

Market Consultation Document

by



for the

Expected European tender procedure

for

Autonomous Wheelchairs



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1. Foreword

This is the Market Consultation Document by SNBV for the Market Consultation for Autonomous Wheelchairs.

SNBV sets great store by your knowledge and information and asks you to contribute your thoughts and ideas by means of this Market Consultation.

2. The SNBV organisation

2.1. The organisation

Schiphol Nederland B.V. (SNBV) is part of Royal Schiphol Group N.V. Royal Schiphol Group N.V. conducts its activities under the name Royal Schiphol Group. The Royal Schiphol Group includes SNBV's other business units and/or subsidiaries, such as the regional airports (Eindhoven Airport, Lelystad Airport and Rotterdam The Hague Airport).

2.2. Mission & vision

The mission statement is "Connecting Your World". Because we are 'innovators' and have the ambition to create the world's most 'sustainable' and 'high quality' airport. We therefore organize 'inspiring journeys' and we do so with the principles of 'safety first' and 'working proudly with our customers and stakeholders with the best people'.

Our vision is based on strengthening our fundamental 'qualities': Quality of Network, Quality of Environment and Quality of Service. Safety and a strong organisation are the two core factors for the three 'qualities'.

2.3. Contract-awarding Business Units

The Business Unit who is rewarding, is responsible for the passenger process, including the process for People with Reduced Mobility. In 2035, Schiphol envisions providing an accessible, seamless, autonomous and dignified travel experience for all passengers, regardless of their physical, sensory, or cognitive abilities. Schiphol aims to not only meet legal requirements but also exceed them to ensure that all passengers have access to equivalent services and facilities.

Schiphol Airport is renowned for its commitment to inclusivity and accessibility for all passengers. Here are some of the ways Schiphol ensures it accommodates everyone:

1. Accessibility Features:
 - a. Physical Accessibility: Schiphol is designed to be accessible to passengers with reduced mobility. This includes ramps, elevators, and accessible toilets throughout the airport.
 - b. Assistance Services: Passengers can request assistance in advance or ad hoc by a designated callpoint, ensuring they receive help from arrival to departure, including (autonomous) wheelchair services and personal assistance. It always about personal freedom of movement and choice.
 - c. Parking: There are designated parking spots for disabled passengers, located close to the terminal entrances.
2. Services for Passengers with Disabilities:
 - a. Hearing Impairments: Induction loops are available at various points, and there are visual paging systems for important announcements.
 - b. Visual Impairments: Tactile guide paths and information in braille are provided to assist visually impaired passengers.
 - c. Special Assistance waiting area: Schiphol offers special assistance lounges where persons with disabilities can wait comfortably for their flight.
3. Inclusive Design:
 - a. Clear Signage: Signs are designed to be clear and easy to read, with international symbols used to aid comprehension for non-Dutch speakers and those with cognitive disabilities.
 - b. Multi-Language Support: Information is provided in multiple languages to cater to the diverse range of international passengers.
4. Training and Awareness:
 - a. Staff Training: Airport staff are trained to be aware of the needs of diverse passengers and to provide assistance in a respectful and effective manner.

By implementing these features and continually seeking to improve its services and adding more services, Schiphol Airport strives to create an inclusive environment that ensures all passengers have a comfortable and seamless travel experience.

3. The Market Consultation

3.1. The purpose of the Market Consultation

The purpose of this Market Consultation is to gain insights and knowledge of the market and the opportunities, prior to the proposed tender procedure. SNBV wants to reach as many market parties as possible, to engage their interest and to encourage them to contribute ideas. Where relevant, SNBV can then use the insights it obtains to prepare the tender and the tender documents.

SNBV emphasizes that this Market Consultation is not part of the tender procedure itself.

3.2. Principles of the Market Consultation

The Market Consultation is emphatically not designed to pre-select candidates in the context of the forthcoming tender procedure. If you were in any doubt, please rest assured that participation in the Market Consultation will not have the slightest influence – either positive or negative – on your opportunity to participate in the tender procedure. Under no circumstances will your response give grounds for exclusion from, or advantage in, a tender procedure.

The official language of the Market Consultation will be English.

All communication regarding this Market Consultation must be directed through the designated contact person in TenderNED. Contacting other SNBV employees about this Market Consultation is not permitted.

