

Algemene informatie

Aanbesteding: Erasmus MC IPScore Automated System
Aanbestedende Dienst: Erasmus MC
Referentie: -

Toelichting:

Vraag en antwoord

Ref.nr.	Onderwerp:
1	PvE Liquidhandler Requirements, number 12

Vraag:

"This question can only be answered by (or in cooperation with) the integrator vendor (lot 1). They are in control of the whole process, including all plate, reagent, disposables, etc handling and timings.
Can you remove this requirement from Lot 3 of the tender?
Or indicate what needs to be on (or connected to) the liquidhandler deck in what capacity?"

Antwoord:

We cannot remove this requirement, as it is essential that the liquid handler is compatible with the specific type of process it needs to support, particularly in a high-throughput setting. The system must be capable of accommodating the necessary lab culture ware, reagents, disposables, and timing requirements as outlined in the SOP to ensure seamless and efficient execution of each expansion step. This compatibility is crucial for ensuring reliability, accuracy, and the overall success of the automated workflow.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:	P3 Liquid handler
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Beantwoord op:	7 jul 2025
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Ref.nr.	Onderwerp:
2	PvE Liquidhandler Requirements, number 13

Vraag:

"This question can only be answered by (or in cooperation with) the integrator vendor (lot 1). They are in control of the whole process, including all plate, reagent, disposables, etc handling and timings.

Can you remove this requirement from Lot 3 of the tender?

Or indicate what needs to be on (or connected to) the liquidhandler deck in what capacity?"

Antwoord:

"This point is not meant to prescribe a specific configuration but to confirm that the proposed system can meet the throughput, timing, and functional requirements described in the SOP.

As per the tender conditions, responses should come from the liquid handler supplier alone. Therefore, we ask that you provide a clear explanation of how your system, in its standard or available configurations, can support this workload. "

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P3 Liquid handler

Beantwoord op:

7 jul 2025

Ref.nr.

3

Onderwerp:

PvE Liquidhandler Requirements, number 20

Vraag:

ISO27001 is all about the management of IT infrastructure. We think this requirement is irrelevant for the Liquidhandler, which is only a small part of an bigger intergrated solution. FYI, we can fulfill the ISO13485 regulations (Quality Assurance for Medical devices). Can the KO criterium for this requirement be removed?

Antwoord:

The ISO 27001 requirements (as stated in rules 113, 114, and 127 of Lot 1 and rule 20 of Lot 3) have been removed from the tender documents. For clarification and to ensure transparency, a rectification letter has been prepared, which also adds a desirable requirement to Lot 1: the tenderer is

ISO 27001 certified or demonstrably operates in accordance with the ISO /IEC 27001 standard for information security. This rectification letter has been uploaded to the updated tender documents.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

4

Onderwerp:

PvE Liquidhandler Requirements, number 37

Vraag:

"Do you mean 24 clock-hours, 365 days a year? Or workingday hours (8 hours a day)?

Keep in mind that we currently cannot offer services on non-working days (weekend)."

Antwoord:

"Please note that the formal tender requirement for on-site repair within 24 hours applies to regular working days and hours only. However, in addition to this, we have included several desired (non-KO) wishes to encourage suppliers to provide enhanced support, including:

An extended warranty and access to 24/7 technical support to ensure uninterrupted system functionality.

Availability of the supplier for at least 75% of a 24-hour period, including outside of standard business hours, for faults and issues related to the platform.

For critical system failures, a desirable response time of within 2 hours and resolution within 24 hours, or the ability to provide remote troubleshooting. These wishes are not KO criteria but are intended to guide suppliers towards offering higher levels of service and support. We hope this clarifies the expectations. Please include information on how your proposal addresses these wishes."

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P3 Liquid handler

Beantwoord op:

7 jul 2025

Ref.nr.

5

Onderwerp:

PvE Liquidhandler Requirements, number 50

Vraag:

Which SAT test are meant? SAT tests for liquidhandler only (lot 3)? Or SAT test for the complete system, including imager and integrator work (lot 1 and 2)?

