Market consultation

PSIM – Physical Security Information Management

N.V. Nederlandse Gasunie

Gasunie referencenumber : EA-2016.25/AW

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Version: 1.1 – Some additional questions relating to Video Management System

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1. GENERAL INFORMATION

1.1 Procedure

This document describes the N.V. Nederlandse Gasunie (hereinafter: Gasunie) market consultation for Physical Security Information Management (hereinafter: PSIM)

Gasunie intends this market consultation to be followed by a European Tender. The Dutch Public Procurement Act 2016 (special sector contracts) and Gasunie tendering regulations, including ARN[2016] are applicable to such a tender. The ARN[2016] and the Gasunie tendering regulations are available upon request.

The announcement of this market consultation was sent to TenderNed for publication.

1.2 N.V. Nederlandse Gasunie

Gasunie is a European gas infrastructure company. Gasunies network is one of the largest high-pressure gas transmission networks in Europe and consists of more than 15.000 kilometres of pipeline in the Netherlands and North Germany, dozens of installations and approximately 1.300 gas delivery stations.

Annual gas throughput is around 125 billion cubic metres. Gasunie serves the public interest in the markets in which it operates and strives to create optimum value for its stakeholders.

Code of Conduct

In order to achieve its objectives it is extremely important to Gasunie to uphold its good reputation. As far as Gasunie is concerned, it is responsible for ensuring that its services are delivered as part of a value-chain which complies with international standards. Gasunie aims to cooperate with suppliers and partners in a proper, professional manner and to act with integrity. The Code of Conduct applies to all Gasunie employees, also for those who are employed by companies belonging to the group of Gasunie and to those who are seconded to or working on the instructions of Gasunie.

The Gasunie Code of Conduct is available here: https://www.gasunie.nl/en/library

1.3 Purpose Gasunie market consultation PSIM

Gasunie does this Market consultation to:

a) Get a better impression of which PSIMs are available,
b) Get a better understanding of which service organizations can help Gasunie with PSIM,
c) Get a better understanding of PSIM trends, as seen by suppliers,
d) Get a better understanding of the required budget for software and service,
e) Make a better tender with (a minimum of) relevant questions.

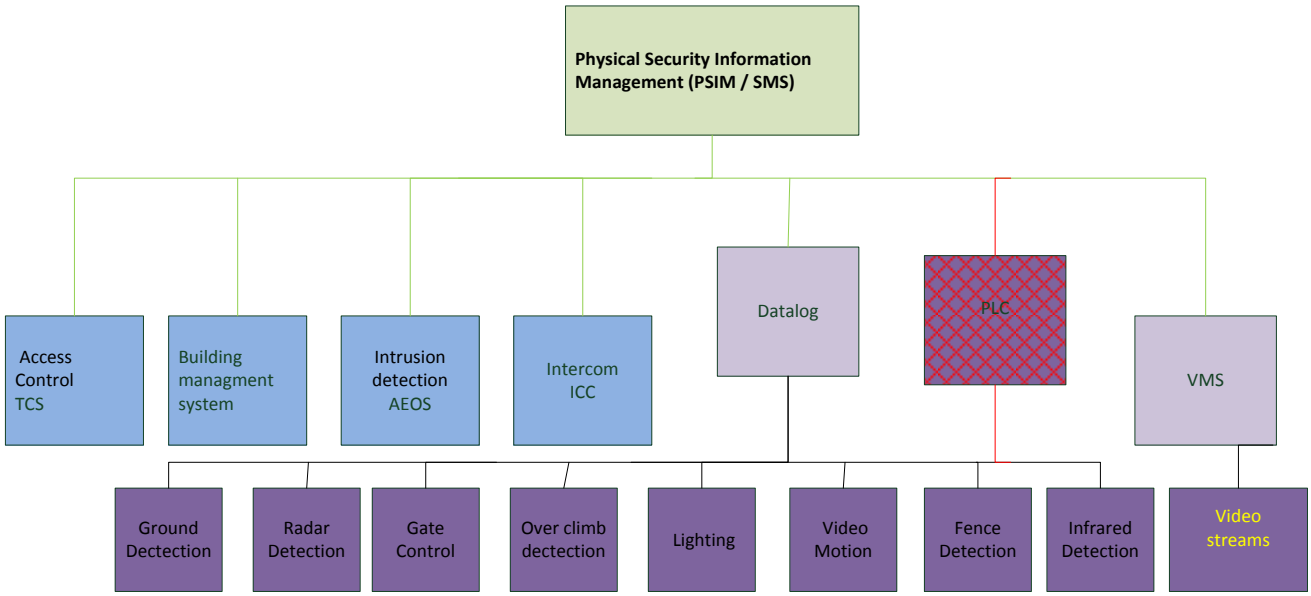
2. Gasunie current PSIM situation

Gasunie has one central organization for Security and guarding the 35 Gasunie locations. On some locations security and reception is done on site during office hours (07:00 – 18:00).

