Reference number:        Q&A-RTP-2024-001

Date:                    June 6, 2024

# QUESTIONS AND ANSWERS

# TO THE CALL FOR A REQUEST TO PARTICIPATE FOR A RESEARCH AND DEVELOPMENT

# ASSIGNMENT BY THE DUTCH MINISTRY OF INFRASTRUCTURE AND WATER MANAGEMENT

# FOR THE ACQUISITION, DEVELOPMENT AND FULL SERVICE DELIVERY OF DIGITAL SERVICING

# FOR "INTEGRATED PUBLIC PASSENGER TRANSPORTATION" IN THE PROVINCE OF ZEELAND,

# THE NETHERLANDS

### Question 1:

With regards to the Economic and financial standing requirements, such as "Minimum turnover of the candidate's company in 2021, 2022 and 2023 was at least 1,5 million Euro in each of these years.". Is the Ministry open to receiving proposals from firms who do not yet meet this requirement in full, but can otherwise extensively prove financial capacity to deliver this project (e.g. signed commitments from investors who are willing to ensure the company can successfully scale with and beyond the first five-year contract term)?

### Answer 1:

Yes provided these investors have such a turnover AND each and every one of them accepts 100% liability for providing the services if and when a contract is awarded (option 1 and 2). An ultimate parent guarantee might be the appropriate solution thereto.

### Question 2:

In the eventuality of a combination of participants submitting a call to participate, do all participants need to meet the financial standing requirements?

### Answer 2:

Yes provided that the combination of all have these participants meet the financial standing requirements AND each participant accept 100% liability for providing the services if and when a contract is awarded (option 2).

### Question 3:

With regards to the mention of "The existing research and development facilities (staff and quality management systems)": What is entailed with "facilities"?

### Answer 3:

The existing development processes and quality assurance methodologies.

### Question 4:

With regards to the mention of "a digital planning and dispatching solution": (a) What are the expectations for a "planning" solution? (b) Does this relate to optimizing scheduling of all trips (i.e. scheduling trips in advance, etc.) or to extensive, broad transport network design?

### Answer 4:

(a) The anticipated scope of the research and development assignment is to develop, realize, implement and to service a continuous improving digital solution for the on-demand shuttle service(s) as part of the integrated public passenger transport system for the province of Zeeland.
(b) To be discussed in stage 2.

## Question 5:

Please explain: "For the sake of clarity and in addition to the documentation, the Ministry of IenW will only award 1 contract to 1 candidate".

## Answer 5:

This sentence clarifies that only one (1) contract will be awarded as a result of this procedure (not multiple contracts).

## Question 6:

Regarding the figure on page 5, what is intended with "router" and is it potentially included in the Scope of Work of this RFP?

## Answer 6:

The router is outside the scope of the assignment. Connecting with the router is in scope.

## Question 7:

By putting Dutch speaking in parentheses, it raises the question about the level of communication in Dutch that is expected, can you specify this? We can answer the RFP in Dutch and have communication skills at our HQ in [....] to communicate with our customers in Dutch. Our work teams are located [....], so the collaboration on a technical level shall be done in English. Seeing that the RFP and the questions in phase 1 are in English, I am assuming that this is not an issue. Can you confirm this?

## Answer 7:

All orally and written communication during stage 2 and during the execution of the contract shall be in Dutch. English code platform is accepted.

## Question 8:

Are there any regulatory or compliance requirements that the solution must meet (e.g., data protection laws, accessibility standards)?

## Answer 8:

Compliance with all existing (like GDPR) and foreseen to be implemented legislation (like Digital Services Act) are required during the execution of the contract. As far as applicable standards is concerned: this is a topic to be discussed in stage 2.

## Question 9:

What do you mean by "hosting the it solution", should it be hosted on contractor cloud, government cloud or on some on-premise systems (ex. Dispatcher server)

## Answer 9:

Contractor cloud.

## Question 10:

Are you open to allow gamification of the system and the benefits that gamification could bring (collecting miles like in air-transport industry, showing the statistics of saved CO2 consumption, etc.).

## Answer 10:

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

## Question 11:

What kind of shuttle transport exists (cars, ferries, trains, bus) and what do you plan to include in the scope of this digital solution.

## Answer 11:

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

## Question 12:

What is driver's device? Is it embedded hardware solution that is already available or is a mobile phone/tablet owned by the shuttle provider? Do we need to provide the hardware for driver's device.

## Answer 12:

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

## Question 13:

What had the most impact on the failure of the system? Government, market, or system.

## Answer 13:

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

## Question 14:

Are there any specific technologies, protocols, or standards currently in use?

## Answer 14:

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

## Question 15:

What are the detailed functional and non-functional requirements for the digital solution?

## Answer 15:

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

**Question 16:**

When is the Pilot supposed to launch? We see several systems that are mentioned in the architecture. Does DMI already have an alignment with them on the launch and are all integrations in place.

**Answer 16:**

The target date is January 1, 2025.

**Question 17:**

As part of the PvE what is the element "router" that then connects to taxis and other shared mobility ? (please refer to architecture in page 5).

**Answer 17:**

The router connects different types of mobility following the TOMP standard. See also answer 6.

