

Title: European tender – C1200 Signage, Amsterdam Airport Schiphol
TenderNed: 187271
Notice nr: 2
Date: 25th July 2018
Status: Final

Updated answers are made blue. White answers did not change

Nr	Type	Document	Reference to tender document (page, section)	Question	Answer
1	Question	Bestek/beschrijvend document	Instructions to Tenderes, page 7	In case of changing the existing wayfinding, we assume that it is necessary to replace all 165 signs in one run at night taking into account the operational frameworks. Is that correct?	No, it is not necessary to replace all signs in one night.
2	Question	Bestek/beschrijvend document	PRAB-C1000-TD-ACM-GEN-A01-0003[2.0], page 21 - 24	In the Wayfinding guidelines several materials are mentioned according to type E1000-L, E1800-B, E1800-T, E2300-F and E2300-M. What are the final specifications? Document PRAB-C1000-TD-ACM-GEN-A01-0003[2.0] doesn't provide the exact information either.	The supplier is to propose several options, based on intended look, feel and functionality, and prototype them in order for a definitive choice to be made.
3	Question	Bestek/beschrijvend document	PRAB-C1000-TD-ACM-ARC-E09-7102[1.0]	Does the work for the dynamic lightbox (type 34UW-2 and 34UW-3) only concern the costs for installation?	This should be revised, Dynamic Lightboxes do not form part of this tender.
4	Question	Bestek/beschrijvend document	PRAB-C1000-TD-ACM-ARC-E09-7102[1.0]	Will the dynamic lightbox be delivered including frames?	This should be revised, Dynamic Lightboxes do not form part of this tender.
5	Question	Bestek/beschrijvend document	PRAB-C1000-TD-ACM-GEN-A01-0003[2.0], page 34, 43, 47	The specification of the curved corners at 5-10mm radius, doesn't correspond with the technical information according to drawing PRAB-C1000-TD-ACM-ARC-E09-7101[1.0] in the document map 'New Signage'.	<p>Correct. Square edges are required, radius 0-5 mm in accordance with ARC-E09-7101 and GEN-A01-0004, with final design to be made after prototyping.</p> <p>Extra information: A radius is required to achieve the desired visual effect; the exact radius is to be determined at prototyping. Please make an allowance for this in your specification and price accordingly.</p>
6	Question	Bestek/beschrijvend document	PRAB-C1000-TD-ACM-ARC-E09-7103[1.0]	It states that all front panels have to be made of acrylic. Is that, in the light of fire resistance regulations, correct?	<p>For the purposes of the tender assume that acrylic is acceptable.</p> <p>THE ILLUMINATED SIGNAGE FASCIA MATERIAL IS TO BE A CLASS B2 MATERIAL SUCH AS VIVAK OR PET-G.</p>
7	Question	Bestek/beschrijvend document	PRAB-C1000-TD-ACM-GEN-A01-0004[1.0], page 8	Are all hanging signs double-sided? If not, what are the numbers of single-sided and double-sided signs?	Not all signs are double-sided. Please use the message in GEN-L17-0001.
8	Question	Bestek/beschrijvend document	Drawings and Specification - IV Batch of question	<p>Please specify for each of the following sign types, which one is single-face, double-face or if the sign type can have some single-face signs and some double-face signs:</p> <ul style="list-style-type: none"> - crew lightbox, - directional lightbox, - emergency directional, - suspended facilities, - suspended destination location. 	Please see question 7.
9	Question	Bestek/beschrijvend document	Drawings and Specification - IV Batch of question	Single-face sign type that have illumination on one side only, which material has on the other blank side: acrylic or metal?	<p>Acrylic, color: aluminium/light grey, in accordance with SNBV INFOS manual. Reference material for color: 3M foil 100-58.</p> <p>THE ILLUMINATED SIGNAGE FASCIA MATERIAL IS TO BE A CLASS B2 MATERIAL SUCH AS VIVAK OR PET-G.</p>

