

**Aanbesteding** Marketconsultation for train reservation system  
**Aanbestedende Dienst:** Eurail.Com B.V.  
**Referentie:**

**Omschrijving:**

Rail passes that Eurail.com sells cover entrance to trains run by the participating railway companies. But most high-speed trains and night trains require additional seat reservation, which is not included in the pass. By performing a market consultation Eurail.com wants insight in all potential solutions and suppliers related to selling seat reservations. Eurail.com is also interested in future trends and developments in this area.

**Toelichting:**

Please read the questions and answers/clarifications that are provided in the Q&A document before submitting your input for the market consultation.

**Nr:**

**Categorie** Bestek/beschrijvend document

**Betreft** n.a.

1

**Vraag**

What is exactly your business model? We understand that It is a manual process today. Confirmation of a booking takes up to 8 days. The shareholders are the 30 railways and I assume you access the content through Linkon, HitRail, EPA etc. Do you charge the customer a service fee?

**Antwoord**

**Vrijgegeven:** 08-07-2016

Correct, that is the current process. We charge the customer a service fee to cover the handling and shipping of the tickets. With a new system we would like to reduce or eliminate the handling time and shipping by use of a self-service tool and e-ticketing.

**Nr:**

**Categorie** Bestek/beschrijvend document

**Betreft** n.a.

2

**Vraag**

The new solution must be able to show the reservations that can be made and prices via the Eurail.com website and via this solution reservations must be made in the reservation systems of the operators. In other words; the new solution cannot make reservations on its own, but always needs to communicate with the reservations systems of the operators. Is that correct?

**Antwoord**

**Vrijgegeven:** 08-07-2016

That is correct, we need to book the reservations at the railway companies. We are looking for a system that connects with the reservation systems of all operators.

**Nr:**

**Categorie** Eisen en criteria

**Betreft** combinations

3

**Vraag**

Would you allow combinations to participate in a tender: i.e. a product developer who joins with an IT-roll-out partner?

**Antwoord**

**Vrijgegeven:** 08-07-2016

We probably will, but we prefer a way of working where we contract one supplier who uses a subcontractor.

**Nr:**  
4  
**Categorie** Bestek/beschrijvend document  
**Betreft** general  
**Vraag**  
Does the mail need to be customized for user, partner etc.?  
**Antwoord** **Vrijgegeven:** 08-07-2016  
No

**Nr:**  
5  
**Categorie** Bestek/beschrijvend document  
**Betreft** Appendix 1  
**Vraag**  
How does the solution work with on premise solutions?  
**Antwoord** **Vrijgegeven:** 08-07-2016  
We don't have on premise solutions. Everything is in the cloud.

**Nr:**  
6  
**Categorie** Bestek/beschrijvend document  
**Betreft** general  
**Vraag**  
Are you planning to connect the external solution to other Cloud Services?  
**Antwoord** **Vrijgegeven:** 08-07-2016  
It needs to connect with a business rule systeem, Drupal (UI) and a data storage system. These three could be one system or different systems, which is still to be decided.

**Nr:**  
7  
**Categorie** Bestek/beschrijvend document  
**Betreft** Appendix 1  
**Vraag**  
Which are the preferences for connecting with Mendix: might it be Java Actions, web services queues, or something else?  
**Antwoord** **Vrijgegeven:** 08-07-2016  
If we continue to use the Mendix platform, our preference will most likely be web services. But this is still to be decided if we will remain to use Mendix.