

**Tender guidelines
of the
National Library of the Netherlands**

Concerning

**A public European tender for
Full text digitization of Dutch publications**

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1. Introduction and the description of assignment

These Tender Guidelines have been drawn up for the tender of the Full text digitization of Dutch publications. This document describes the assignment, as well as all the applicable requirements and conditions set in place.

1.1 The contracting authority

The Koninklijke Bibliotheek (KB) is the national library of the Netherlands. The KB's task is the care for the preservation and provision of the Dutch written and printed, and to a larger extent, digital cultural heritage. The KB is an autonomous administrative authority since 31 August 1993, financed by the Ministry of Education, Culture & Science. On 1 January 2015, the Public Library Provisions System Act (Dutch acronym: Wsob) entered into force, giving the KB a central role in the field of public libraries and the responsibility for the performance of system tasks. Under this new act, the KB also became responsible for the realization of the national digital library.

Mission statement

Driven by the power of the written word, we further intellectual development, proficiency, and creativity in the Netherlands. To this end, we seek collaboration with partners in the domains of public libraries, cultural heritage, and academics. As a national library, the KB promotes the visibility, usability, and longevity of the Dutch library collection. Unhindered access to these joint collections of publicly-financed libraries furthers the development of new ideas and allows people to build upon the ideas of their predecessors.

For more information, please go to www.kb.nl.

1.2 Information about the assignment

The KB, the National Library of the Netherlands, plans to conclude a new agreement for the Full text digitization of Dutch publications to ensure the continuity of the services. The objective of Full text digitization of Dutch publications is to find a supplier that can deliver those files according to KB's wishes, for example for the Digital Library of Dutch Literature (DBNL). DBNL digitizes books and periodicals which are then made available on the DBNL website (<https://www.dbnl.org/>).

The expected future developments in the field of Full text digitization of Dutch publications for DBNL are:

- Production process for printed collections written before 1800 (early printed books); for details refer to the award criteria;
- Continued development of data quality;
- Continued development of the production process; for details refer to the award criteria.

1.3 The assignment

The assignment includes data conversion within the digitization process of KB's primary information resources, and pertains to full text digitization of Dutch publications (titles).

At present, the KB is mainly having Dutch books and periodicals digitized that are published after 1800. Source files before 1800 are usually more difficult to convert due to the poorer quality of the files, owing to the script and characters. This material requires the Contracting Party to adopt a different approach and often involves manual processing or finishing.

The KB commissions the conversion of scans of books and periodicals to coded TEI-XML files, with an accuracy of 99.995% both in terms of transcription as well as coding and to convert non-textual parts to PNG files.

1.3.1 Scope

The following falls within the scope of this assignment:

1. Converting scans from books and periodicals to TEI-XML with a transcription. [referred to as "XML from scan without a text layer"]
2. Converting scans with a text layer from books and periodicals to TEI-XML with a transcription. [referred to as "XML from scan with text layer"]
3. Producing PNG files of images from scans of books and periodicals. [referred to as "PNG files of images"]
4. The Continued development of the data quality.
5. The Continued development of the production process.

The following falls outside the scope of this assignment:

1. Making scans of original books.

1.3.2 Size

The numbers detailed below can be delivered with regard to the assignment.

An ideal page comprises an average of 2,275 characters.

For the past four years, the number of ideal pages comprised an average total of 240,000 on an annual basis.

Description	Percentage	Number of ideal pages
XML from scan without a text layer	93%	232,500
XML from scan with text layer	6%	15,000
PNG files of images	1%	2,500

Table 1: Estimated size of the assignment per year

No rights can be derived from the numbers listed above within the meaning of minimum and/or maximum size.

1.3.3 Lots

The size of the volume of the assignment does not justify a division in lots, taking also into account the increase of the administrative burden this will entail for the client.

1.3.4 Type of contract

The objective of the tenders is to conclude an agreement with one single Contracting Party, to which the KB General Purchase Conditions of January 2018 (AIV Koninklijke Bibliotheek januari 2018) from the contracting authority apply (**Annex 1 General Purchase Conditions of the National Library of the Netherlands January 2018**).

The agreement covers a period of four years with an option for the contracting authority to unilaterally extend it under the same terms and conditions twice for a period of one year. The maximum period of the contract including extensions is six years. The expected effective date of the agreement is **30-6-2021**.

1.3.5 Revision clause

During the term of the assignment the KB reserves the right to amend the assignment as follows:

- Expansion of the size of the assignment to include other flows that fall within the current scope.

2. Procedure

2.1 General information

The assignment is being marketed under the Public Procurement Act 2012, as last amended and published in the Bulletin of Acts and Decrees (Staatsblad) on July 28th, 2017, containing rules on the procedures for awarding public contracts for works, supplies, and services (Public Procurement Act 2012), using the public tendering procedure.

The definitions in Section 1.1 of the Public Procurement Act 2012 will be used during the tendering procedure and the performance of the assignment.

2.2 General conditions

The general terms and conditions of the tenderer, however described, are expressly excluded from applicability.

2.3 Best Price-Quality Ratio

The contracting authority will award the assignment based on the Best Price-Quality Ratio (BPQR)

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2.4 TenderNed

As part of the aim of reducing administrative burdens, the entire tendering procedure will take place digitally through the TenderNed electronic platform.

All tender documents must therefore be made available through TenderNed, all communication will go through TenderNed and tenders may only be submitted through TenderNed. Tenderers are therefore responsible for submitting the digital tender. Tenders submitted other than via this tender platform will not be accepted. The risk of late submission is borne by the tenderer.

More information on the operation of TenderNed in the form of a tutorial can be found at <https://www.TenderNed.nl/e-gids/handleiding/handleiding-onderneming>. In the event of questions or uncertainties about the operation of TenderNed (such as the inability to log in or submit documents), please contact the TenderNed service desk. The TenderNed service desk can be contacted on working days from 8.30am to 4.30pm on 0800 - 836 33 76 or via servicedesk@Tenderned.nl.

Please note:

The contracting authority recommends that well before the deadline for submitting a tender you check whether your company is correctly registered on TenderNed and that a person is authorized to submit a digital tender. Otherwise you must first register as a company on TenderNed. This process can take several days to several weeks and the contracting authority has no control over it.

2.5 Contact person

The contact persons for this tender are Geert Otto and Marjo Wauben. The contact persons can be reached through the TenderNed messaging module.

