

Algemene informatie

Aanbesteding: EA IPScore automated system
Aanbestedende Dienst: Erasmus MC
Referentie: -

Toelichting:

Vraag en antwoord

Ref.nr.	Onderwerp:
1	ANNEX A -3a Liquid handler Requirements 4

Vraag:

The pipetting arm of the liquid handler should be capable of dispensing 0.5 µL in free-dispense mode with high consistency and reliability, ensuring precise and reproducible liquid handling for demanding applications.

Questions:

Question 1:

Could you please clarify what is meant by “precise” in this context?

Are there defined performance parameters, such as an acceptable coefficient of variation (CV%) for 0.5 µL dispensing?

Question 2:

Could you provide a definition or specification for “free-dispense mode”?

For example, does this refer to non-contact dispensing, dispensing without a predefined volume, or another specific mode of operation?

Antwoord:

The word 'precise' refers to precision. Since in our current and future applications (e.g., qPCR, ELISA, cell-based assays, toxicology, clinical testing, drug screening, or formulation testing), we intend to run protocols on this model that involve pipetting small volumes. At such low volumes, even minor deviations can significantly impact concentrations, dilutions, or assay performance. Therefore we need precise pipetting. The acceptable precision Coefficient variation (CV) for pipetting is by hand around <5% (ideally closer to 1–2% with high-quality instruments and good technique)

The acceptable accuracy (systematic error) is around ± 0.05 – 0.1 µL or ± 10 – 20% for a volume of 0.5 µL. We aim for a fluidics that have a precision (CV%) less than 2%, even at 0.5 µL.

Free dispensing refers indeed to dispensing without pipette tip touch the liquid surface in the destination vessel.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen: P3 Liquid handler

Beantwoord op: 23 mei 2025

Ref.nr.

2

Onderwerp:

ANNEX A -3a Liquid handler Requirements 13

Vraag:

The supplier must ensure that the system has sufficient capacity to support all the cell expansion steps outlined in the SOP for the minimal number of 84 iPS lines within 24 hours simultaneously.

Question 3: Would you be able to share the SOP in writing, this way we can calculate the required labware for the liquid handler more accurately.

Antwoord:

The Standard Operating Procedure (SOP) has been added and will be provided as part of the tender documentation. (Annex 12)

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen: P3 Liquid handler

Beantwoord op: 23 mei 2025

Ref.nr.

3

Onderwerp:

ANNEX A -3a Liquid handler Requirements 21

Vraag:

Audit trail is compliant with GDPR.

Question 4: Could you please clarify which data exactly, needs to be compliant with the GDPR ?

Antwoord:

privacy of patient related information and data storage of generated data

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P3 Liquid handler

Beantwoord op:

23 mei 2025

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Onderwerp:

ANNEX A -3a Liquid handler Requirements 37

Vraag:

In case of equipment failure, the supplier must provide on-site repair services within 24 hours for critical components, with a maximum downtime of 48 hours for non-critical issues.

Question 5: The Tender guidelines it is stated that no Service Contract should be provided. In this requirement it is requested to have on site repair within 24 hours. Is this response time a requirement within a Service Contract or is this based on an ad-hoc basis?

Antwoord:

It is based on an ad-hoc basis

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P3 Liquid handler

Beantwoord op:

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Onderwerp:

ANNEX A -3b Liquid Handler Wishes 14.

Vraag:

It is desirable the warranty begins from the moment the imager is successfully integrated and operational at Erasmus MC iPS core facility (SAT), rather than purchase date of imager.

Question 6: Could you please confirm if the mentioned Imager is also applicable for Liquid Handler?

Antwoord:

We are sorry for the mix up. It indeed concerns Liquid Handler.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P3 Liquid handler

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Onderwerp:

ANNEX A -3b Liquid Handler Wishes 23.

Vraag:

It would be desirable that the supplier offers a comprehensive, preventive maintenance, corrective maintenance, and software updates.

Question 7: The Tender guidelines stated that no Service Contract should be offered. Due to the preventive maintenance request, is it correct that a Service Contract would be applicable in this case?