10	Question	Bestek/beschrijvend document	Drawings and Specification - IV Batch of question	Please confirm that "Emergency Directional Sign" are made like Ceiling Suspended Signs and so including "flat acrylic fascias joined by a black frame band with curved corners at 5-10mm radius" (description taken by document ref. Technical Design update: Wayfinding, Volume 3, Employer's Requirements Part A).	Please see drawing ARC-E09-7101; emergency directional signs are always additions to normal directional signs. THE ILLUMINATED SIGNAGE FASCIA MATERIALS TO BE A CLASS B2 MATERIAL SUCH AS VIVAK OR PET-G.
11	Question	Bestek/beschrijvend document	Drawings and Specification - IV Batch of question	Please confirm that monitor and related supporting bracket within signages "flight information display" are not within this Package Tender Scope of Work. Whereas, if they are included within this Package Tender Scope, please provide us with related Technical Datasheets.	The monitor and the bracket is not part of the scope of this Tender. The Advertising, Media and FIDS signage is a separate package. PLEASE DISREGARD THE DRAWING IN ITS ENTIRETY - NO PART OF THE FIDS SHOULD BE PRICED IN THIS PACKAGE.
12	Question	Bestek/beschrijvend document	Drawings and Specification - IV Batch of question	Please confirm that the UW Monitor and its supporting bracket included in the sign type "34UW dynamic lightbox" are not included within this Package Tender Scope of Work. Whereas, if they are included, please provide us with related Technical Datasheets.	This is not part of the scope of this Tender. The Advertising, Media and FIDS signage is a separate package. NO PART OF THE FIDS SHOULD BE INCLUDED IN THIS PACKAGE 34UW INSTALLATIONS SHOULD NOT BE PRICED.
13	Question	Bestek/beschrijvend document	Drawings and Specification - IV Batch of question	Please confirm that on the front of "Balie" Counters (excluded from this Tender Scope of Work) are forecasted Illuminated Number Gate Signage, 500mm high, and that will be always no. 1 each Gate Counter, for a total quantity of 11.	This is not part of this tender scope. It is part of a future furniture package.
14	Question	Bestek/beschrijvend document	Drawings and Specification - IV Batch of question	Please confirm that on the side of "Balie" Counters (excluded from this Tender Scope of Work) there will be the option/possibility to add Illuminated Number Gate Signage, 250mm high and that, in case, will be always nos. 2 each Gate Counter, for a total quantity of 22.	This is not part of this tender scope. It is part of a future furniture package.
15	Question	Bestek/beschrijvend document	Drawings and Specification - IV Batch of question	Please better clarify the following statement related to Illuminated Number Gate Signage: "Black Acrylic numbers extrude by 10 mm from the fascia enable its sides to be illuminated in white or yellow", that is included within document ref. Technical Design update: Wayfinding, Volume 3, Employer's Requirements Part A, under New Signage.	Please also see GEN-A01-0004, p. 28 and ARC-E09-7104. Extra information: The intent is to have black acrylic letters, extruded (depth to be prototyped) with sides to be illuminated. PLEASE DISREGARD THE DRAWING IN ITS ENTIRETY - NO PART OF THE FIDS SHOULD BE PRICED IN THIS PACKAGE.
16	Question	Bestek/beschrijvend document	Drawings and Specification - III Batch of Question	For all the sign already existing on site, the scope of work is to replace only the old graphic panel with the new one? Furthermore, it is mentioned within document ref. "Employer Requirements Part A" that "For the replacement of the existing signs in the terminal the Contractor will be responsible for these items and be in full compliance with the obligations detail in Employer's Requirements Part B, Annexes 10 and 11.", however these Annexes are in Dutch language. Is it possible to have them in English?	Yes, see list 2018-06-19 Existing Signage Schedule. See attachment 1 en 2 of this Clarification note. These notes were included in the published TenderNed response, titled - Attachment 2 Note 1 - Uitvoeringsvoorwaarden OPS Terminal in English.pdf & Attachment 1 Note 1 - Programma_van_Eisen__Afzettingen_rond_werkterreinen november 2006 1_en.pdf
17	Question	Bestek/beschrijvend document	Drawings and Specification - III Batch of Question	Is it possible to have a technical/structural drawing of the existing signs with the graphic panel to be replaced?	These will be provided to the successful contractor.