No attempt is to be made to contact any persons of the contracting authority other than these contact persons with regard to this tender. If a tenderer nevertheless does so and particularly if influence appears to have been exerted, in any way whatsoever, the contracting authority is entitled to exclude the tenderer concerned from further participation in the procedure. Contact with regard to ongoing works for the contracting authority is of course permitted.

2.6 Tender documents

The tender documents comprise all the documents published on TenderNed, as well as all information shared through TenderNed.

2.7 Schedule for the tendering procedure

The schedule for the tendering procedure is as follows:

Activity	Date
Publication on TenderNed	March 12th, 2021
Latest date for submitting questions for the first question round	March 22th, 2021
Target date for publication of the first information notice	March 29th, 2021
Latest date for submitting questions for the second question round	April 2st, 2021
Target date for publication of the second information notice	April 9th, 2021
Latest date for the submission of a tender	April 22th, 2021
Target date for sending the award decision	May 10th, 2021
Supply of verification batch of Dutch titles to awarded candidate	May 11th, 2021
Return of delivery of verification batch to KB	June 3rd, 2021
End of objection period	June 2nd, 2021
Award	June 3rd, 2021
Verification period KB for the supplied batch of Dutch titles	June 3rd, 2021 – June 29th, 2021
Announcement of the result of the supplied batch	June 30th, 2021
Start date of agreement	June 30th, 2021

Table 2: Schedule

The contracting authority reserves the right to change and/or deviate from the schedule unilaterally. Such changes will be notified by means of an information notice and/or a message on TenderNed and will be incorporated in the schedule on TenderNed.

In the event of a difference between the schedule on TenderNed and the schedule in these tender guidelines, the latter will prevail.

2.8 Question rounds

Questions concerning the content and procedure of the tender can only be submitted through the TenderNed Q&A module. All questions are answered anonymously and published in the form of an information notice on TenderNed. The last information notice is published on TenderNed no later than 10 calendar days before the closing date for submission of the tender. Operators are expected to read the content of the notice.

In addition to asking questions and/or making suggestions regarding the assignment, reasoned text proposals for changes to the agreement and/or the General Purchase Conditions of the National Library of the Netherlands may also be submitted. The contracting authority reserves the right to accept text proposals, whether or not as an amended version.

Two question rounds have been scheduled for this tender. As questions for the second question round may only relate to the answers provided in the first information notice, this therefore requires a proactive and careful approach from the tenderers.

Questions can be asked up to the date and time stated in the schedule, these being defined as the date and time of receipt of the questions by the contracting authority. Any questions submitted late will in principle not be answered. The only exception is if the contracting authority considers a response to the question to be essential and necessary for all tenderers.

Deficiencies, procedural errors, conflicts, and/or objections

The tender documents have been compiled with care. If the operator nevertheless encounters conflicts and/or deficiencies among the tender documents, or between the tender documents and the text of the announcement, and/or objects to a particular section, or aspects of the procedure, the tenderer must notify the contracting authority in time, preferably during the first question round.

Timeliness

Operators are requested not to wait until the last minute before reporting deficiencies, procedural errors, conflicts, and/or objections. If, after the expiry of the period for submitting a tender, it emerges that the tender documents contain conflicts and/or deficiencies and the tender has (or the tenderers have) not reported these via TenderNed, they will be for the account and risk of the tenderer.

If an operator considers that an answer in an information notice is incorrect, this must be reported via TenderNed before the closing date for submission of a tender, or the operator must submit a complaint in accordance with the complaints procedure.

The foregoing is entirely without prejudice to the right to initiate immediate preliminary relief proceedings by serving a summons on the contracting authority, on penalty of lapse of rights. The tenderer is requested to send a copy of the served summons to the contact person.

Rules concerning questions

- The questions must be asked through the TenderNed Q&A module.

- Each question must refer clearly to the chapter, subsection, and/or annex numbers.
- All questions must be asked anonymously. This means that the tenderers do not include any company name or other company-specific details.
- **All questions must be asked separately; multiple questions must not be submitted as a single question.**
- The contracting authority is entitled not to answer any questions that are asked incorrectly.
- Any questions submitted late will in principle not be answered. The only exception is if the contracting authority considers it to be such an essential question that it requires a response for all parties involved.
- The contracting authority is entitled not to answer any questions that are asked during the second question round which do not relate to the answers provided in the first question round.
- Individual questions can only be asked if the questioner invokes Section 2.53(3) of the Public Procurement Act 2012 and justifies the request. If the contracting authority considers that the justification is insufficient, or the answer may be relevant to all parties involved, it will offer to allow the question to be asked again on a general basis.
- The conditions applying to the reporting of deficiencies, procedural errors, and/or conflicts are the same as those applying to asking questions, but these are not tied to the stated question round(s).

2.8.1 First question round

Questions for the first question round may be submitted up until the date stated in the schedule.

The questions, including the answers, will then be published on TenderNed as an anonymized information notice no later than the date stated in the schedule (target date).

2.8.2 Second question round

The second question round only serves to answer questions asked to clarify the answers provided in the first information notice.

Questions for the second question round may be submitted up until the date stated in the schedule.

The questions, including the answers, will then be published on TenderNed as an anonymized information notice no later than the date stated in the schedule (target date).

2.8.3 Individual questions

Individual questions may be asked if Section 2.53(3) of the Public Procurement Act 2012 is invoked. The asker must clearly state that the said section is being invoked. If the contracting authority judges that the question is of no economic interest justifying an individual answer, it will not be answered unless the asker agrees to the question being included in the information notice.

The answer to an individual question will be sent to the asker by means of a message on TenderNed and has the same status, including legal status, as an information notice.

2.9 General complaints procedure

The contracting authority will do its utmost to ensure that the tendering procedure is conducted as carefully as possible. In addition to the possibility of asking questions during the tendering procedure, operators, industry bodies, and interest organizations can draw attention to a particular act or omission by the contracting authority in a specific tender if it conflicts with the law or other regulations applying to the tender. Complaints may also be submitted on actions by the contracting authority that violates one or more of the principles of transparency, non-discrimination, equal treatment, and proportionality applying to tenders.

The contracting authority will follow the standard complaints procedure as described in the final version of "Complaints handling in tenders". The content of this procedure can be found at: <http://www.rijksoverheid.nl/bestanden/documenten-en-publicaties/regelingen/2013/03/07/klachtafhandeling-bij-aanbesteden/klachtenafhandeling-definitief.pdf>

Complaints are handled in accordance with III.4 of part 1 of the above "Complaints handling in tenders". The tenderer can file any complaints on the procedure in accordance with part 1 of the above "Complaints handling in tenders" by e-mail only to inkoop@kb.nl.