Antwoord:

We would appreciate it if the company could provide us with a guideline or documentation for the instrument, specifically to support us in setting up preventive maintenance performed by our own technical staff in the lab. This would help us understand which maintenance tasks we can safely and effectively carry out ourselves, and which ones should be handled by the company.

Of course, we understand that the company offers maintenance contracts as part of its business model. However, at this stage, we would prefer to manage maintenance internally without entering into a contract. We hope you can support us with the necessary information to make that possible.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P3 Liquid handler

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Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

1. Line 1.5

Is there a detailed workflow available for this process?

Antwoord:

A more detailed workflow has been provided earlier as Appendix 9: Number of plates for automation.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

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Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

2. Line 1.6

What is meant by "interaction remotely"? Does this refer to monitoring only, or does it also include the ability to intervene remotely?

Antwoord:

Yes to intervene remotely, to intervene in processes unrelated to imaging.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

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Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

3. Line 1.9 & 1.10

These seem to be requirements for the liquid handler. Are bidders on the automation lot responsible for the liquid handler capabilities?

Antwoord:

No

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

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Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

4. Line 1.11

The BSL II enclosure must house all equipment listed in the PvE. To determine its dimensions, we require the full dimensions of the equipment (e.g., liquid handler, imager, and items in the additional apparatus list). Can you provide these?

Antwoord:

We expect the automation specialist to design the automated platform and provide a list of the required instruments or their specifications for implementing the workflow and the SOP included in the appendixes. This should also include the dimensions of the BSL-II enclosure suitable for their design.

For the convenience of the bidders, the available space for installing the platform is 7.0 m (L) × 7.3 m (W) × 2.37 m (H). Bidders are advised to reserve part of this space for a second platform, which will likely have similar dimensions and be intended for an additional system.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

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Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

5. Line 1.26

It is stated that there must be one or more incubators with a capacity of at least 300 plates. However, Annex 9 outlines a maximum of 252 plates. Why is more than one incubator required? Detailed workflows including incubation times and environmental parameters would help clarify this. Can you provide these?

Antwoord:

Please note that the requirement specifies a minimum capacity of 300 plates, not a maximum. By setting up the incubator with this minimum capacity, we aim to ensure that sufficient space is available for future applications.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

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Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

6. Line 1.27

The required drivers/clients depend on the specific devices. The tender currently provides only general descriptions. Can you specify the types, make, and models of the devices to be integrated?

Antwoord:

Please note that the tender invites an automation specialist. Our expectation is for the automation specialist to analyze workflow requirements and design appropriate automation solutions. These solutions should include selecting suitable hardware and software tools, and determining and specifying the instruments and components required to implement the provided workflow and standard operating procedures (SOPs).

In the subsequent phases, the automation specialist will be expected to carry out workflow integration, programming and configuration, testing and validation, as well as documentation and training for the platform.

In this regard, we expect the bidder to develop a concept for the system configuration, including detailed specifications of the instruments and components necessary to realize the proposed setup.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

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13

Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

7. Line 1.28

Will the automated imager be provided as part of Lot 2? If so, please provide specifications such as outer dimensions and loading bay location.

Antwoord:

Yes, the automated imager is included in Lot 2. It is expected that the automation specialist reserves adequate space in their configuration concept design to accommodate the imager, based on the specifications and requirements outlined in Lot 2. The design should take into account both the technical specifications and the stated preferences related to the imager.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

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14

Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

8. Line 1.29

Will the liquid handler be part of Lot 3? To ensure proper platform design, we require at least the outer dimensions. Can you provide these?

Antwoord:

Yes, the liquid handler is part of Lot 3. It is expected that the automation specialist reserves sufficient space in their configuration concept design for the liquid handler, based on the specifications and requirements outlined in Lot 3. The design should reflect both the technical specifications and the stated preferences related to the liquid handler.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

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Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

9. Line 1.30

Can you specify how much additional free space is required? Since the system will be enclosed in a BSL II enclosure, any space requirement must be included before its design and construction.

Antwoord:

We expect the bidder to suggest the optimal space required for the intended design taking into account future options.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

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Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

10. Line 1.32 (and Lines 114 to 117)

SOPs are mentioned, as well as the need to store reagents and labware within the system. Can you provide the SOPs? These are essential for capacity calculations and equipment planning.