The tasks of security are, among others, to signal, report and react on non-compliant security behavior, allow access to locations offices and Gasunie objects. Gasunie has an in-house developed PSIM called Charon. Using Charon it is possible to interface with and use detection systems, CCTV, intercom, gates and facility management. Charon has been in use for 25 years. Charon is running on OS X. Several programming languages have been used, as well as several (some open source) toolboxes. Maintenance of Charon has become complex and costly.

The PSIM connects with the field systems via an integration layer of supplier Cortech, called Datalog. Because of the limited Modbus protocol the integration of Charon with the Field systems is poor.

Illustration 1: Charon main functions



Gasunie HQ in Groningen is the primary location of the centralized current PSIM. There is a second location for backup. The PSIM will also be installed/used on multiple remote locations for local control. Other relevant locations, all throughout the Netherlands, are

12 various locations with burglar alarm:

- 8 offices, 4 blending stations,

27 Gasunie locations with periphery security systems including:

- 10 compressor stations, 8 Export stations, Gasunie HQ itself

The number, and sort of, locations may be expanded.

3. Desired Gasunie PSIM situation

For this project the main chosen perspective is the user interface of the PSIM. Specification of the desired PSIM is mainly driven by the needs and procedures of the day to day use of the PSIM, rather than what technology can offer.

Gasunie wants a new PSIM platform and a supplier offering:

I. Ease of use for users and PSIM supporting staff:
   a) A single user interface offers the possibility to use all the underlying system (see illustration 1: access gates, motion detection, CCTV, facility planning, visitor's registration, fire alarms, intercom etc.),
   b) The language of the user interface must be able to switch between Dutch and German,
   c) Simple expandability of number of locations, as Gasunie expects the number of locations to grow. Some current manned locations will change to being monitored remotely,

II. Low TCO (Total Cost of Ownership):
   d) An off-the-shelf PSIM system,
   e) Maximum possibility to configure,
   f) Minimum need for programming,

III. The minimum of (technical and non-functional) requirements:
   g) Most of the security related systems are connected via Datalog. The PSIM has to be able to use Datalog as an underlying system, or has to be able to take over its function.
   h) Possibility to connect to current in use several decentralized security systems for temporary security on building sites e.g. for intruder detection, CCTV,
   i) Preferably running on a Windows platform (Wintel, AD, SQL server) in an OTAP street (Development, Testing, Acceptance, Production),
   j) Optionally platform independent,
   k) PSIM itself may not be a single point of failure, i.e. a backup/standby PSIM system must be available at another location,
   l) The main site (with PSIM users) must be able to switch to another location almost instantly, in order to switch from central to local guarding or to guarding from the back-up facility
   m) Proven technology and -system and an experienced service provider,
   n) Prevention of vendor lock in,
   o) Easy(light effort, low cost) upgradable to newer versions of the PSIM,

IV. Functional requirements:
   p) Logging and Reporting tool: generate report(s) of activities after they have taken place, reports per incident, day, week, month, year, totals,
   q) Procedural processing of events,

r) The ability to learn/practice for a new employee in a Gasunie setup, without actual impact on the system that is live at that moment,

V. Supplier(s)
Supplier(s) who can, and have experience with, delivering (installing, configuring, programming and maintaining) a PSIM.

In Scope

The scope of the required PSIM is:

- The PSIM software,
- Configuring/programming it to the needs of Gasunie,
- Maintaining the entire PSIM system for at least five years,
- The PSIM is to run on Gasunie premise, on Gasunie ICT- infrastructure,

Out of scope

Out of scope is all peripheral equipment and infrastructure such as network (LAN/WAN), PLC's, , CCTV (related) and intruder detection.

4. Gasunie PSIM questions

This market consultation is intended for both makers of PSIM software as well as service integrators for PSIM software. If you are not both, please answer just the relevant questions. All answers are allowed in either Dutch or English, whatever has your preference.