The complaint desk is an independent contact point in the contracting authority that makes a fresh assessment of the complaint and issues a recommendation to the contracting authority. "Independent" means that the persons working on the complaint desk are not and have not been directly involved in the tender documents or their drafting. The complaint desk only deals with disputes on tendering procedures covered by the Public Procurement Act. The tendering procedure is not halted by the submission of a complaint unless the contracting authority decides otherwise.

2.10 Submitting tenders

The tender and all required documents must be submitted via TenderNed no later than the date and time stated in the schedule. To do so the tenderer must upload the tender to the designated digital safe. No other methods of submitting the tender will be accepted.

In the event of a demonstrable malfunction of the TenderNed platform preventing the submission of the tender before the deadline, the contracting authority may decide to extend the deadline shortly before it passes. Immediately after detecting the malfunction of TenderNed, the tenderer must send an e-mail (containing any supporting information) to inkoop@kb.nl including the words "malfunction of TenderNed tender for Full text digitization of Dutch publications".

The possibility of an extension is a unilateral right of the contracting authority and expressly not an obligation. The contracting authority has no discretion to use this right once the safe has been opened, since by then it will already have knowledge of the received tenders. The tenderer remains independently responsible for the timely and correct submission of their tender. If the contracting authority decides to extend the period, all tenderers and potential tenderers will be notified of the extension. Any tenderers and potential tenderers who had already submitted a tender (on time) will be given the opportunity to amend or supplement their tender within the extension period.

After the close of the period for submitting a tender, the contracting authority will open the digital safe. No tenderer will be admitted to the opening of the safe. An automatically generated message will be drawn up on the opening of the safe, which will be sent via TenderNed.

2.11 Assessment of the tenders

The assessment of the tenders will be carried out as described below. Throughout the assessment process, the tenders will be assessed on the basis of the tenderers' submissions.

The contracting authority will first check the validity of the tenders. Submitted tenders must be unconditional and complete.

- “Unconditional” means that no conditions may be attached to the tenders. For example, if the General Purchase Conditions of the National Library of the Netherlands of the contracting authority are subject to reservations, or if the general terms and conditions of the tenderer are declared applicable in the tender, this counts as a conditional tender.
- “Complete” means that all mandatory documents have been submitted with the tender and, where required, bear the legally valid signature of an officer whose name appears in the trade register. An incomplete tender will be excluded from the remainder of the assessment procedure, unless the contracting authority deems the lack of certain information to be an apparent omission. In the context of the award criteria, the absence of any documents will in no case be deemed an apparent omission.

Tenders which are complete and submitted on time will then be assessed against the formal requirements and conditions as described in the tender documents. If the tender does not meet the requirements and conditions, it will be declared invalid and will not be included in the remainder of the assessment.

The valid tenders will then be assessed on the basis of:

- the grounds for exclusion and
- the suitability requirements.

If one or more grounds for exclusion apply to the tenderer, and/or the tenderer does not fulfil one or more suitability requirements, and/or does not comply with one or more performance conditions, the tender will be excluded from the remainder of the assessment.

The remaining tenders will be assessed by the assessment team on the basis of the award criteria described in the tender documents. A ranking of the tenders will be drawn up on the basis of this assessment.

If a tender raises questions only with regard to certain (possibly secondary) elements, the contracting authority may decide to conduct a further assessment of the tender and to carry out enquiries/checks prior to the award decision only in respect of tenderers eligible for award of the

assignment. If enquiries reveal that a tender does not meet the requirements and conditions, it will be rejected and the ranking will be recalculated.

2.11.1 Equal ranking of tenders

In the event of an equal final score, the tenderer having the highest score for the qualitative award criterion will be regarded as the first successful tenderer. If this score also proves to be a tie, the tenderer having the highest score for the overriding qualitative sub-award criterion will be regarded as the first successful tenderer. If this score also proves to be a tie, the ranking of the tenderers in question will then be decided by drawing lots.

2.12 Award procedure

2.12.1 Award Decision

All tenderers will be simultaneously informed of the results of the tendering procedure by means of a written notification of the award decision, setting out the reasons, via TenderNed. This means that a notice of rejection is sent to the rejected tenderers, setting out the reasons, with due account also being taken of the successful tenderer's justified interests with regard to the protection of their commercial interests and confidential information.

This award decision does not entail an acceptance of the tenderer's offer as referred to in Section 6:217(1) of the Dutch Civil Code).

After receiving the award decision, a rejected tenderer may bring appeal proceedings against the award decision in court. Such appeal must be filed no later than twenty days after the award decision was sent. This is an expiration term. In the case of preliminary relief proceedings, the contracting authority will postpone the award to a later date, depending on the ruling by the court in preliminary relief proceedings and/or the time and content of such ruling.

2.12.2 Verification

After the announcement of the award decision the contracting authority will, during the objection period, verify the data in the ESPDs submitted by the best-scoring tenderers and, if applicable, the third party/parties and all subcontractors. To this end, the tenderer which the contracting authority intends to select for the award, must, at the first request of the contracting authority, present the required supporting documents within seven calendar days. The contracting authority may also request this tenderer to explain the tender at a verification interview. The contracting authority will also supply to the awarded tenderer a verification batch (approximately half of the monthly volume) to be processed. This batch has to be handled as normal production and the end product to be sent to the contracting authority for further investigation. The final contract award is depending on the quality of the requested products in all aspects. The contracting authority may also request this tenderer to explain the quality of the requested products in the production batch at a verification interview.

2.12.3 Award

If it is conclusively established that the tenderer meets all the requirements and none of the rejected tenderers have, within twenty calendar days after the sending of the award decision, objected to the award decision by having a summons (for preliminary relief or other proceedings)

served on the contracting authority, the tenderer will be awarded the assignment and the agreement will be signed.

In the event that a contracting party intended for selection does not meet or ceases to meet the specified requirements and/or conditions, or if so ruled by the competent court in preliminary relief proceedings, the contracting authority may take a new award decision. In that case, the new announcement of the award decision will be sent simultaneously to all tenderers and the objection period of **twenty** calendar days will again apply.

If, in the situations referred to above, preliminary relief proceedings have been brought in time, the contracting authority will not make its decision until the competent court in preliminary relief proceedings has issued its ruling.

