

Dear Supplier,

First of all we would like to thank you for your interest in our CHARM programme. Your cooperation is much appreciated as it provides feedback that is necessary for our procurement strategy. However, it must be noted that by participating in this market consultation, you will not necessarily be included, nor excluded, from a future procurement. Also the provided answers in this market consultation will not be used in to evaluate your future commercial proposals.

To start with the provided documents (the Business Specification, Functional Specification and the Questionnaire), the information in this document may be useful.

The Highways Agency and Rijkswaterstaat would like to thank you for your cooperation.

Kind regards,
The CHARM team.

Introduction

The CHARM programme

The goals of the CHARM programme have been written down in the [Market consultation document](#) for the first round of our market consultation. The following two quotes of the MCD give a short introduction of the CHARM programme:

“(…) Road traffic is monitored and influenced using roadside technology that is governed by control rooms in traffic management centres (TMCs). Both organisations have the requirement to update the control room technology. They have teamed up in order to develop requirements for a new generation of traffic management (centre) systems that may be jointly procured. This work is being executed under the CHARM programme and will be completed by the end of December 2012. The CHARM programme has identified that 90% of the functionality of HA and RWS control rooms are the same. HA and RWS senior management have therefore recently confirmed for the CHARM programme to explore the joint procurement of a replacement for their existing control room systems.

(…) Currently all TMCs are custom-built. The evolutionary development of TMCs has led to a collection of hardly integrated, partly legacy systems. The technology in these centres remains highly fragmented and prone to vendor lock-in and the cost of ownership is high. There is no overall ICT architecture available that is open, modular and adaptable to future development.”

Market consultation

The objective of the market consultation is to enable the market place to show how the future strategy and objectives of HA and RWS (also referred to as ‘the Agencies’) can be realised from a wide range of leading suppliers. This market consultation is subdivided into two different rounds. At the kick-off of Round 1 (29/03/2012) the Market consultation document and the high level business requirements were published. By means of a questionnaire, the first round had the aim to identify suppliers and to obtain input how to shape round 2. Round 1 is finished and the results can be found [here](#). The main conclusions are that there are enough interested suppliers with sufficient ideas to feed into the CHARM programme and that industry thinks the CHARM programme is feasible. Round 2 is designed to receive a more detailed feedback that is required for further progress. A round 1 participation is not required for round 2 participation. Other documents related to round 1 can be found on the CHARM website: <http://www.rijkswaterstaat.nl/CHARM>.

Round 2 of the market consultation

Before the second round of the market consultation started, the Agencies invited participants of Round 1 to visit the TMCs in Utrecht and Wakefield on respectively 17 and 20 July 2012.¹ After these visits the Agencies published several documents (mentioned below). The second round of the market

¹ If there is sufficient interest for a visit by organisations who were not able on the mentioned dates, we may consider to organise another visit in the future.

consultation is designed to get more detailed feedback from Industry on our vision/strategy and to get a thorough understanding of the market's capabilities.

In this round of the market consultation the Agencies ask suppliers to respond to the Functional Specification taking into account the overall programme goals and the business specification. Furthermore Rijkswaterstaat and the Highways Agency would like to get a better understanding of the product(s) and/or service(s) that you can deliver to meet our functional specification.

We anticipate that the documents and the questions will raise some questions from suppliers and therefore we would like to give all potential respondents the opportunity to apply for a face-to-face meeting before the deadline of the response. The application procedure for this meeting will be explained further in the section "Supplier queries".

Documents

The documents we publish are the following:

Business Specification (CHARM Business Specification.pdf)

The purpose of the Business Specification is two fold:

1. To inform internal and external stakeholders of the scope of CHARM, its context within the Highways Agency and Rijkswaterstaat, and the business activities CHARM will support.
2. To act as a foundation for further solution design and procurement of required IT and supporting services.

The Business Specification is accompanied by one appendix:

- 'Business Specification Appendix 1- CHARM Common Model.pdf'

Functional Specification (CHARM Functional Specification.pdf)

The Functional Specification is based on results of the Business Specification and it will be the basis for the Technical Architecture. The purpose of the Functional Specification is to define functions, datastores and dataflows required to support the business processes. The defined functions will provide an understanding of the functional needs. Based on these needs the industry should be able to demonstrate the availability of products and services that meet the needs.