Any costs associated with participation in the Market Consultation will not be reimbursed.

3.3. Scope of proposed tender procedure

SNBV intends to launch a tender procedure for Autonomous Wheelchairs. With a view to gathering more targeted information from the market regarding the scope, the type of obligation and innovations, a brief description of the possible scope of the proposed tender procedure is given below. The possible scope of the proposed tender procedure includes (but is not limited to) the following services and products:

1. Autonomous PRM service in addition to the current guided PRM service;
2. From check-in desk to gate (departing PRM); from gate to gate (Transfer PRM); from gate to reclaim (arriving PRM), multilevel and other destinations at the airport .

Due to capacity problems, autonomous wheelchairs were considered as a suitable partial solution for the capacity problem. In 2023 the PRM team of Schiphol created a new PRM vision 2035. An important part of this vision is to facilitate autonomy and equality during traveling through Schiphol Airport. The autonomous wheelchairs contribute to this vision.

Schiphol want to gain knowledge and experience how to implement autonomous wheelchairs at Schiphol in the best way and to validate if it is a partial solution for increasing number of PRM and responding to autonomous demand of assistance from PRM point of view and increasing walking distances on Schiphol.

3.4. Structure of the Market Consultation

For the purposes of this Market Consultation, SNBV will use two phases to gather the relevant information from a market perspective: (phase 1), a written questionnaire, and (phase 2) one-on-one interviews with specific parties and (phase 3) a potential visit to one or several parties to have a live demonstration. SNBV operates on the assumption that parties who register for the written questionnaire are also open to participate in the one-to-one interviews and live demonstrations.

3.4.1. Written questionnaire (phase 1)

In order to obtain a good idea of the possibilities within the market, SNBV has drawn up a questionnaire. SNBV will ask market parties to complete and submit the questionnaire as included in the Microsoft forms questionnaire available on <https://forms.office.com/e/Sh0vTrRERJ> The aim is to use the answers generated to improve the design of the tendering process for the proposed tender procedure.

3.4.2. One-on-one interviews (phase 2)

Depending on the written answers received, SNBV may invite one or several market parties to provide an individual, verbal explanation of the written questionnaire. These interviews will be held at preferably SNBV's offices at Schiphol. If you, due to circumstances, cannot make it to Schiphol's office, an online meeting will be held instead.

3.4.3. Live demonstrations (phase 3)

Depending on the one on one interviews, Schiphol may decide to visit one or several market parties for a live demonstration of their autonomous wheelchair(s). These visits will occur after all interviews have been concluded, therefore there is, as of this moment, no specific date available.

3.5. Practical procedure

SNBV will announce the Market Consultation on TenderNed. You can register for this Market Consultation via TenderNED

Any questions about this Market Consultation or the information provided can be asked up to the cut-off date/time, using the Messaging system within TenderNED.

SNBV will maintain the following schedule:

Publish questionnaire	17/02/2025
Analyse responses	03/03/2025
One-on-one meetings	10/03/2025
Company visits	17/03/2025

The questions and SNBV's answers to those questions, as well as the main conclusions, as identified exclusively by SNBV, will – if relevant and deemed necessary – be anonymised and incorporated into a Summary of Additional Information that will be published with the tendering documents.

We hope to receive your input for this Market Consultation on the date/at the time specified in the schedule. You do this by answering all the questions in the written questionnaire.

3.6. Legal aspects

The information contained in the Market Consultation Document is deemed to be accurate upon publication. However, all of the information provided may be subject to editing, changes and improvements. SNBV accepts no liability for the information contained in this document. No ideas, suggestions and proposals submitted in response to this Market Consultation are subject to copyright protection. SNBV is free to use these ideas, suggestions and proposals, without the obligation to pay reimbursement of any kind.

4. Definitions

Appendices

The Appendices to this Market Consultation Document.

Market Consultation Document

This guide to the Market Consultation.

Market Consultation

Exchange of information in the field of autonomous Wheelchairs between SNBV and market parties.

TenderNED

Electronic purchasing platform used for this Market Consultation.

Participant

A market party taking part in this Market Consultation.

SNBV

Schiphol Nederland B.V.

TenderNed

Electronic platform on which this Market Consultation has (also) been announced.