The Gasunie PSIM questions are:

I. Ease of use for users and PSIM supporting staff:

Gasunie has the following principles for the user interface (UI). Gasunie would like to know if your product works as the Gasunie desired PSIM, or whether you have a proven alternative:

a. The UI (User Interface) functions as one integrated UI which presents information of all the systems it uses(see illustration 1). So all information that is required of the different processes is presented together at a glance,
b. The UI can be configured in multiple variations, so every type of user (-role) has an optimal overview. When logging in this user gets to see the windows relevant for this user (-role),
c. The UI has, among others, the following types of windows: geographic (maps), overview, relevant process flows, details and free format fields(see illustration 2 and 3),

d. Geographic-, overview and detail windows can interact in such a way that when one item (site, alarm, workflow, etc.) is chosen, all windows present the relevant information on that item. Furthermore it is possible to configure desired actions when choosing an item on screen. An example is provided in illustration 2 below:

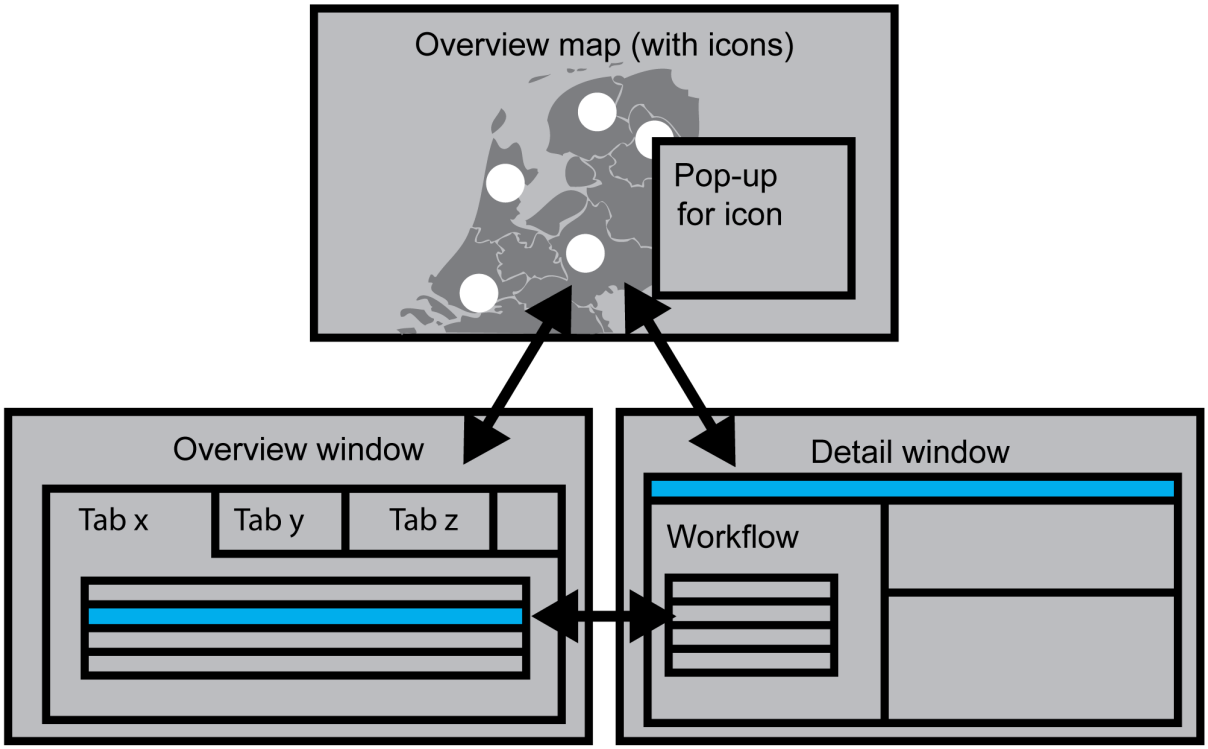
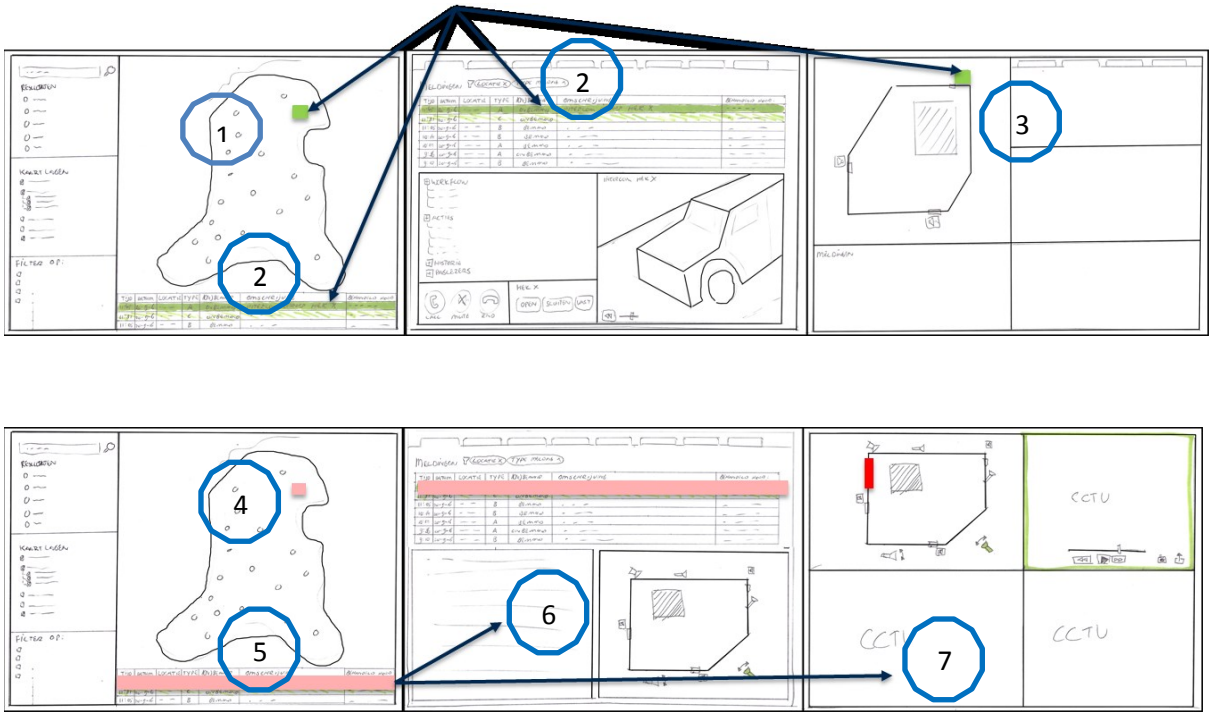