2.13 Conditions

2.13.1 *Declaring unconditional*

The tenderer's tender will be valid for at least **150** days from the day on which the deadline for submission of tenders has expired. If preliminary relief proceedings are instituted against this tendering procedure, the term of validity for tenders will automatically be extended to **60** calendar days after the court ruling. Otherwise, the contracting authority reserves the right to request the tenderers to extend the term of validity.

2.13.2 *Language*

The working language throughout the tendering procedure is English, for both written and spoken communications. The tender must be submitted in English. The only exception is for official supporting documents supplied in the language of issue; these must be accompanied by a certified translation into English by a sworn interpreter/translator. During the performance of the assignment all employees and representatives who are responsible for its performance must use spoken and written English in their contacts with the contracting authority.

2.13.3 *Use of brand names, types, or patents*

The contracting authority has no preference for a particular operator, nor for particular brands, types, manufacturers, origins etc. If any condition, requirement, and/or award criterion in the tender documents is (or appears to be) related to a particular manufacturer, provenance, working method, brand, patent, type, origin, or production, this must be read as "or equivalent".

If a tenderer considers that there is equivalence, this must be demonstrated at the first request of the contracting authority by the presentation of documents evidencing such equivalence.

2.13.4 *Reservations with regard to the tender*

The contracting authority reserves the right, without being liable to pay any compensation whatsoever, before the final award:

- i. to suspend or terminate the procedure early;
- ii. not to award all or part of the assignment;
- iii. to amend the schedule;
- iv. to withdraw and/or revise the award decision.

2.13.5 Changes by the tenderer

During the tender process the tenderer must keep the contracting authority informed, on a solicited and unsolicited basis, of developments with regard to their organization that may be of importance to the contracting authority in assessing the information provided by the tenderer. Such developments include material negative changes in the financial information provided by tenderer, reorganizations, and changes of ownership structure.

2.13.6 Competition

The tenderer must refrain from conduct that restricts competition between tenderers. In particular, the tenderer will not exchange any information on their tender with other tenderers, or with third parties.

2.13.7 Costs

The contracting authority will not reimburse any costs associated with the drafting and submission of the tender, even in the event of termination of the tendering procedure.

2.13.8 Applicable law and disputes

Both this tendering procedure and the prospective agreement are governed by the law of the Netherlands. All disputes arising from the present tendering procedure and from the prospective agreement will be settled exclusively by the competent court in The Hague.

2.13.9 Provisions concerning taxes, environmental protection, employment protection, and employment conditions

Tenderers can obtain information on obligations resulting from provisions on tax, environmental protection, employment protection, and employment conditions as referred to in Section 2.81 of the Public Procurement Act 2012 that apply in the Netherlands at <http://www.rijksoverheid.nl> under 'Ministries':

- with regard to taxes from the Ministry of Finance;
- with regard to environmental protection from the Ministry of Infrastructure and the Environment;
- with regard to employment services and employment conditions from the Ministry of Social Affairs and Employment.

By means of the ESPD, the tenderer declares that they comply with all obligations under provisions on tax, environmental protection, employment protection, and employment conditions in force in the Netherlands. The submission of an incomplete or amended ESPD will lead to exclusion.

2.13.10 Withdrawal of and/or additions to the tender

It is not possible for the tenderer to withdraw their tender once the closing date and the closing time have expired. Nor may any further additions be made to a tender after the closing date and the closing time have expired, unless the contracting authority has issued a request to that effect. The tenderer cannot derive any rights to the assignment from such a request.

The contracting authority may require the tenderer to explain their request in more detail, to add to it, and/or to provide supporting documents. It is expressly noted that this does not amount to giving the tenderer a second chance. An addition assumes that the content of the tender will remain unchanged and that the tenderer will further specify the tender solely in respect of the requested elements so as to give the contracting authority a clearer picture of what has been offered.

2.13.11 *Manipulative tenders*

Tenderers must offer fair and competitive prices. A fair price means that the price must reflect reality or comprise a link between the (partial) prices and the costs of the underlying services. If, in the opinion of the contracting authority, there are unacceptably high or abnormally low prices, the tenderer will be given the opportunity to justify why these are not to be considered unacceptably high or abnormally low prices on the basis of the concrete observations of the contracting authority. The tenderer will in any event address the aspects referred to in Section 2.116(2) of the Public Procurement Act 2012. The fact that a rate higher than the minimum has been offered on other prices and/or has been compensated for by the higher prices does not constitute sufficient justification.

If the tender and/or the justification shows that the tenderer has manipulated the assessment methodology/formula, the tender will be excluded from the tendering procedure.

An example of a manipulative tender is when the tenderer manipulates the assessment system in such a way that it disrupts the intended objective. A tender is in any case, but not exclusively, manipulative in nature if one or more rates frustrates the formula applied.

2.14 Invalid tender

A tender will be declared invalid and consequently no longer considered for award if:

- The tender has not been submitted in time; this is only possible in a situation in which the contracting authority has agreed to the tender being submitted by a means other than TenderNed. If the tender has to be submitted via TenderNed, the closure of the digital safe means late submission of tender is not possible;
- The tender does not comply with all the conditions and requirements set by the contracting authority as included in the tender documents;
- The tender has been submitted conditionally or with reservations, or the requested information has not been provided, or the supplied information is incomplete or inaccurate.

In the case of an apparent omission or a minor error, however, the contracting authority may request the tenderer to rectify the tender.

3. Requirements applicable to the tenderer

3.1 Capacity of the tenderer

Persons and legal entities may only submit one tender, be it as an individual tenderer, a partnership, or a subcontractor; subcontractors and/or a third party/third parties may be used.

If a company is participating in the tendering procedure both as a tenderer and as a subcontractor to another tender, the contracting authority will only assess the tender in which the tenderer is participating as a subcontractor and this company's tender will be rejected and excluded from further participation in the tendering procedure.

A parent or holding company must not submit a tender with multiple units of the same group or holding company, or have a participating interest in other companies submitting a tender. If multiple legal entities in a single holding company submit a tender, all these legal entities can be excluded, unless when submitting the tender, or within the first request of the contracting Authority (within 6 working days after noticed by the contracting authority, it is demonstrated to the satisfaction of the contracting authority that sufficient and appropriate measures have been taken to prevent unfair competition. The following companies are viewed as a single unit:

- companies associated in the manner referred to in Section 2:24a of the Dutch Civil Code; or
- companies associated in a group as referred to in Section 2:24b of the Dutch Civil Code; or
- companies associated under foreign law comparable to Section 2:24a or 2:24b of the Dutch Civil Code.

