

Autonomous Wheelchairs &

introductie en doel formulieren

* Required

General information regarding your company

1. What is the name of your company? *

2. Please provide your contact details. We will use this information for further inquiries, potential oral consultations, or for a detailed market consultation for a specific project. *

Please provide the following information:

- Company Name and Address
- Company Website
- Contact Person's Name
- Telephone Number
- Email Address

3. Do you have a branch/establishment in the Netherlands?

- ☐ Yes
- ☐ No
- ☐ No, But we are planning on opening one

4. What is the size of your organization and consequently the number of employees you can allocate to this project?

5. Do you have experience working at an operational airport?

- ☐ Yes
- ☐ No
- ☐ No, but i have experience with working in a comparable environment.

6. Are you familiar with PRM (Passenger with Reduced Mobility) services?

☐ Yes

☐ No

7. Please provide your PRM reference(s)

8. Please provide airport-related references.

9. Please provide reference(s) for similar environments.

10. Do you have experience in (European) Tenders?

11. What subjects are important to you in the decision making to participate in our European Tender regarding Autonomous Wheelchairs?

12. What subjects are important to you in the decision making to **NOT** participate in our European Tender regarding Autonomous Wheelchairs?

Autonomous Wheelchair Solution

13. Could you motivate your vision about the need of autonomous wheelchair regarding the PRM service on airports?

14. Does your company currently have an autonomous wheelchair operational?

☐ Yes

☐ No

15. In what kind of environment are your autonomous wheelchair operational? Please specify the name of where they are operational.

E.G. public areas, airports, other...

16. What does your implementation- and scaling plan look like and would implementing and scaling a full service in 2026 be feasible for you?

Schiphol intends to have an operational fleet of autonomous wheelchairs as soon as possible. Therefore it is important to us to know when potential suppliers could have operational fleet of autonomous wheelchairs.

☐ Yes

☐ No

17. Can you specify how the wheelchair operates autonomously and how the positioning and pathfinding system works?

Please take in regard, How does your wheelchair handles obstacles and other (autonomous) moving objects, Maximum speed, Security and safety features, Remote supervision / intervention, Battery life.

18. What are you developing regarding innovative solutions on your autonomous wheelchair, or alternative for the wheelchair, for the coming 5 years up to 2030?

19. How does implementing and operationalizing autonomous wheelchairs look like in a new environment

activity's, timelines, technical, support

20. Does your autonomous wheelchair poses the CE certificate?

Many products require CE marking before they can be sold in the EU. CE marking indicates that a product has been assessed by the manufacturer and deemed to meet EU safety, health and environmental protection requirements. It is required for products manufactured anywhere in the world that are then **marketed in the EU**. ([europa.eu](https://europa.eu/youreurope/business/product-requirements/labels-markings/ce-marking/index_en.htm)) https://europa.eu/youreurope/business/product-requirements/labels-markings/ce-marking/index_en.htm

- ☐ Yes
- ☐ Not yet, but we are scheduled to get one
- ☐ No

21. When are you scheduled to be CE certified?

22. Under what CE product group?

23. What does your service model look like? Think of; a daily start up, monitoring, cleaning, maintenance, shut down, etc.

Schiphol aims to attract a company that provides a full service solution which can relieve us of the operational challenges regarding the wheelchairs.

24. What is your cyber security policy?

25. What kind of experience do you have with registering the operational data of the wheelchairs?

- How do you monitor operations, and what KPIs do you measure?
- How do you ensure the smooth and efficient operation of the wheelchairs?
- How do you implement improvements?
- How do you update the software, and what is the testing protocol after updates?

26. How is your wheelchair charged and what is the durability?

E.G. by removable battery that lasts 12 hours and/or charging wire(less) at a location. Does the charging need human intervention or does it charge by itself?

27. What are other things Schiphol should know about autonomous wheelchairs?