Illustration 2 above: Example of a configuration for a user with specific window placement.

Illustration 3 below: Example of an incoming event, which can be seen in several (sorts of) screens

Overview map *Tabs with detail info* *Detail map / free to configure space*



Summary overview *Details of the selected item in the summary overview*

Illustration 4 above: An example of a configuration with a specific window placement, based on three monitors.
In this illustration an incoming event is illustrated.
1: the overview map shows the geographic location of the incoming event
2: the summary overview window shows the main characteristics of the incoming event and site
3: the detail map shows the detailed location of the event for example an intercom call at a gate
After the acceptance of the event by the operator;
4: the overview map shows the geographic location of the accepted event and site in a different color
5: the summary overview window shows the main characteristics of the accepted event and site in a different color
6: the detail window shows the interactive workflow which belongs to the handling of this event at this specific location
7: relevant camera images pop-up

Illustration 4 above: In this example tabs give the possibility to switch fast/easy between several sorts of overviews concerning the message being scrutinized.

e. The PSIM provides the capability to switch fast and easy between the several overview windows,
f. The windows can be changed in form and size (by an administrator or super user) so text and graphics can be seen well at a varying viewing distance.
g. The PSIM and configuration of it is user friendly, such as described by norm NEN-EN-ISO 9241,
h. What logging and reporting of events are available ?
i. The system shall provide fast and intuitive facilities for control of the CCTV system and instant alarm verification and analyzing events afterwards by using camera images.

II. TCO (Total Cost of Ownership) and governance, with a scope of only the PSIM itself, and all the connections/drivers :
    a) Please provide an estimate of cost, and preferably a cost-model (including the main cost drivers) as well. For the moment Gasunie makes the distinction of: buying the PSIM system, configuring it so it can be used, and maintenance of the entire PSIM throughout the years. Do you have another distinction that is more appropriate in your cost-model, what are the appropriate cost drivers ?
    b) Which persons/functions are required to keep PSIM running,
    c) What is your advice for governance (such as make, outsource, hire people, own staff) of installation and maintenance?

Alternatives

An opportunity that comes with replacement of the PSIM is a total integration of the several security system parts, e.g. Datalog, Video management and Access control. The currently used Video management will become obsolete next year. What would be an optimal solution for Gasunie, given what is currently in place for the entire security landscape (see illustration 1), from the point of view of lowering the TCO, improving performance, maintainability, functionality, reducing risks and being future proof ?

Gasunie is also interested in reactions from suppliers who are intending only an alternative offering.