3.1.1 Partnerships

Combinations of operators (Part II A "Method of participation" ESPD) can participate in this tendering procedure provided they do so in accordance with the principles of competition law (see: Policy Rules of the Minister of Economic Affairs of September 11th, 2009, no. WJZ/9153048, concerning the application by the Board of the *Nederlandse Mededingingsautoriteit* (Dutch Competition Authority) of Section 6 of the Competition Act with regard to Combination Agreements (Policy rules for Combination Agreements 2009), Government Gazette 2009, 14082).

3.1.2 Use of third parties

Technical competence

If the tenderer uses a third party/third parties, including the holding company/group to which the tenderer belongs, for technical competence, this must be stated in the ESPD (Part II C). The grounds for exclusion, performance conditions, and the suitability requirements that apply to the tenderer also apply to the third party/parties.

The third party/parties and/or subcontractor(s) which the tenderer uses for technical competence must also actually perform the works to which such technical competence relates during the performance of the assignment, unless expressly stated otherwise.

Supporting documents to be supplied at the tendering process

- A completed and unamended ESPD of such third party/parties;
- Proof of registration of the company in the national register of professions/trades (**Chamber of Commerce extract**) that is no older than six months on the date of submission of the tender. This proof must include the tenderer's up-to-date details and the tenderer must supply any additional documents evidencing the legal validity of the tenderer's signature (bylaws, power(s) of attorney, etc.);
- Evidence concerning the suitability requirements for the technical competence for which the tenderer uses such third party/parties.

Supporting documents to be supplied at the first request

- Evidence concerning grounds for exclusion of such third party/parties.

Financial and/or economic strength

If the tenderer uses a third party (including the holding company/group of which the tenderer is part) for financial and/or economic strength, this must be stated on the ESPD (Part II C). The grounds for exclusion that apply to the tenderer also apply to such third party.

Please note: if a tenderer is part of a group and its results are included in consolidated financial statements, the contracting authority considers that this constitutes use of the financial and/or economic strength of a third party (namely the consolidating company).

Supporting documents to be supplied at the tendering process

- Declaration in accordance with Section 2:403(1)(f) of the Dutch Civil Code, or
- Completed and duly signed declaration of joint and several liability **<Joint and several liability> Annex)**
- A completed and unamended ESPD of such third party/parties;
- Proof of registration of the company in the national register of professions/trades (**Chamber of Commerce extract**) that is no older than six months on the date of submission of the tender. This proof must include the tenderer's up-to-date details and the tenderer must supply any additional documents evidencing the legal validity of the tenderer's signature (bylaws, power(s) of attorney, etc.).

Supporting documents to be supplied at the first request

- If no declaration has been submitted in accordance with Section 2:403(1)(f) of the Dutch Civil Code: All evidence concerning the grounds for exclusion of such third party/parties, or
- If a declaration has been submitted in accordance with Section 2:403(1)(f) of the Dutch Civil Code: A Certificate of Conduct for Procurement issued by the Ministry of Justice and Security, as referred to in Section 4.1 of the Public Procurement Act 2012, which is no older than 24 months.

3.1.3 Subcontractors

If during the performance of the assignment a tenderer outsources parts of the assignment to subcontractors which they do not use to meet the suitability requirements, the tenderer must name such subcontractor(s) and the tasks it/they will perform in the ESPD (Part II D).

3.2 European Single Procurement Document

The tenderer must complete the European Single Procurement Document, hereinafter: ESPD, and submit it with the tender.

By submitting the completed ESPD the tenderer declares that none of the grounds for exclusion apply to them and that the tenderer fulfils the stated suitability requirements. Submitting the ESPD whilst incomplete and/or making changes to the ESPD will lead to exclusion.

In the case of a partnership all participating companies must complete the ESPD and submit it with the tender. This also applies to any third party/parties used to fulfil the suitability requirements, **as well as to all subcontractors.**

3.3 Grounds for exclusion

By submitting the ESPD with the submission of the tender, the tenderer declares that none of the grounds for exclusion stated therein apply to the tenderer.

If one or more of the grounds for exclusion stated in the European Single Procurement Document do nevertheless apply to the tenderer, the tenderer may be excluded from further participation in the tendering procedure. The contracting authority must provide an opportunity for a tenderer to whom a ground for exclusion applies as referred to in Section 2.86(1) or (3) of the Public Procurement Act 2012 or Section 2.87 of the Public Procurement Act 2012 to prove that they have taken sufficient confidence-building measures to demonstrate their reliability. If the contracting authority considers such proof sufficient, the tenderer concerned will not be excluded.

Supporting documents to be supplied at the tendering process

- A completed and unamended ESPD;
Proof of registration of the company in the national register of professions/trades (**Chamber of Commerce extract**) that is no older than six months on the date of submission of the tender. This proof must include the tenderer's up-to-date details and the tenderer must supply any additional documents evidencing the legal validity of the tenderer's signature (power(s) of attorney).

Supporting documents to be supplied at the first request

- A Certificate of Conduct for Procurement issued by the Ministry of Justice and Security, as referred to in Section 4.1 of the Public Procurement Act 2012, which is no older than 24 months on the date of submission of the tender.
- A **declaration by the Dutch Tax and Customs Administration** showing that the tenderer is fulfilling their obligations to pay tax or social security contributions, such declaration being no older than six months on the date of submission of the tender.

If a tenderer is not based in the Netherlands and thus cannot issue the above supporting document, they may issue a sworn or solemn statement to a competent legal authority, civil-law notary, or competent professional organization of the country of origin.

In the case of a partnership, all participating companies must submit the requested supporting documents. This also applies to any third party/parties used to meet the suitability requirements.

3.4 Suitability requirements

The tenderer declares by means of the ESPD (Part IV) that they fulfil the suitability requirements stated below.

If the tenderer cannot fulfil one or more of the stated suitability requirements, the tender is excluded from participation or further participation in the tendering procedure.

3.4.1 Professional competence

Registration in professional or trade register

The tenderer's company must be registered in the professional or trade register in accordance with the regulations of the member state in which they are established.

