning chain. Hastus, from Canada's GIRO, has been chosen for the new planning chain. The chain is being put into production in phases, with the first module(s) having already gone live.

GVB intends to market 'Technical application management and support Hastus' on behalf of GVB. GVB wishes to enter into an Agreement with the conditions under which the service will take place.

GVB would like to contract one supplier for these services. Partly with this market consultation, GVB is investigating whether the market can contribute to this ambition.

Therefore GVB wishes to conduct a consultation round with market parties focusing on technical application management and support Hastus.

This present document has been prepared for this consultation.

1.1 Publication

This market consultation has been published via TenderNed, the Dutch tendering platform, the European tendering platform. All provisions included in this publication remain fully applicable and can be retrieved via www.TenderNed.nl.

If you wish to be kept informed about further publications relating to this market consultation, such as any Nota van Inlichtingen (Information Notice), you should log in to TenderNed and add this market consultation to 'my tenders'. See also the entrepreneurs' manual on TenderNed.nl for this.

1.2 Definition of market consultation

A market consultation is used as an information exchange between a contracting authority and (various) relevant market parties. It is a way for a contracting authority to consult market parties about a proposed tender. With the ideas, knowledge and expertise obtained in this way, GVB can determine the feasibility and preconditions of the assignment of any proposed tender. Existing ideas and wishes can be tested even before the proposed tender is actually launched.

By using the knowledge and skills of parties, a public organisation can assess a proposed project and the accompanying preconditions for accuracy, completeness and feasibility. This allows the feasibility of the project to be determined and the preconditions under which the project should be carried out to be established.

The market consultation is a separate process that is carried out prior to a formal tender process. The market consultation is not a call for participation and is not part of a pre-qualification procedure. The information from the market consultation can be used to create a good procurement process. By having a good procurement process the probability of a suitable offer for GVB is greater.



1.3 GVB

This market consultation is carried out by GVB Exploitatie B.V.

GVB provides public transport with bus, metro and streetcar in and around Amsterdam and with ferry services across the IJ and the North Sea Canal. In doing so, we are also responsible for social safety and for the management and maintenance of the equipment and rail infrastructure in the city. Our core values are hospitable, connecting and reliable.

With a rich history as a transport company, GVB has been inextricably linked with Amsterdam and its surroundings for over 120 years. Our vehicles and vessels contribute to the recognizable image of the city. Together with various parties, we work on an extensive, accessible and sustainable public transport network, now and in the future. We limit the environmental impact of our activities as much as possible.

Our mission

GVB is the executor of the transport concession commissioned by the Amsterdam Transport Region. Vervoerregio Amsterdam is co-shareholder, together with Gemeente Amsterdam. We operate public transport and ensure the maintenance of social safety in and around public transport. We are also responsible for the management and maintenance of the vehicles and vessels and the rail infrastructure for the streetcars and subways.

Together with its clients, the Vervoerregio Amsterdam and gemeente Amsterdam, GVB is building a cohesive urban transport network with a high, uniform quality of service at market-based costs.

Amsterdam accessible

We operate in an environment that is constantly changing. We respond to trends and developments that affect public transport and take the initiative for improvement and modernization. Investments in infrastructure, equipment and digitalization are necessary to continue to transport our passengers on time, safely and comfortably in the future.

Hospitable, connecting and reliable

Our core values are hospitality, connectivity and reliability. We take into account that a journey by public transport does not only take place on board our vehicles and ferries, but also at stations, stops and platforms. In all these places, we provide safety, comfort and hospitable service. We make it easy for travelers with up-to-date and real-time travel information, and where it's busy they can call on our Service Team. Our OV Care staff ensure that public transport remains socially safe for all travelers.



On the road to zero emissions

GVB is working toward completely emission-free operations. Where possible, we ask the same of our suppliers. We are making our entire fleet sustainable: in 2025 we will offer completely emission-free public transport. Furthermore, we want to use less electricity and the electricity we use is generated entirely by windmills in the Netherlands.

Working at GVB

With over 3,200 employees, GVB is one of the largest employers in Amsterdam. Many different professional groups find work with us. We offer internships to students from a variety of studies; school pupils take part in work-study projects. GVB is also actively committed to helping people distanced from the labor market find work through the Participation Act. GVB's workforce is a reflection of the population of Amsterdam.

Creating value for Amsterdam

GVB is primarily a mobility partner of Amsterdam. We work on the accessibility and livability of the city, commissioned by Vervoerregio Amsterdam and together with the City of Amsterdam and other organizations. This makes mobility accessible for everyone. We do this in a sustainable way, with as few CO2 emissions as possible. In this way we contribute to the livability of the city. In addition, GVB is a large employer that offers employment to a very diverse group of people with diverse backgrounds and education. We also offer opportunities to people with a distance to the labor market. With all these aspects, GVB creates public and social value for the city and its surroundings.