18	Question	Bestek/beschrijvend document	Drawings and Specification - III Batch of Question	With reference to document "Employer Requirements Part A", section 2.2 Temporary Works, could you please specify which works are considered to be included under "Temporary Works".	Temporary Works have not been further specified in this document. The exact nature and scope shall be determined by the Contractor.
19	Question	Bestek/beschrijvend document	Drawings and Specification - III Batch of Question	In the drawings scroll notes it is mentioned the following: "All material codes that belong to the wayfinding are only applied to identify the elements. These codes do not appear in "volume 5 Description" and not in the color list." However, this is "volume 5 Description" is not included within Tender Documents. Could you please provide us with the same?	This question is not understood. PLEASE IGNORE THE VOLUME 5 REFERENCE IT IS NOT APPLICABLE AND THE SENTENCE CAN BE IGNORED.
20	Question	Bestek/beschrijvend document	Drawings and Specification - III Batch of Question	In the layout drawing ref. "PRAB-C1000-TD-ACM-ARC-E07-7103", it is identified the sign type 43.21-11, however there is no drawing of this sign type. Please provide us with the drawing of the same.	This is a drawing error, the code refers to a floor finish. Please ignore.
21	Question	Bestek/beschrijvend document	Drawings and Specification - III Batch of Question	With reference to Sign Supersized pictograms type E2300-M/F, please clarify the following description: "Acrylic pictograms are translucent white with 25mm brushed metal edging, giving them definition and enabling them to appear subtly back illumination by the facilities lighting behind." that seems not to match with the image below.	This is an error. Please use description on GEN-A01-0004 p 24.
22	Question	Bestek/beschrijvend document	Drawings and Specification - III Batch of Question	Please confirm that Sign type E550-D is only a vinyl adhesive sign.	Correct. Please see description on GEN-A01-0004 p 20
23	Question	Bestek/beschrijvend document	Drawings and Specification - III Batch of Question	Which is the difference between list included within document ref. "2018-05-30 inventarisatie borden" and list included within document ref. "2018-06-19 Existing Signage Schedule"? Is "2018-06-19 Existing Signage Schedule" the file to be considered for the complete list of all graphic panels to be replaced?	Correct.
24	Question	Bestek/beschrijvend document	Drawings and Specification - II Batch	With reference to Drawing no. PRAB-C1000-TD-ACM-ARC-E09-7103 (included within Volume 3, Part A, Section "New signage"), we note that the following sign "ultrawide screens type 64.30/51" is identified as Dynamic Light Box. Please confirm all these signs included in the Layout drawings type 64.30/51 are Dynamic Light Box.	Correct.
25	Question	Bestek/beschrijvend document	Drawings and Specification - II Batch	Drawing no. PRAB-C1000-TD-ACM-ARC-E09-7105 (included within Volume 3, Part A, Section "New signage") shows fixing system of the ceiling suspended sign to the false ceiling, please clarify precisely which is the portion of fixing system included in the Scope of Work and what it is excluded.	This is indicated on the drawing: all dotted lines indicate parts to be supplied by the General Contractor.
26	Question	Bestek/beschrijvend document	Drawings and Specification - II Batch	Is the false ceiling included in the Scope of work or not? If yes, please confirm which is the specific requirement of provision for the false ceiling.	No it is not included, it is in the General Contractor's scope.

27	Question	Bestek/beschrijvend document	Drawings and Specification - II Batch	With reference to "Employer's requirements Part A", under section 3.2 it is mentioned "The specifications have been annexed to these Employer's Requirements Part A.", however no technical specifications are included within this document. The following information for example are missing: Materials to be used for the New Signage and for Graphic to replace of the old Signage; Standards and Norms to apply, etc. .	The material required for the signs is shown on the drawings
28	Question	Bestek/beschrijvend document	Drawings and Specification - II Batch	Within document ref. "2018-03-29 SPL Terminal A-pier verwijzingen_Bordformulieren", it is missing the representation of the graphic panel of the sign "type 4621-n", that is included within the list of existing signs to be replaced.	Assume that it is the same at 4621-z for the tender document
29	Question	Bestek/beschrijvend document	Drawings and Specification - II Batch	Is the color of the graphic panel to supply for all signage (new or existing): translucent white?	Please follow the colour scheme in the tender documents
30	Question	Bestek/beschrijvend document	Drawings and Specification - II Batch	Messages and pictograms are printed on the acrylic? Which thickness has the acrylic?	Unclear to what exactly the question refers. Extra information: Messages and pictograms could be printed or use cut vinyl, please specify and price accordingly. Allowance should be made for 3-4mm thick CLASS B2 MATERIAL SUCH AS VIVAK OR PET-G., to be finalised at prototyping. Please specify and price accordingly.
31	Question	Bestek/beschrijvend document	Drawings and Specification - I Batch	Drawing no. PRAB-C1000-TD-ACM-ARC-E09-7101 (included within Volume 3, Part A, Section "New signage") shows Sign type 71.12-01, however these signs do not correspond to the description included in the "Technical design Wayfinding" on page 34 (e.g. drawings show squared edges, whereas image on page 34 of the "Technical design Wayfinding" show rounded edges). Please clarify how these signs have to be produced.	Drawings in combination with GEN-A01-0004 are leading.
32	Question	Bestek/beschrijvend document	Drawings and Specification - I Batch	2. With reference to the layout drawings (included within Volume 3, Part A, Section "New signage"), we note that all the following illuminated sign cabinets are identified as sign type 71.12-01. o crew lightbox; o directional lightbox; o facilities lightbox; o dynamic facilities light box; o location lightbox. Please confirm.	In principle: yes, except for dynamic signs. Dynamic signs are coded 64.30-51.
33	Question	Bestek/beschrijvend document	Drawings and Specification - I Batch	There is no drawing related to the "Dynamic facilities light box". Please provide us with related drawing.	Not sure where the term 'dynamic facilities lightbox' is from. However, for dynamic signs please see drawing E09-7103. Extra information: There doesn't appear to be a "Dynamic facilities light box" in the product range. Follow the bill of quantities to make a bid.