Supporting documents to be supplied at the tendering process

- Proof of registration of the company in the national register of professions/trades (**Chamber of Commerce extract**) that is no older than six months on the date of submission of the tender. This proof must include the tenderer's up-to-date details and the tenderer must supply any additional documents evidencing the legal validity of the tenderer's signature (power(s) of attorney).

3.4.2 Financial and economic strength

Proof of corporate liability insurance

The tenderer has insurance providing adequate cover for corporate liability towards the client, in any case up to an amount of €1,500,000 per loss event subject to an annual maximum of €3,000,000 for direct loss.

In the case of a partnership (combination), this requirement applies to the partnership as a whole if a joint liability insurance has been effected, or individually for each member of the combination if there is no joint liability insurance.

Supporting documents to be supplied at the first request

- A copy of a recent, valid, and relevant liability insurance policy (no older than twelve months on the date of submission of the tender), or a declaration by the insurance company specifying the cover with regard to this liability. The requested policy or declaration must clearly show that the tenderer is insured, both for their own acts/omissions and for the subcontractor(s) or third party/parties they employ.

3.4.3 *Technical and professional competence*

Core competence

The tenderer has the various core competences needed to fulfil the assignment. The tenderer is asked to demonstrate the following core competences by means of one reference or two references at most:

- *Core competence*

The tenderer has demonstrable experience in

- (1) scan-to-text conversions with a 99.995% transcription accuracy;
- (2) based on XML or TEI-XML,
- (3) including the conversion of images.

This experience must be demonstrated by at least one reference, or two references at most.

Description of similar assignments must relate to similar material, i.e. books, periodicals, of a minimum size of 100,000 pages. The assignment must have been performed within the past three years and to its client's satisfaction.

The tenderer's reference assignment must state which element of the core competence is being met.

The KB will verify the reference with the designated contact person of the client for whom the assignment reference has been performed. In order to be able to verify, the reference assignment must include the full, correct and up-to-date contact details of the contact person. This check can be done without further approval of and consultation with the tenderer. The tenderer must notify the contact person of the organization providing the reference of the fact that he or she can be contacted by the KB within this context.

An assignment to which a reference refers must meet the following conditions:

- If references are used in which the tenderer or subcontractor performed the assignment to which the reference refers jointly with another supplier, the part performed by the tenderer or the subcontractor must be clearly stated. Only the part of the assignment to which the reference relates that has actually been performed may be used. If the tenderer nevertheless wishes to use the full reference, the operator referred to in the reference must be used as a subcontractor in the performance of the present assignment.
- In the case of a partnership, all participating companies must jointly meet the core competence. The consortium partner used for a core competence must actually also perform the works to which such core competence relates during the performance of the assignment.
- If a tenderer relies partly on the technical competence of a third party/third parties for the assessment of the technical competence (references), the submitted references must clearly state which part of the assignment was performed by the tenderer and which part by the third party concerned. Each reference must clearly state which organization performed the assignment to

which the reference relates. The third party used for a core competence must actually also perform the works to which such core competence relates during the performance of the assignment.

- The assignment(s) of the reference are recent assignments. That means that the assignment to which the reference relates was performed no longer than three years ago, or is being performed when the tender is issued. If the assignment used has not yet not been completed, only the results actually achieved under the current agreement may be cited.
- The tenderer is aware of this and agrees that the contracting authority reserves the right, without the intervention of the tenderer, to verify the accuracy of all information provided concerning the reference(s) (with the referee) and/or to request more detailed supporting documents from the tenderer, such as proof of the duration of the agreement and proof of the size of the reference assignment.

Supporting documents to be supplied at the tendering process

- For each reference assignment a completed and duly signed reference declaration in accordance with the format of the **Reference format Annex**.

Quality assurance

By submitting a tender, the tenderer declares that their quality assurance system complies with the European NEN/ISO 9001:2015 series of standards or an equivalent quality assurance system.

Supporting documents to be supplied at the first request

- A copy of the most recent, valid quality certificate stating the year of introduction and expiration, issued by a certified body as referred to in Section 2.96 of the Public Procurement Act 2012, or;
- If the tenderer has an equivalent certified quality assurance system, based on a standard other than NEN/ISO 9001:2015: A copy of the certificate issued by the certified body as referred to in Section 2.96 of the Public Procurement Act and substantiated explanatory notes detailing the points on which and the degree to which the system corresponds to and/or differs from the applicable NEN/ISO 9001:2015 system. These explanatory notes must cover the following subjects:
 - vision on quality assurance;
 - quality assurance systems;
 - procedure for handling anomalies;
 - procedure for handling complaints;
 - method of evaluation or self-evaluation and improvement measures;
 - a declaration that the management endorses and verifies this description and working method;
 - description of the quality assurance measures.

or;

- If no certificate can be supplied: A description of the measures showing that quality has been sufficiently assured and stating the measures taken to optimize quality. These explanatory notes must cover the following subjects: vision on quality assurance;
 - quality assurance systems;

- procedure for handling anomalies;
- procedure for handling complaints;
- method of evaluation or self-evaluation and improvement measures;
- a declaration that the management endorses and verifies this description and working method;
- description of the quality assurance measures.

4. Award

4.1 Most economically advantageous offer

The agreement is awarded to the tenderer having presented the most economically advantageous tender based on the best price-quality ratio (BPQR). The award methodology selected will be used to determine the BPQR.

4.1.1 Award methodology

The price quoted will be assessed quantitatively.

The lowest tender price sets the minimum price, and will receive the maximum amount of price points. Subscriber may not charge additional costs.

For this tender, the ranking the lowest price determines how many points will be awarded. This is calculated as follows:

Ranking based on lowest price	Awarded Points
1ste place	200
2nd place	175
3th place	150
4th place	125
5th place	100
6th place	75
7th place	50
8th place	25
9th place or lower	0

Table 3: Price Ranking

If two parties or more offer an equal amount, they both receive the points corresponding to the position in the ranking. Example: Party X and Party Y have offered the lowest amount of € 10,000. They both receive 200 points. Party Z follows with € 12,500. Party Z comes in 3rd place and receives 150 points.

4.2 Qualitative award criterion

Award criteria and sub-award criteria

In order to determine the BPQR, the contracting authority has decided on the award criteria and sub-award criteria listed in the table below, each with its own weighting.

Award criterion	Sub-award criteria	Points
Financially	Tender price	200
Qualitatively	Production process	400
	Description of innovation	300
	Description of sustainability	100
Total		1000

Table 4: Award criteria, sub-award criteria and weighting

4.2.1 Sub-award criteria

The qualitative award criterion consists of the sub-award criteria described in this subsection, which are all assessed independently of each other.