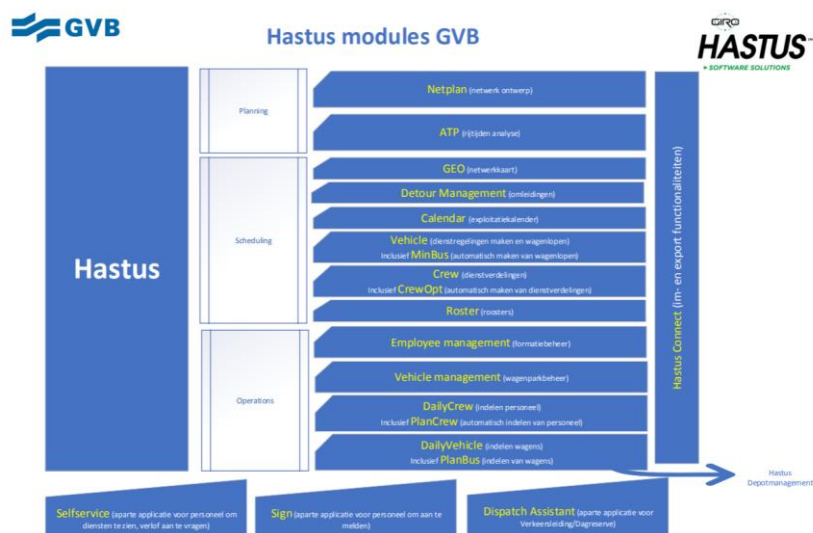
For more information about GVB, visit the website www.gvb.nl.

1.4 Context

Before providing transportation service to travelers, an entire process is (continuously) completed: the plan chain process. This process is one, perhaps the, basic process of GVB. The rapid development of the city of Amsterdam requires us to respond more quickly to (un)expected changes. These changes have become the constant factor and demand of us a process-oriented and efficient way of working.

GVB is currently in the process of transitioning from a custom-dominated and outdated planning landscape consisting of a variety of (types and kinds of) applications to an integral OV-specific planning system Hastus, including support for vehicle planning, with which the efficiency, effectiveness and throughput time of the planning chain can be improved.

See the overview below on which (main) functionalities Hastus will support GVB.



Management on Hastus will be performed by IT and specifically from Team Planning.

Within IT, the various teams are logically clustered based on their stakeholders and key business owner(s). Four clusters can be distinguished, namely:

- Cluster Governance;
- Cluster Infrastructure;
- Cluster IT Operations & Technology;
- Cluster Commercial & Staff.

The Cluster IT Operations and Technology has 3 teams: Team Planning, Team Operation and Team GIVA . All teams work according to the Agile methodology.

Team Planning is responsible for the functional and technical application support of the transport planning process from strategic (concession and annual transport plan) to operational level (adjustments on the day of operation). Team Planning's purpose is to enable planners to make good decisions at any moment in time and to provide employees and chain partners with correct and reliable data, information and support to excel operationally. This requires close collaboration with the Operational departments (all modes), Commercial (transport development and traffic management) and cannot be done without coordination (and interfaces) with all other teams within IT and other departments within GVB.

1.5 Purpose of market consultation

The main objectives of the market consultation are:

- To investigate whether the service sought is available in the market;
- To test whether the desired service is realistic;
- Besides answering the questions posed, stakeholders are also given the opportunity to submit suggestions and ideas.

In this way, GVB hopes to organize a possible tender and conclude an agreement that is as well-suited to the market as possible.



1.6 Staging

The market consultation initially consists of 1 phase namely: a written response to the questions posed by GVB.

Optionally, a consultation round can be inserted. This involves a verbal explanation of the questions posed with the corresponding answers; this takes place on the basis of individual interviews.

1.7 Aim of market consultation

GVB imposes the following conditions that are automatically accepted by the interested party when participating in this consultation:

- GVB will not reimburse in any way any costs associated with this market consultation;
- GVB reserves the right not to follow up on this market consultation;
- GVB reserves the right to choose a procurement strategy that is right and appropriate for it depending on this consultation.
- The information provided can be used freely by GVB.

1.8 Market consultation process

The announcement of this market consultation 'Technical application management and support Hastus' with the accompanying documents has been published via TenderNed in accordance with the planning in section 1.9. All interested parties are thus given the opportunity to participate in this market consultation.

Subsequently, until the time indicated in the planning, there is an opportunity to ask questions for clarification of the market consultation, of which a Notice of Information will be drawn up. Interested parties can request further information about the market consultation via the question and answer module of TenderNed.