**Question 18:**

In addition to the above question, is dispatching to taxis a part of the tender ? if so does this mean :

1.     Integrating into the dispatching systems and which ones ?
2.     Integrating into BCT? [link deleted]

**Answer 18:**

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

**Question 19:**

Is the current scope of the tender only for DRT and is WMO being something that will be added later ? With WMO do we also need to consider the following :

1.     Integrating into client databases, if so which one
2.     Mobility credits / kms

**Answer 19:**

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

**Question 20:**

What is Maas Provider "X"  that is mentioned in the architecture, does this mean that a supplier can also offer a journey planner in the offer?

**Answer 20:**

This question is a topic to be discussed during stage 2.

**Question 21:**

Regarding the provisions of the DMI General Agreement, as before a contract is awarded membership is required, should it already be covered in Stage 1 or can it wait for the second stage?

**Answer 21:**

Membership of DMI will be part of the contractual terms and has to be effectuated one month after signing contract. Please note that prior to awarding a contract compliance with all requirements listed on https://dmi-ecosysteem.nl/en/participate/ shall be tested by the Ministry of Infrastructure and Water Management. If it turns out that the candidate cannot meet the membership

requirements candidates offer will be rejected.

### Question 22:

The deliverable for Stage 1 says that we need to submit requirement 7E, does this also include the elements in 7A ? Are resumes to be considered within the 5 pages or are they additional documents that we can submit ?

### Answer 22:

Yes compliance with all requirements listed in 7A have to be demonstrated in the request to participate. It states in 7E that the five (5) page limitation does not apply to the resumes.

### Question 23:

Does the Subcontractor also need to fill Annex 1 ?

### Answer 23:

No, a sub-contractor (option 1) is not the candidate that submits the request to participate.

### Question 24:

Regarding Stage 2, could you describe the nature of the meetings to be organized?

### Answer 24:

Please study paragraph 9 of the RTP.

### Question 25:

Has a territory, scope and specific partner(s) already been chosen for the pilot Stage?

### Answer 25:

Yes, and the information thereto will be provided during stage 2.

### Question 26:

How will decisions be taken regarding the R&D and implementation of innovations throughout the full implementation Stage.

### Answer 26:

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

### Question 27:

On page 7 of the tender guideline, reference is made to the DMI General Agreement. The "read more here" link does not redirect to this agreement, instead, the website provides for the so-called Trust Framework contract.

### Answer 27:

The reference to "DMI General Agreement" in the tender guideline was an omission. It should have referend to the "Trust Framework Contract". There is a link thereto on https://dmi-ecosysteem.nl/en/participate/ by pushing the button named "The Appointment System".

## Question 28:
Could you please provide us all contracts that shall apply to this project? Are the candidates entitled to propose changes to the contracts?

## Answer 28:
These shall be shared and discussed during stage 2.


## Question 29:
In the illustration of the core functionalities/deliverables (RTP page 5) the "Public (fall back) app" connects directly to the "Dispatcher server". It does not have any connection with the "Router": is this intentional?

We believe an additional direct connection with the Router component will greatly increase the possible modalities that can be offered to users/travelers dependent on this app. This will of course increase the scope of the deliverables and thus instead might be worth consideration afterwards.

## Answer 29:
This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.


## Question 30:
In the illustration of the core functionalities/deliverables (RTP page 5) the "Dispatcher server" connects to an ID-wallet of the "DMI-ecosystem": are we correct in assuming this is to facilitate a means of securely providing sensitive and/or personal data, where the end user/traveler is in direct control if and what data is shared, with the ultimate goal of matching this with DMI-ecosystem data (WMO database, DUO database, CBR database, etc.) to provide seamless integration in using and mutating this data? For example, have a user explicitly provide their full name and/or WMO registration data and making it directly possible to utilize their WMO allotted budget for a needed taxi service?

## Answer 30:
This question/suggestion is not relevant for stage 1 but might be a topic to be discussed during stage 2.


## Question 31:
We believe the ID-wallet implementation needs to take place at the app the user interacts with. Of course the provided data needs to be processed/matched at the relevant system in the DMI-ecosystem. Do you agree with this assessment and/or are you open to an architecture altered from your original in a participation submission?

## Answer 31:
This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

Question 32:

Is the specific requirement of the "ID-Wallet" mentioned in the illustration of the core functionalities/deliverables (RTP page 5) dictated by DMI and has this been developed yet or is this a part of the deliverables?

Answer 32:

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2. Please note: the wallet is not part of the deliverables (connectivity thereto is within the scope).

Question 33:

Does the "Drivers device" requirement mentioned in the illustration of the core functionalities/deliverables (RTP page 5) need to be a newly developed device? It is for instance generally unwanted for (shuttle) taxi drivers to use a different device than their onboard computer to (digitally) communicate with their dispatcher.

Answer 33:

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

Question 34:

Do you have a general preference to adopt entirely new driver device solutions or make use of existing soft- and hardware where possible?

Answer 33:

This question is not relevant for stage 1 but might be a topic to be discussed during stage 2.

END OF QUESTIONS AND ANSWERS