Antwoord:

The SAT test is only for the liquid handler and not for the complete system.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P3 Liquid handler

Beantwoord op:

7 jul 2025

Ref.nr.

6

Onderwerp:

PvE Liquidhandler Requirements, number 57

Vraag:

"This question can only be answered by (or in cooperation with) the integrator vendor (lot 1). They are in control of the whole process, including all plate, reagent, disposables, etc handling and timings.
Can you remove this requirement from Lot 3 of the tender?"

Antwoord:

This point is not meant to prescribe a specific configuration but to confirm that the proposed system can meet the throughput, timing, and functional requirements described in the SOP.

As per the tender conditions, responses should come from the liquid handler supplier alone. Therefore, we ask that you provide a clear explanation of how your system, in its standard or available configurations, can support this workload.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P3 Liquid handler

Beantwoord op:

7 jul 2025

Ref.nr.

7

Onderwerp:

PvE Liquidhandler Wishes, number 14

Vraag:

Can you confirm you mean Liquidhandler instead of Imager in this sentence?

Antwoord:

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

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P3 Liquid handler

Beantwoord op:

7 jul 2025

Ref.nr.

9

Onderwerp:

PvE Imager Requirements, number 18

Vraag:

Our imaging software is an open and flexible software programme. It does not include different groups and roles. Can you remove/change this requirement?

Antwoord:

While we understand your software is open and flexible, user roles and access control are important for data integrity and traceability. If your system doesn't support this directly, please describe any alternative measures (e.g., audit trails or external controls) that address the intent of the requirement.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen:

P2 Imager

Beantwoord op:

7 jul 2025

Ref.nr.

10

Onderwerp:

PvE Imager Requirements, number 19

Vraag:

Our imaging software is an open and flexible software programme. It does not include different groups and roles. Can you remove/change this requirement?

Antwoord:

While we understand your software is open and flexible, user roles and access control are important for data integrity and traceability. If your system doesn't support this directly, please describe any alternative measures (e.g., audit trails or external controls) that address the intent of the requirement.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen: P2 Imager

Beantwoord op: 7 jul 2025

Ref.nr.

11

Onderwerp:

PvE Imager Requirements, number 22

Vraag:

There is no audit trail option available in the imaging software. Can you remove this requirement?

Antwoord:

While we understand your software is open and flexible, user roles and access control are important for data integrity and traceability. If your system doesn't support this directly, please describe any alternative measures (e.g., audit trails or external controls) that address the intent of the requirement.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 1

Percelen: P2 Imager

Beantwoord op: 7 jul 2025

Ref.nr.

12

Onderwerp:

Line 32 - Platform should be able to report Sendai virus clearance of clones

Vraag:

How should this be reported? as a Text readable file? XML etc will the system be linked to an external database for data reporting or is it acceptable to report the information in the PAA software database for recovery by the user?

Antwoord:

The viral status clearance is needed for the workflow, it is acceptable to report the information in the software database for recovery by the user.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P1 IPScore automated system

Beantwoord op:

12 sep 2025

Ref.nr.

13

Onderwerp:

Automated centrifuge

Vraag:

Please can you confirm that the tubes to be spun will be in an SBS footprint rack

Antwoord:

If cryogenic vial racks are also compatible with the SBS footprint, then yes.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P1 IPScore automated system

Beantwoord op:

12 sep 2025

Ref.nr.

14

Onderwerp:

Line 36 - all instruments are 'novel' and or not used

Vraag:

Please can you clarify this statement

Antwoord:

all instruments should be unused or brand new, they should not been used for any purpose.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P1 IPScore automated system

Beantwoord op:

12 sep 2025

Ref.nr.

15

Onderwerp:

Vendor will provide training to all employees of the IPSC team

Vraag:

Can you confirm how many people to be trained. Would it be useful to have different levels of training - ie administrator, programmer, user etc?

Antwoord:

As it mentioned in line #173; five people would need to be trained. We agree that it would be usefull that there are differnt levels of training.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P1 IPScore automated system

Beantwoord op:

12 sep 2025

Ref.nr.