GVB will then be pleased to receive written answers to the questions asked, which can be found in the section "Questions on the market consultation". The answers to the questions can be submitted until the moment indicated in the planning. Submission will be via the messaging system in TenderNed.

Optionally, in response to these written questions and/or comments, GVB may proceed to request further clarification. This may take place through written questions or consist of further consultations, but is not obliged to do so.

Consultations with parties will then focus on mutual exchange of information. The parties involved may contribute their ideas regarding the subject of the market consultation.

A confidential report of each consultation will be prepared and submitted to the relevant party for approval. GVB is not obliged to provide detailed feedback to the participating parties.

At the end of the market consultation, GVB will prepare an anonymous report outlining the main findings. This report will also be published on TenderNed.nl. The findings result from the answers to the questions asked and from the consultations held.



1.9 Market consultation timetable

Below is the planning of the market consultation procedure. GVB has placed an announcement for this market consultation on TenderNed. This formally starts the market consultation.

GVB reserves the right to make changes to or deviate from the planning; in such cases communication to all interested parties will take place via TenderNed.

Phawse	Milostone	Date
1	Publish announcement	June 30, 2023
2	Submit questions to clarify market consultation document	July 21, 2023
3	Prepare and send Nota van Inlichtingen	July 28, 2023
4	Submit responses, ideas and comments September	September 8, 2023, 12:00 p.m
5	Conclude market consultation	October 6, 2023

Should it appear that after the submission of responses, ideas and comments from the GVB, there is a need for consultation rounds, these can be further scheduled in consultation with market participants.



2 Administrative conditions

2.1 Correspondence

Communication regarding this market consultation must at all times be in writing via the messaging system in TenderNed.

From GVB, the following contact person has been designated for this market consultation:

Purchasing Department

Attn: Naomi Bieri, Senior Procurement Officer
Postal address: PO Box 2131, 1000 CC Amsterdam
Visiting address: Arlandaweg 106, 1043 HP Amsterdam
E-mail address: naomi.bieri@gvb.nl
Mobile: +31 (0)6 20348586

2.2 Note of Information

Any questions for clarification of this document can be submitted until the deadline mentioned in the schedule. To submit the questions you should use the message module in TenderNed.

These questions will be anonymized and answered in the form of a Notice of Information. GVB will post the Notice of Information on TenderNed and will be an integral part of the final report.

2.3 Equal information

All parties have access to the same information. The publication of this market consultation and the associated documents - market consultation document, Notice of Information and the final report - will be posted on TenderNed. In the event of a tender, the above documents will be shared with all interested parties.

2.4 Language

The language that will be used in this market consultation is Dutch/ English.

2.5 Rights

No rights can be derived from the information provided in the context of this market consultation. All oral and written communication should be considered as general possibilities for the procurement process and approach by GVB.

2.6 Information provided

As indicated, GVB may start using the information obtained from this market consultation to market the tender for technical application management and support Hastus. Accordingly, all responses submitted by market participants to in the context of this market consultation become or are the property of GVB. GVB may therefore freely use this information. GVB would greatly appreciate it if all questions are provided with an answer.



2.7 Status information

The status of the information is indicative.



3 Scope

GVB intends to put technical application management and support Hastus on the market with one supplier for a period of 6 years and 2x the optional possibility of extension with 1 year.

GVB is investigating whether and which market parties can provide the total service. This involves:

Carrying out the full technical management of the Hastus environments based on the ITIL processes: incident, problem and change management which includes as a minimum:

- Execution of the technical management activities - on a tactical and operational level - for the entire Hastus implementation (all environments) as part of Team Planning based on the Agile working methodology.
- Implementing the security patches on all Hastus environments i.c.w. GVB;
- Managing the SSL certificates;
- Installing new Hastus fixes, releases and versions on the entire OTAP street;
- Performing root cause analysis for structural improvements;
- Backup and restore work;
- Creating/importing database exports;
- (pro)actively monitoring, coordinating and advising on identified problems as well as on technical/technological (further) development - Life Cycle Management - with the GVB Teams involved as well as with the supplier of Hastus;
- Implementing (together with GVB) improvements arising from the previous point;
- 24*7 coverage whereby also outside of (Dutch) office hours immediate action can be taken with knowledge of the content;
- Advising on, drafting and maintaining the underlying design documents such as a High Level Design and Low Level Design;
- Drafting and maintaining the technical management documentation.

