

*CHARM*  
*Market*  
*Consultation*  
*Questionnaire*  
*Round 1*



Rijkswaterstaat  
Ministerie van Infrastructuur en Milieu



# Introduction



## ***This questionnaire is designed to***

1. Give HA and RWS an overview of relevant available capabilities in the market place.
2. Give companies the opportunity to give feedback to RWS and HA on the ambitions and the planned approach.

The insights of round 1 will be used to shape round 2 of the market consultation. Round 2 will be open to all interested parties. No selection will be made on the basis of round 1. See the Market Consultation Document for more information.

All ideas submitted by Industry are treated as Commercial in Confidence. No part of these will be made public, though they may be used by RWS and HA to shape future strategies. Insights from the market consultation will be made public.

This market consultation is aimed at both organisations who can deliver a complete solution and at organisations that can offer part of a potential solution. If you feel a question is not relevant for your company, please feel free to skip the question. A maximum number of words is indicated for many questions. Your answer may well be much shorter.

## ***Return Instructions***

- Please send the completed questionnaire to [pincharmindustryday@highways.gsi.gov.uk](mailto:pincharmindustryday@highways.gsi.gov.uk)
- Please do not include company brochures or general information.

# 1. *Your vision on the charm challenge*



*Paragraph 2 and 3 of the Market Consultation Document are especially relevant for the questions in this section. Paragraph 2 describes the functionality of Traffic Management Centres. Paragraph 3 describes the requirements in terms of quality for a TMC.*

**1.1** *Paragraph 3 of the Market Consultation Document (MCD) describes the ambition of the CHARM programme.*

*In your opinion is this ambition:*

- ☐ Entirely feasible, not even challenging
- ☐ Entirely feasible
- ☐ Challenging, but feasible
- ☐ Not feasible

Please give a brief explanation of your view of the feasibility. If applicable address the requirements mentioned in paragraph 3 of the MCD (Cost Effective, Flexible, Scalable, No technology or vendor lock in, Adaptable, Easy to do business with, Easily configured, Continuity of service, Ergonomic Design). Maximum 300 words

**1.2** *What, in your opinion, will be the main challenges in fulfilling this ambition?* Maximum 300 words

**1.3** *What goods or services do you specialise in that can be of use to HA and RWS to meet our requirements? Please provide an explanation where necessary.* Maximum 300 words

**1.4** *What would be your proposed solution to the outlined requirements and how would it benefit both the HA and RWS?* Maximum 300 words

**1.5** *How is your proposed solution a cost effective long term solution (in terms of total cost of ownership)?* Maximum 300 words

**1.6** *Have you delivered similar solution(s) to meet similar requirements?*

- ☐ Yes (go to question 1.7)
- ☐ No (go to question 1.9)

**1.7** *How many organisations have you supplied this solution?*

- ☐ 1
- ☐ 1-5
- ☐ 6-10
- ☐ 10+

**1.8** *Can you please provide below the names of organisations (with contact person) that you have delivered this solution?*

Maximum 10 organisations

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**1.9** *What, in your opinion, would be an appropriate deployment strategy? Please address the role of other organisations, the role of the customer and the time it will take to deploy.* Maximum 300 words

**1.10** *What, in your opinion, would be an appropriate maintenance strategy? Please address the role of any other suppliers involved and of the customer.* Maximum 300 words



**1.11** *Please describe your strategy for safeguarding transition to new technology in the future. In what way does your strategy contribute to an adaptable, easy to do business with TMC without technology or vendor lock in?* Maximum 300 words

**1.12** *Do you have any suggestions for round 2 of the market consultation?* Maximum 300 words

**1.13** *Do you have any general feedback?* Maximum 300 words

**1.14** *Would you be interested in discussing your ideas regarding TMCs and / or round 2 with HA or RWS?*

- ☐ Yes
- ☐ No

## 2. General company information



2.1 Company name \_\_\_\_\_

2.2 Postal address \_\_\_\_\_

2.3 Contact person \_\_\_\_\_

2.4 Position of contact person \_\_\_\_\_

2.5 Email address \_\_\_\_\_

2.6 Number of offices except head-office \_\_\_\_\_

2.7 Number of employees (end 2011) \_\_\_\_\_

2.8 Number of employees in relation to services as described (end 2011) \_\_\_\_\_

2.9 Company turnover for 2011

- ☐ Under € 2,5 million
- ☐ Between € 2,5 million and € 10 million
- ☐ Between € 10 million and € 50 million
- ☐ More than € 50 million

2.10 What share of your turnover relates to:

ICT, including ITS \_\_\_\_\_ %  
ITS, including Traffic management \_\_\_\_\_ %  
Traffic Management \_\_\_\_\_ %

**2.11 Is your company part of a larger (parent) company?**

- ☐ Yes, namely \_\_\_\_\_
- ☐ No

**2.12 Number of employees of parent company to end of 2011 \_\_\_\_\_**

**2.16 Policy regarding Rijkswaterstaat / Highways Agency**

Which part of your turnover for the years 2009–2011 originates from Rijkswaterstaat or the Highways Agency (directly or through subcontracting)?

- ☐ None
- ☐ Under 20%
- ☐ Between 20% and 50%
- ☐ More than 50%