The Functional Specification is accompanied by two appendixes:

- 'Functional Specification Appendix 1- Functional Viewpoint CHARM – Selected Functions.pdf'
- 'Functional Specification Appendix 2- All Functions (in scope).pdf'

Technical Architecture (not published)

In earlier communication we mentioned to publish a Technical Architecture as well. Currently the Agencies are working on this architecture and we do not find that this document is ready to publish

yet. If you think this aspect is important for your organisation to answer questions in the Questionnaire we can discuss this topic during the face-to-face discussion (see Round 2 Process description).

Questionnaire (CHARM Round 2 Questionnaire.pdf)

The questions for the CHARM market consultation are divided into five different categories. In the first category we will ask for feedback on our proposed programme strategy described in the set of documents, i.e. the Business Specification and the Functional Specification. The second and third category will be focussed on products and support services respectively. The fourth category will address the options for any future procurement and the fifth and final category contains some additional questions.

As this questionnaire is intended to explore the supplier market 'as-is', there can be no wrong or right answers. The answers you will provide will be used as input for our procurement strategy, which we will try to align with the market place as good as possible.

Round 2 Process description

In this paragraph the process of Round 2 will be described. All activities are visualised in the Flow Chart below.

'Visit at TMC (Utrecht/Wakefield)'

The CHARM programme would like to give suppliers that are currently unfamiliar with Traffic Management the possibility to get a better understanding of our Traffic Management business.

The Agencies organise a visit to our Traffic Management Centres (TMC). The visit consists of a guided group tour through a TMC and the possibility to ask questions. The aim of the visit is for suppliers to get an understanding of the Agencies' traffic management business from a traffic operator's perspective. The visit is not intended to get an overview of our current TMC technology and questions relating this technology cannot be answered.

The agencies provide two options:

- 17 July, Regionale verkeerscentrale Midden-Nederland (Utrecht)
- 20 July, North East Regional Control Centre (Wakefield)

'Publication of documents'

The above mentioned documents (page 3) and Questionnaire will be published in the week commencing on 23 July. We will contact all suppliers that have shown interest in the past via email. Furthermore we will publish the Questionnaire with the documents on Tender European Daily. From the publication onwards, we invite you to respond to the questions in the Questionnaire.

'Supplier queries'

If there are any queries about the documents or the CHARM programme in general, you are able to send a request to discuss these aspects face-to-face. In this request we would like to receive your queries in advance. Based on this request and your questions, we can allocate the right resources to answer your questions correctly. The Agencies will aim to schedule a meeting for you between 24 July and 31 August subject to availability of our resources and the number of requests for meetings received from suppliers. You should submit your request for a meeting, along with your questions by email to PINCHARMINDUSTRYDAY@highways.gsi.gov.uk. Your request should be submitted no later than 22nd August.

N.b. In earlier communication we mentioned to publish a Technical Architecture as well. Currently the Agencies are working on this architecture and we do not find that this document is ready to publish yet. If you think this aspect is important for your organisation to answer questions in the Questionnaire we can discuss this topic during the face-to-face discussion as well.

'Responses from industry'

We would appreciate a response before the deadline on 7 September. It is important to note that it is possible that not all questions/categories are relevant for you as a supplier. We value partial responses as much as responses on all questions. One of the reasons you do not answer all questions can be that you supply only solutions or that you supply only support services or any selection of the total package of services needed. Please answer all questions that are relevant to your line of business.

'Process response' & 'Further discuss response'