III. Technical and non-functional requirements:

a) Please provide Gasunie with a standard description of your PSIM system. The description may have any convenient form such as a folder, a flyer, a product description a website etc.
b) What is a typical system landscape: computer, and software and network configuration, including possibility of using concept of development-, test-, acceptance- and productive system, transport of changes in the system,
c) What is typical usage of middleware that your system can use, Gasunie considers to use Datalog and others (see illustration 1) as middleware, is that possible and which limitations has this configuration on the functionality of your solution?
d) Will missing or new connections to middleware typically be realized by supplier?
e) Is your PSIM able to connect to more than one VMS (Video Management System)? Reason for this question is that Gasunie is about to change it's Geutebrück VMS, and would like to have the change in PSIM to be an independent project from the project changing the VMS, Furthermore, since changing from the current PSIM Charon to the new will take over a year,
f) Does your solution contain an built in VMS functionality?
g) How is ICT security realized, from perspective of policy, enforcing policy and check whether policies were properly followed,
h) What is the degree of Auditability and Traceability of changes,

IV. Functional requirements:

a) The PSIM ideally can connect with, and present information(see illustration 1). What systems (these and others) can your system be coupled with out of the box ?

V. Supplier(s):

a) Which product and/or service can you provide? If you only make/sell the software: through which channel(s), can implementation and servicing be provided as Gasunie would like to see system integrators who are experienced with your offered PSIM,
b) What is your view of development of PSIM in the future? What new features are likely and when? Examples: User interface via touch or gestures, Internet of things, connection with social media, new communication form(s) for people outside control room (on e.g. tablets and mobiles),
c) Can you provide some references (name person, name company, contact details) of companies, of at least comparable size to Gasunie, that use your software and/or services that Gasunie is allowed to contact,
d) How large is your PSIM customer base,
e) What size is your company for development and support of the PSIM,
f) What is your advise to prevent vendor lock in,

And not least of all: what questions that should be asked , were not asked by Gasunie? Please provide relevant information to enable Gasunie to make a proper tender.

Please submit your questions about this consultation on or before (see planning below).
Please submit your entry on or before (see planning below).

Communication goes via procurement: A.Weterings@Gasunie.nl

5. Planning

Upon reception of answers to this tender Gasunie may require more information, and ask for a clarification. All questions, as in a tender, will be collected and answered to be published for all suppliers who are interested.

Planning Gasunie market consultation PSIM		
	Planned date	**Action by**
Publish this market consultation	30 November 2016	Gasunie
Questions until	**21 December 2016 12:00**	Supplier(s)
Answer questions	**23 December 2016**	Gasunie
Submit consultation	16 January 2017	Supplier(s)
Digest all given information	14 Febuary 2017	Gasunie
Optional: clarification meetings, communication with references, site visits	Q1 2017	Gasunie + Supplier(s)
Publish tender	Q1 2017	Gasunie

This is a planning: dates may change.

Compared to version 1.1 some dates (in bold) have changed.

The Q+A (Questions and answers) will be published on TenderNed .

6. Market consultation- and tendering rules

Given that this market consultation will be followed by a European tender the rules of this market consultation are somewhat the same as of the tender, so all suppliers know beforehand what is required.

6.1 Conditions participation of this market consultation

Gasunie will use the provided information for internal purposes only. Gasunie will not share any given information with other parties unless permission is explicitly given.

- By giving Gasunie information, you agree to all conditions in this document,
- This market consultation is free of charge for Gasunie,
- Gasunie has no obligations as a result of this market consultation,
- All provided information is correct (true),
- Communication is either in English or Dutch whatever the preference of supplier is. If all suppliers are Dutch the remainder of all communication will be in Dutch only,

Gasunie cannot appreciate any acquisition as a result of this market consultation.

6.2 Supplier requirements

For the tender that is to follow: for any new ICT contract Gasunie has the following demands:

- Code of conduct
  The code of conduct describes desired behavior of all Gasunie persons. Gasunie expects every supplier to adhere to this same code of conduct.
  Code of conduct can be obtained here:
  Dutch version: http://www.gasunie.nl/bibliotheek
  English version: https://www.gasunie.nl/en/library

- General conditions ICT. Gasunie has her General condition ICT based on ARBIT.
  The general conditions can be obtained here:
  Dutch version: https://www.gasunie.nl/leveranciers (Algemene Inkoopvoorwaarden)
  English version: https://www.gasunie.nl/en/suppliers (General conditions)

- Use Ariba. Gasunie uses for procurement the cloud solution Ariba. A supplier of Gasunie has to make an Ariba profile. All Gasunie procurement (orders, bills) go through Ariba. For a market consultation and a tender Ariba is free of charge, for a supplier use of Ariba is not.
  Details about cost of Ariba are here:
  Dutch version: http://www.gasunie.nl/leveranciers
  English version: http://www.gasunie.nl/en/suppliers