Onderwerp:

16

Patient privacy statement

Vraag:

Our understanding is that samples will be identified on the system by bar codes and no patient information will be available to the system!.
Please can you confirm

Antwoord:

Indeed barcodes should not be associated with patient information for the system. However sample results can be considered patient information. So sample information should be secure from the outside, and only strictly relevant data should be exchanged for outside monitoring.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P1 IPScore automated system

Beantwoord op:

12 sep 2025

Ref.nr.

17

Onderwerp:

PvE "3. Liquid Handler Wishes" Wish 14

Vraag:

Should the thermal cycler, refrigerated microplate position, microplate reader be present in the configuration or is knowing that we could offer this enough?

Antwoord:

knowing that you are able to is enough

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen: P3 Liquid handler

Beantwoord op: 12 sep 2025

Ref.nr.
18

Onderwerp:
SOP

Vraag:

Currently you're using a 5mL serological pipette in the SOP. Are using wide bore tips with an orifice size of 1.2mm or 3.2 mm also suitable for this?

Antwoord:

The use of a 5 mL serological pipette is only relevant in the manual workflow (which is our current workflow). The reason we use the 5 mL pipette is because of its larger opening diameter, which helps prevent the iPS aggregates from becoming too small. The opening diameter of a 5 mL pipette is approximately 2.0–2.5 mm, so bore tips with an orifice size of 3.2 mm are more suitable than those with a 1.2 mm opening.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen: P3 Liquid handler

Beantwoord op: 12 sep 2025

Ref.nr.
19

Onderwerp:
SOP P5 to P6

Vraag:

This step involves a 37 degrees incubator. Should the incubator be integrated to the system, or will this be manual intervention?

Antwoord:

No, we specifically mention in the Liquid Handler Requirement Lot in line #11 for a warm blocks, 37 degrees for incubation of plates.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

20

Onderwerp:

SOP P6 to P7

Vraag:

1.5mL safe lock Eppendorf are stored at -20. Is this a manual step or should a freezer be integrated? If automation is required, could the Eppendorf's be replaced by tubes formatted in SBS racks

Antwoord:

This is a manual step, and we are open to suggestions from the integrator regarding what type of tube could be used as a replacement in the automated system.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

21

Onderwerp:

SOP "Collecting material for.

Vraag:

Will the 15mL and 50mL tubes be loaded in the system without caps?

Antwoord:

This is a manual step, and we are open to suggestions from the integrator regarding what type of tube could be used as a replacement in the automated system.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

22

Onderwerp:

SOP "Collecting material for.."

Vraag:

Should the 50mL tube centrifugation be done automatic or with manual intervention?

Antwoord:

It depends on what replacement the integrator suggests.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

23

Onderwerp:

SOP "Collecting material for.."

Vraag:

Should the storing at -80 degrees be done with manual intervention?

Antwoord:

If automation is possible, we would like the integrator to include the options in their documentation.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.
24

Onderwerp:

SOP "Collect DNA well

Vraag:

Any thoughts on a possible alternative for scraping the cells?

Antwoord:

Scraping is part of the manual workflow. In an automated system, it is possible to directly pipette the lysis buffer and collect the lysed cells.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

Onderwerp:

25

SOP “Collect DNA well”

Vraag:

Should the centrifugation of Eppendorf’s be automatic or manual

Antwoord:

Automated

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

26

Onderwerp:

SOP “Set up Tri-lineage

Vraag:

SOP “Set up Tri-lineage

Antwoord:

The protocol fits standard cell culture procedures and briefly involves preparation of a single-cell suspension, cell counting, pipetting the required number of cells into wells, and adding the differentiation medium.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.
27

Onderwerp:
PRICING SHEET

Vraag:

The PvE does not specify anything on programming the Liquid Handling Robot such that it can perform the required tasks. Programming a method on the liquid handler is a necessity to be able to perform to the highest standards. Should programming the Liquid Handler be included in the Tender offer?

Antwoord:

The method programming of the liquid handler should be done by the supplier. The integration will be handled by integrator (lot 1) and integrator software will call the methods from the liquid handler method folder and run them as part of the complete process.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.
28

Onderwerp:
PRICING SHEET

Vraag:

Should programming the robot be included in the pricing sheet as a separate item or included in the total price?