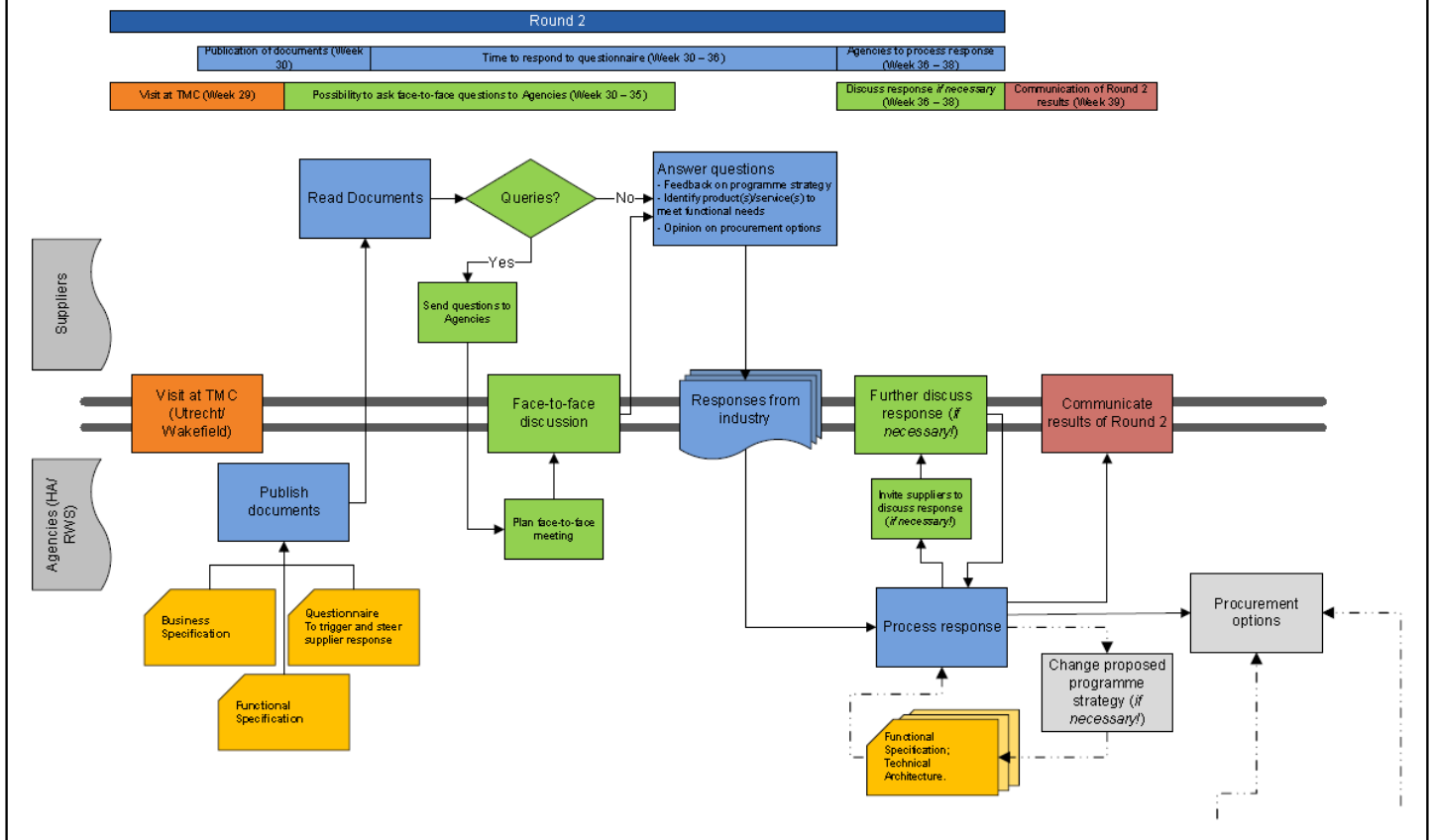
After the deadline on 7 September the Agencies will start to process the response. During the processing it may be that we find it necessary to discuss some results further with the respective respondent. In that case we will invite the supplier for a further discussion to clarify the response or to go into further detail. We would like to stress that this option will be initiated by the Agencies and we will not guarantee that suppliers will be invited. Also, depending on the general response and internal developments, the Agencies may even invite suppliers that have not participated yet to further information sharing after 7 September.

The results of Round 2 will be used to feed into our procurement strategy and to review our proposed programme strategy.

'Communicate results of Round 2'

After the Agencies have processed the response of all suppliers, we will communicate the results widely. Our policy is that we will treat all provided supplier information as commercially sensitive and we will therefore not communicate any supplier specific details. Only the general findings will be communicated in the week commencing on 24 September.

Flow chart – Round 2



Future procurement

In the next decade it is expected that the Highways Agency will be replacing its seven regional TMCs. In the Netherlands at least two out of five regional TMCs are expected to be replaced. This will involve multi-million euro procurement both by the Highways Agency and RWS. Insights from CHARM in general, and this market consultation specifically, will be used in future procurement. The first TMC replacement is expected to be Geldrop in the Netherlands.