34	Question	Bestek/beschrijvend document	Drawings and Specification - I Batch	<p>Drawing no. PRAB-C1000-TD-ACM-ARC-E09-7102 (included within Volume 3, Part A, Section "New signage") shows all the following Sign type 64.30-01/11/21/31/41. These monitor supports are not included within the "Technical design Wayfinding" and either in the BOQ. However, these are included within Layout Drawings of the Phase 1.</p> <ul style="list-style-type: none"> • Please specify if these monitor supports are included within this Package Scope of work. • If yes, please confirm quantity of this type of Sign. 	See the answer to question 11.
35	Question	Aanbestedingsprocedure	"Instructions to Tenderers", point "2.12 Language" (on page 12) and "CONTRACT NOTICE – UTILITIES", point "IV.2.4 Languages" (on page 8) and "Annex B – ARN2016", point 5 (on page 5)	<p>With reference to "Instructions to Tenderers", point "2.12 Language" (on page 12) and "CONTRACT NOTICE – UTILITIES", point "IV.2.4 Languages" (on page 8), it is clearly stated that Tender and Requests have to be submitted in English. However, within "Annex B – ARN2016", point 5 (on page 5) it is also mentioned that "The documents to be submitted within the context of the procurement process must be drawn up in Dutch, unless specifically stated otherwise by the special sector company in the procurement documents." In light of the above, please confirm that English is the required/acceptable language for the Submission of the Tender.</p>	Correct. English is the language for submission the Tender.
36				<p>Het is niet mogelijk om onder item 5 de ESPD getekend te uploaden en het bestand dus groen te maken als zijnde ingevuld. Is het OK dat de ESPD getekend onder overige documenten wordt geupload en dat item 5 dus oranje blijft kleuren en niet "groen"?</p> <p>Translation: "It is not possible to upload the ESPD correctly. TenderNed doesn't give green light when we upload it, but it stays orange. Is it okay to upload the ESPD on the extra documents ("overige documenten")?"</p>	You can upload the ESPD as an extra document (overige documenten).
37				<p>We note there is written: "...black frame band with curved corners at 5-10 mm radius...", please consider that in order to reach this scope, the radius of curved corner must be minimum 10mm.</p>	Thanks for the comment.
38				<p>Please consider that the sides of signage will be not illuminated, as per red lines identified on the Sign Sketch. These will be "shadow areas".</p>	Thanks for the comment.
39				<p>Please provide us with your design intent related to the Acrylic Panels fixation system.</p>	The tenderers have all the information that is available about the Acrylic Panels fixation system.
40				<p>With reference to point 4. of the Instructions to Tenderers of this C1200 Signage Project, it is required the E-recognition. However, as per confirmation received by TenderNed Help Desk during our Company Registration to your portal, we have been told that for Foreign Company there is no E-recognition requirement, since linked to the registration to Holand Chamber of Commerce. Could you please confirm this is not a mandatory requirement in order to participate to this Tender?</p> <p>If our submission should be mandatory digitally signed, is it acceptable for us (as a Foreign Company): print-sign-scan the required documents and submit?</p>	We confirm it is acceptable to print-sign-scan and submit.

41				Please consider that, in order to enable the Tenderer to provide you with the ESPD, we need to upload the ESPD Request on the European Commission website. However the ESPD Request you provided both in .xml and .pdf format is in Dutch (see attached). Could you please provide us the same ESPD Request (pdf format) in English?	You can use the attached document to this clarification note, attachment 3. But I might be easier to use this website to generate a document: https://ec.europa.eu/tools/espd/welcome
E1				Completion date	The correct dates are in the Particular Conditions Part A and B document.
E2				LED-system	LED is an outline spec, using EUL LED as an alternative to match in with the rest of the airport would be acceptable and should be priced accordingly. Price the tender documents on this moment.
E3				Visual appearance	Visual appearance (colours, font, pictograms etc..) are the same across the airport estate, the product language and design of the sign family is an evolution to match the requirements of this project.
E4				Light plans that the emergency and Wayfinding	We send all the information we have on this moment. The tender should be priced based on the information provided in the documents issued on here. Electrical requirements have been considered, but they do not form part of this tender.
E5				Hanging elements and brackets,	The tender should be priced based on the information provided in the documents issued on here.
E6				Schiphol Standard (PvE Wayfinding)	Please note the tender should be based on the documents issued in this tender, and not on any other documents previously issued by SNBV for any other purpose.
E7				Interview	Interviews will be held on the 8th or the 9th of August with key personnel of the team of the Tenderer (face-to-face). Schiphol considers the positions of General Project Manager and On-Site Project Manager an important condition for the success of the implementation process.