The methodology used is the weighted factor analysis. The assessment is done on the basis of the table below.

Description of Assessment	Score	Percentage
The element is excellently elaborated on all requested components, inspires confidence and demonstrates customization. The elaboration further demonstrates a substantial ability to identify with the Assignment and problem definition of the KB. The elaboration creates added value (extras) for the Client and can actually be achieved.	++	100
The element is well elaborated on all requested components, inspires confidence and demonstrates customization. The elaboration further demonstrates an ability to identify with the Assignment and problem definition of the KB. The elaboration can actually be achieved.	+	80
The element is sufficiently elaborated on all requested components, inspires confidence and demonstrates customization for the most part. The elaboration further demonstrates an ability to identify with the Assignment and problem definition of the KB. The elaboration can actually be achieved.	+/-	60
The element is partly elaborated though not in all aspects, demonstrates insufficient ability to identify with the Assignment and problem definition of the KB. The elaboration can actually be achieved or partly achieved.	-	40

The element is not included or insufficiently elaborated and does not demonstrate the ability to identify with the Assignment and problem definition of the KB. The element lacks sufficient confidence in the Tenderer's approach or its feasibility cannot be demonstrated.	--	0
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Example: a tenderer scores an + on the basis of the following consensus assessment: The element is well elaborated on all requested components, inspires confidence and demonstrates customization. The elaboration further demonstrates an ability to identify with the Assignment and problem definition of the KB. The elaboration can actually be achieved.

This tenderer scores an + on the qualitative sub-award criterion and thus 80 percentage of the maximum score associated with that sub-award criterion.

Sub-award criterion 1 Production process including quality and communication.

<p>Requested performance Production process including quality and communication.</p>
<p>Objectives for the KB</p> <ol style="list-style-type: none"> 1. Effective reporting and communication on the quality of the production, in such a way that the KB may refrain from quality checks on incoming production, and is kept up to date on the delivery times and any problems. 2. Making titles available on the website in different formats with the minimum requirements set out in the Program of Requirements. 3. Insight into the production process of the tenderer and the quality of the output, in such a way that the KB gains confidence in the quality supplied by the contracting party.
<p>Award criterion</p> <p>Process Describe the Contracting Party's current project methodology. Describe the manner in which the Contracting Party will make process improvements to achieve the level for coding as set out in the Program of Requirements (99.995%). Describe how quickly the Contracting Party can reach a coding quality level of 99.995%. Briefly describe the main activities of the production process, including lead times. Describe the expertise that the Contracting Party will lend to achieve timely deliveries.</p> <p>Communication Describe the timeline, the subjects and the manner in which consultations should be held with the client. Describe the manner in which the reporting to the client takes place on the quality of the delivery of the requested products, also see SLA.</p> <p>Quality Describe how you demonstrate and provide proof per batch that the required quality standard has been achieved. Describe how the optimum quality service will be achieved in accordance with the Program of Requirements.</p>

Describe which performance indicators, such as delivery speed and reliability, will be applied to meet the quality requirements.
Other Describe which support the Contracting Party expects from the KB. Describe which risks the Contracting Party anticipates. Describe which precautionary measures the Contracting Party suggests to minimize these risks. Describe the set-up of the process of continuous improvement, thereby in any event paying attention to how you are to monitor for possible errors.
How to submit: a maximum of sixteen (16) A4 pages for criterion 1 and 2 together
Manner of assessment: assessment by assessment team, see subsection 4.2.2
Weighting: 400 Points

Sub-award criterion 2 Description of innovation

Requested performances As part of its cooperation with the KB, the Contracting Party thinks along with and participates in: <ol style="list-style-type: none">1. The development of an automatic or semiautomatic process for the processing of early printed books (titles ca. 1600-1800).2. Continued development of data quality.3. Continued development of the current production process.
Objectives for the KB <ol style="list-style-type: none">1. The processing of early printed books with the same quality requirements and delivery times as the titles from after 1800 (see Program of Requirements).2. The continued development of the data quality: to arrive at the highest level of quality for all types of products to be delivered.3. Continued development of process quality: achieving an optimal ratio of cost to production volume.
Award criterion a) The development of an automatic or semiautomatic process for the processing of early printed books. The Contracting Party describes its contribution towards the development of an automatic or a semiautomatic process for the processing of early printed books. The early printed books, in addition to the roman printing letter, may also contain fraktur, gothic script and in rare cases civilité. The Contracting Party describes how these titles can be processed at the same conditions as for the core of this tender, namely XML from scan with or without text layer. The Contracting Party describes its process in reference to this material, thereby taking the following specifications into consideration: - scans have the same specifications as the regular process

- the language is primarily Dutch, sometimes Latin and Greek
- paper may be discolored, the letter less legible

Continued development of Data and process quality: the Contracting Party is proactive in terms of suggesting areas for improvement within the current process. The Contract Party also thinks along and cooperates with the KB to increase the quality and efficiency of the current process and the output.

Continued development of data quality. The Contracting Party describes its vision and a specific improvement plan for improving the data quality. This improvement plan will include, as a minimum, how the Contracting Party arrives at the highest attainable quality for all types of products during the process: a) Images, e.g. resolution, format; b) Transcription; c) XML, e.g. transition from standard P4 to P5. It also describes the role of the KB.

- b) Continued development of process quality. The Contracting Party describes how and to what extent it can contribute and describes KB's role in this. The KB is considering reducing costs and/or increasing the production volume.

The Contracting Party will consider, for example,

- o a different delivery process (transport and content) by the KB and/or Contracting Party
- o a reduction of the administrative burden,
- o a new way of delivering instructions etc.

How to submit: a maximum of sixteen (16) A4 pages for criterion 1 and 2 together

Manner of assessment: assessment by assessment team, see subsection 4.2.2

Weighting: 300 points

Sub-award criterion 3 Description of sustainability

Requested performance

Contributing to the sustainability objectives of the KB

Objectives for the KB

The KB is not only committed to building society's social foundation, guided by the sustainable development goals of the United Nations, but also to operating in a sustainable and durable manner. This will be explicitly pursued in our cooperation with Contracting Parties. The KB strives to contribute to the Paris Agreement on Climate Change and to the Netherlands' ambition to be a circular economy in 2050.