We ask for:

- Multiple years (≥ 2) experience in the public transport industry;
- Several years (≥ 2) experience with the technical application management including the interaction of Hastus and the underlying IT infrastructure of almost the entire Hastus Suite as GVB has several modules in use, namely:
 - GEO, Netplan, ATP, Vehicle, MinBus, Crew, CrewOpt, Roster, DailyCrew, PlanCrew, DailyVehicle, PlanBus, SelfService, Sign, Connect
- Experience with Hastus in a multi-modal environment (Tram, Bus, Metro, Feathers);
- Experience with performance issues, preferably across multiple platform options including Azure;
- Dutch-speaking and English-speaking (in writing and orally) - with Dutch-speaking being a plus for employees who have direct communication with GVB colleagues;
- Presence: 1 (office) day per 2 weeks at a GVB location;



- Presence/availability in case of incidents (given the crucial role of Hastus in the GVB supply chain):
 - Be digitally available (via Teams) within 0.5 hours at any time of the day
- Within 8 hours (out of 24 hours v/e day) at a GVB location;
- A broad palette of communication skills t.b.v. communication with application specialists (applicative and infra), with end users, with management and with suppliers (application and infra).

3.1 Size of assignment

The current cost is approximately €250,000 on an annual basis. This includes all days of standby duty. In addition, there may be a contingency for possible hours of operation during on-call hours.

No rights can be derived from these data.

3.2 Purpose of the tender

GVB aims to achieve the following objective with the upcoming tender:

- Complete unburdening on the technical application management as described under Scope of the Hastus implementations at GVB.



4 Questions market consultation

Please answer the following questions. They refer to various matters. First of all, GVB would like to receive information about your company and the market, consisting of contact information and general information. In addition, GVB would like answers to the specific questions asked. Lastly, you will be offered the opportunity to submit any comments and/or suggestions. It is not obligatory to answer all questions, but complete responses will be highly appreciated. GVB believes that complete responses will help it correctly formulate the contract and programme of requirements for any tender. We do stress once again that the answers to the questions here below will not be used to select suppliers. The structured questionnaire is intended to select similar answers from different suppliers. Comments on the questions are very welcome and please suggest alternatives where you believe this is necessary.

Contact information		
1.	Official name of your organization	
2.	Visiting address of your organization	
3.	Mailing address of your organization	
4.	Name of contact person	
5.	E-mail of contact person	
6.	Phone number of contact person	
7.	Chamber of Commerce registration number	

General company and market information		
1.	What products and services does your company provide?	
2.	To what extent, to what extent and for what purpose do you use subcontractors?	
3.	Quality assurance management system Does your company have a quality assurance management system? If yes, to what standard?	



4.	Experience 1 For how many clients have you provided the requested service?	
5.	Experience 2 Should you not have provided the entire service, which parts did not?	
6.	Experience 3 What is your experience in the OV industry?	
7.	Experience 4 What is your (incl. your employees) experience with the technical management support of the Hastus application taking into account the size of Hastus within GVB (see under scope) and the operational requirements?	
8.	References What references do you have that are relevant to the needs of GVB and that we may approach?	

Market analysis		
1.	In your opinion, which other market players (besides your company) can offer the complete requested package of Hastus technical management support?	
2.	In your opinion, what is your market share?	
3.	Can you indicate what distinguishes your company from competing companies in the market? Please name both the strengths and weaknesses of your company.	



Specific service requirements		Can you meet the specific requirements?
1.	How do you view the requested scope of the named service?	
2.	If your company independently does not fully meet all specific requirements stated in chapter 3: Do you plan to use a third party (in combination or subcontracting) for part of the scope?	
3.	How do you view the form of service requested, i.e. being part of an Agile Team.	
4.	How do you guarantee the quality of the service, especially outside office hours?	
5.	Can you meet the requirement that all written and spoken communication during the execution of the work can take place in both Dutch and English?	

Sustainability/ CSR		Can you meet the specific requirements?
1.	How do you ensure sustainable employability of your employees?	
2.	How do you consider your CO2 footprint and what measures do you take to keep it as small as possible?	

Trends and developments		Can you meet the specific requirements?
1.	What trends and developments do you see in the public transport sector?	
2.	What developments do you see in the Hastus application, technical or functional. How do you keep track of these?	

Other		
1.	What suggestions, ideas and opportunities do you see to optimize the availability and performance of the application?	
2.	Do you plan to bid on this potential tender? Can you motivate why or why not? Can you formulate any breaking points?	
3.	What minimum data do you need insight into in order to make a good offer? What years should this data cover? Why do you need this data?	
4.	What questions were not asked in this market consultation that you believe are important?	



5.	Are there any other developments or other matters you would like to convey to the contracting authority?	
6.	Would you be interested in an oral interview, and if so, what would you like to discuss in such interview that has not already come up in this market consultation?	