Antwoord:

The Standard Operating Procedure (SOP) has been added and will be provided as part of the tender documentation. (Annex 12)

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

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Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

11. Line 1.40

Can you specify the labware types used in the centrifuge (plate types, tubes, volumes)? This is necessary for selecting and sizing the correct centrifuge(s).

Antwoord:

We expect the bidder present a system that fulfill our requirements, meaning that the bidder has the freedom to come up with own solutions.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen: P1 IPScore automated system

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18

Onderwerp:
Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:
12. Line 1.42
What is meant by “Novel and not used”?

Antwoord:
It can be second hand instruments but not used.

Fase:
Inschrijffase

Inschrijfronde:
Inschrijfronde 1

Vragenronde:
Vragenronde 1

Percelen: P1 IPScore automated system

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19

Onderwerp:
Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:
13. Line 1.45
A full design review requires complete information, including all devices to be integrated, floor space, loading capacities, utilities, and access to the installation site. Can you provide a detailed overview of the facilities and infrastructure?

Antwoord:
The available space for installing the platform is 7.0 m (L) × 7.3 m (W) × 2.37 m (H). Bidders are advised to reserve part of this space for a second platform, which is expected to have similar dimensions and accommodate an additional system.
The exact floor loading capacity is not known; however, a maximum load of

up to 1 ton is permitted. The building is accessible via the goods elevator from the Erasmus MC Logistics Centre.

All necessary services (air, gas, extraction, etc.) will be provided by Erasmus MC Real Estate (Vastgoed), and ICT support will be arranged according to the supplier's provided instructions.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

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Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

14. Line 1.49

Can you provide more detailed workflows for the described processes?

Antwoord:

A more detailed workflow has been provided earlier as Appendix 9: Number of plates for automation.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

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21

Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

15. Line 1.51

Can you share the workflow for the iPS core facility?

Antwoord:

A more detailed workflow has been provided earlier as Appendix 9: Number of plates for automation.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

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22

Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot

Vraag:

17. Line 1.62

What is meant by “undergo maintenance”?

Antwoord:

This involves preventive maintenance, performed by the facility itself.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

Beantwoord op:

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23

Onderwerp:
Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:
18. Line 1.69
Housing the full system within a BSL II enclosure restricts the addition of future hardware. Can you indicate how much space should be reserved for potential future additions?

Antwoord:
We expect the automation specialist, drawing on their prior experience, to provide recommendations on the space requirements for potential future hardware—such as additional incubators, an ELISA reader, an extra imager, or a plate reader.

Fase:
Inschrijffase

Inschrijfronde:
Inschrijfronde 1

Vragenronde:
Vragenronde 1

Percelen: P1 IPScore automated system

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24

Onderwerp:
Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:
19. Line 105
The robot arm's reach depends on the dimensions of the liquid handler. Can you provide the make, model, and dimensions?

Antwoord:
The liquid handler offered in this tender must at a minimum comply with the requirements set forth in Lot 3. Bidders are permitted to propose and justify alternative instruments on their own initiative. However, Erasmus MC will strictly adhere to the official guidelines of the European procurement procedure when selecting the winning bid.

Fase:
Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen: P1 IPScore automated system

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25

Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

20. Line 113

Are there preferences regarding heat or adhesive seals?

Antwoord:

Plate sealer will be used for sealing PCR plates. It is up to the bidder to present the optimal equipment for this.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen: P1 IPScore automated system

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26

Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

21. Line 169

Is the service requirement applicable to all devices, or only those supplied by the automation lot vendor?

Antwoord:

We do not require a service agreements. 1.174 (requirement) & 1.68 (wishes)

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

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Onderwerp:

Questions and Clarifications on Annex 1 – PvE & PvW Automation Lot 1

Vraag:

22. Line 191

Are the timelines in Tender Guidelines Chapter 4.1 final? One month (from 16-05-2025 to 25-06-2025) is not sufficient to conceptualize, design, and prepare a tender for this complex automation project involving multiple vendors. A typical timeline would be three months, including alignment meetings. Is an extension possible?

Antwoord:

We consider the data published in the guideline to be adequate for the automation specialist to propose a well-founded concept for the system's configuration design.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P1 IPScore automated system

Beantwoord op:

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