Award criterion

1. Does the Contracting Party's organization have a sustainability policy? If so, what are the key elements of that policy?
2. Are there similarities between the Contracting Party's sustainability policy and KB's policy? If so, what are these similarities?
3. Describe the manner in which the Contracting Party is to set up the services to be provided and the environment in a sustainable manner and thus contribute to the sustainability objectives of the KB.

<p>See https://www.kb.nl/sites/default/files/docs/kbnb_beleidsplan-eng.pdf</p> <p>NOTE: Additional criteria</p> <ul style="list-style-type: none"> • Every Tenderer needs to state in which countries the documents will be processed and verified. • In case Tenderer uses countries outside the EU to process and verify documents, Tenderer is required to supply sufficient evidence to assure that all working conditions including child labor are according to the European Standards. <p>This will be a knock out criteria.</p> <ul style="list-style-type: none"> - If no statement has been provided as in which countries the documents are processed and verified, or - in case Tenderer uses countries outside the EU to process and verify documents and the guarantees are insufficient <p>Tenderer will be excluded from (further) participation in the tendering procedure!</p>
How to submit: a maximum of two A4 page
Manner of assessment: assessment by assessment team, see subsection 4.2.2
Weighting: 100 points

4.2.2 Assessment

The qualitative sub-award criteria will be assessed using the assessment method described in this subsection. The assessment will be conducted by the assessment team.

Assessment team

The contracting authority will appoint an assessment team comprising persons whose professionalism enables them to assess the tenders against the award criteria and sub-award criteria. The assessment begins by assessing the qualitative sub-awarding criteria. Only after the final score for the qualitative award criterion has been determined, will the financial award criterion be added and assessed by the process supervisor. The qualitative award criterion and the financial award criterion will therefore each be assessed separately.

Assessment of open questions

- The members of the team first assess the tenders individually and award their 'own' score for the qualitative sub-award criteria based on the possible scores stated in the sub-award criterion.
- Differences between the individual scores are discussed and may be grounds for amending an individual score and/or requesting a more detailed explanation of the aspect concerned from the tenderer, to ensure that the awarded score is based on the correct information.
- An assessment is then made for each tender and per qualitative sub-award criteria, with the members of the assessment team jointly arriving at a final score based on consensus.
- In this method, it is not necessary for one of the tenderers to obtain the highest or lowest score, and multiple tenderers can obtain the same score.

Conditions for answering open questions

- The answer to the open question must not contain any business identifier. This means the document must be fully anonymized or must not be traceable to the name of the tenderer.
- All descriptions with regard to the qualitative sub-award criterion must appear in the Arial font, with a minimum point size of ten. Any description not meeting this requirement will not be assessed.
- If a description (including figures, tables, etc.) is longer than the permitted number of A4 pages, it will only be assessed for the permitted number of A4 pages (counting from the beginning), after which the remaining A4 pages will be disregarded.
- Cover sheets and tables of contents do not count as pages and will not be included in the assessment.
- Answers must not refer to other documents, whether or not submitted with the tender.
- The answer must relate to an MS Word/PDF document.
- If the tenderer fails to comply with the conditions, the contracting authority is entitled to award no points for the sub-award criterion concerned.

4.2.3 Minimum score for the qualitative award criterion

If a tenderer scores **less than 240 points** for the sub-award criterion **Production process including quality and communication**, they are **excluded** from further participation (knockout criterion).

4.3 Financial Award Criterion

4.3.1 Assessment

The assessment of the financial award criterion takes place on the basis of the total value of the tender price for the performance of the assignment. This total price follows from the Price Sheet (**Price Sheet Annex 3**).

Conditions for filling out the price sheet

The tender price will only be assessed if no misuse is made of the award methodology and if the conditions below are met. If this is not the case, the tender will be declared invalid and excluded from participation or further participation in the tendering procedure.

- prices are offered in euros, rounded up or down to two decimals, exclusive of Dutch VAT and including all additional costs;
- no negative prices and/or zero prices may be offered;
- a price must be offered for each requested component;
- prices must be realistic;
- extreme low prices may be checked, meaning that the Contracting Party must demonstrate within three working days and in writing, at the first request of the contracting authority, that the market conformity of all individual prices is guaranteed. In any case, there is no market conformity if one or more prices are offered below cost.
- the price sheet may not be adjusted in any way whatsoever;

- Prices are fixed during the initial term of the agreement. (no indexations allowed.)
- All numbers mentioned in the tender documents are indications based on current use. No rights can be granted to this.

5. Summary of documents to be supplied

The tables below summarize which documents the tenderer must submit with the tender, as well as the documents which must be supplied within seven calendar days by the tenderer or tenderers whom the contracting authority intends to select.

	Submitting the tender	At first request within seven calendar days
Grounds for exclusion	<ul style="list-style-type: none"> - ESPD(s) - Chamber of Commerce extract(s) - Power(s) of attorney, bylaws, etc. <i>(if applicable)</i> 	<ul style="list-style-type: none"> - Certificate of Conduct for Procurement - Declaration by the Dutch Tax and Customs Administration
Suitability requirements	<ul style="list-style-type: none"> - 403 Declaration or declaration of joint and several liability, plus ESPD and Chamber of Commerce extract <i>(if applicable)</i> - Reference statement(s) 	<ul style="list-style-type: none"> - Liability insurance policy - ISO 9001:2015 certificate or equivalent
Award criteria	<ul style="list-style-type: none"> - Price sheet - Answer to sub-award criterion no. 1 - Answer to sub-award criterion no. 2 - Answer to sub-award criterion no. 3 	

Table 5: Summary of documents

Please note:

- If there is a partnership and/or if a third party or third parties is/are used to meet the suitability requirements and/or subcontracting takes place, an ESPD and Chamber of Commerce extract(s) must be submitted with the tender for all participants in the partnership and/or the third party or third parties used to meet the suitability requirements and/or subcontractors. In that case, the supporting documents associated with such ESPD(s) must be submitted at the first request within seven calendar days.
- The application procedure for the evidence in question (such as the Certificate of Conduct for Procurement) may take longer than seven calendar days; this may mean that the documents have to be applied for from the respective bodies earlier than the first request from the contracting authority.

6. Annex

Annex 1 General Purchase Conditions of the National Library of the Netherlands January 2018

Annex 2 Joint and several liability

Annex 3 Price Sheet

Annex 4 Draft Contract

Annex 5 Program of Requirements

Annex 6 Draft SLA

Annex 7 Reference format