Antwoord:

If Hamilton is participating in the first lot then yes. If you mean to participate for the Liquid Handler (lot 3) then no.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

29

Onderwerp:

PRICING SHEET

Vraag:

Service is mentioned in section C of the pricing sheets and it is mentioned that this component is not taken into account. Should service call fees etc. be mentioned as a per day price?

Antwoord:

The fee can be mentioned either per day or per hour.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

30

Onderwerp:

PRICING SHEET

Vraag:

No service contract is requested, however, this would conflict with the required response times. Could the price of a service contract be mentioned in section C too?

Antwoord:

Yes you can report service contract price, however please also report the fee for repair or trouble shooting on stand alone bases.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 2

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

31

Onderwerp:

PvE "3. Liquid Handler Wishes" Wish 14

Vraag:

Should the thermal cycler, refrigerated microplate position, microplate reader be present in the configuration or is knowing that we could offer this enough?

Antwoord:

Please refer to the answers provided for the same questions in NVI 2.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 3

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

32

Onderwerp:

SOP

Vraag:

Currently you're using a 5mL serological pipette in the SOP. Are using wide bore tips with an orifice size of 1.2mm or 3.2 mm also suitable for this?

Antwoord:

Please refer to the answers provided for the same questions in NVI 2.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 3

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

33

Onderwerp:

SOP P5 to P6

Vraag:

This step involves a 37 degrees incubator. Should the incubator be integrated to the system, or will this be manual intervention?

Antwoord:

Please refer to the answers provided for the same questions in NVI 2.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 3

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

34

Onderwerp:

SOP P6 to P7

Vraag:

1.5mL safe lock Eppendorf are stored at -20. Is this a manual step or should

a freezer be integrated? If automation is required, could the Eppendorf's be replaced by tubes formatted in SBS racks

Antwoord:

Please refer to the answers provided for the same questions in NVI 2.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 3

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.

35

Onderwerp:

SOP "Collecting material for.

Vraag:

- Will the 15mL and 50mL tubes be loaded in the system without caps?
- Should the 50mL tube centrifugation be done automatic or with manual intervention?
- Should the storing at -80 degrees be done with manual intervention?

Antwoord:

Please refer to the answers provided for the same questions in NVI 2.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 3

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.
36

Onderwerp:
SOP “Collect DNA well

Vraag:

- Any thoughts on a possible alternative for scraping the cells?
- Should the centrifugation of Eppendorf’s be automatic or manual

Antwoord:

Please refer to the answers provided for the same questions in NVI 2.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 3

Percelen:

P3 Liquid handler

Beantwoord op:

12 sep 2025

Ref.nr.
37

Onderwerp:
SOP “Set up Tri-lineage

Vraag:

SOP “Set up Tri-lineage Should the following step be done automated or with manual intervention: Removing the regions of differentiation by aspiration at the marked spot at the bottom of the plate

Antwoord:

Please refer to the answers provided for the same questions in NVI 2.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 3

Percelen:

P3 Liquid handler

Beantwoord op: 12 sep 2025

Ref.nr.
38

Onderwerp:
PRICING SHEET

Vraag:

The PvE does not specify anything on programming the Liquid Handling Robot such that it can perform the required tasks. Programming a method on the liquid handler is a necessity to be able to perform to the highest standards. Should programming the Liquid Handler be included in the Tender offer?

Should programming the robot be included in the pricing sheet as a separate item or included in the total price?

Service is mentioned in section C of the pricing sheets and it is mentioned that this component is not taken into account. Should service call fees etc. be mentioned as a per day price?

1) No service contract is requested, however, this would conflict with the required response times. Could the price of a service contract be mentioned in section C too?

Antwoord:

Please refer to the answers provided for the same questions in NVI 2.

Fase:

Inschrijffase

Inschrijfronde:

Inschrijfronde 1

Vragenronde:

Vragenronde 3

Percelen:

P3 Liquid handler

Beantwoord op: 12 sep 2025