



SELECTION GUIDELINE VOD/OTT PLATFORM THROUGH THE OPEN PROCEDURE

FORSEEN TIME TABLE TENDER VOD/OTT OMROEP BRABANT

PUBLICATION ON TENDERED AND TENDERS ELECTRONIC DAILY	TUESDAY JANUARY 14, 2025
FIRST DEADLINE TO SUBMIT QUESTIONS	FRIDAY FEBRUARY 7, 2025, 23:59 CET
ANTICIPATED PUBLICATION OF Q&A 1	TUESDAY FEBRUARY 11, 2025
SECOND DEADLINE TO SUBMIT QUESTIONS	WEDNESDAY FEBRUARY 19, 2025, 23:59 CET
ANTICIPATED PUBLICATION OF Q&A 2	THURSDAY FEBRUARY 20, 2025
DEADLINE TO SUBMIT A TENDER	MONDAY MARCH 3, 2025, 23:59 CET
ANTICIPATED PRELIMINARY AWARD NOTICE	FRIDAY MARCH 7, 2025
STANDSTILL PERIOD FOR REJECTED CANDIDATES	21 DAYS AFTER PRELIMINARY AWARD

Date: February 20, 2025 (all modifications are marked yellow)
TenderNed reference: TN-505894



1. INTRODUCTION

1.1 General

This selection guideline entails the tender process for awarding a contract for the provision of an OTT/VOD platform to the procuring entity “Omroep Brabant Mediafaciliteiten C.V.” (hereinafter referred to as “Omroep Brabant”).

1.2 Reading guideline

Paragraph 2 is a description of the contracting authority and the current situation regarding the requested services. Paragraph 3 lists the requirements that shall be met by tenderers. Paragraph 4 provides insight in the applicable evaluation criteria. The evaluation process is described in paragraph 5. and methodology. Paragraph 6 presents the rules that tenderers shall adhere to. Paragraph 7 provides the requirements (content and format) applicable to a valid tender. Paragraph 8 includes four (4) appendices, including the submission form in **Appendix 1**, which is mandatory to be used when submitting a tender.

1.3 Applicable Law

This tender, conducted through the open procedure, is governed by the Dutch Procurement Act 2012 (*Aanbestedingswet 2012*). The tender process will be partially carried out electronically via TenderNed (see www.tenderned.nl). This means that the tender documents (like this one but also the Q&A's) are made available on TenderNed as well as the planning. Communication (for instance for submitting questions or submitting a tender) shall be done exclusively via the following e-mail address: aanbestedingen@omroepbrabant.nl

It is the responsibility of tenderer to ensure that their submission, including all required annexes thereto, is submitted by e-mail to the e-mail address listed above in a timely manner.

1.4 Objective of the tender

Omroep Brabant intends to enter into an agreement with one (1) service provider for a maximum period of five (5) years, starting on April 1, 2025, or as soon as possible thereafter. It will be contracts with a duration of one (1) year with the right of Omroep Brabant to extend four (4) times with one year.

The agreement with the service provider will be governed by the draft contractual agreement included in **Appendix 2A**, the applicable ARBIT 2022 terms in **Appendix 2B** and the draft Data Processing Agreement in **Appendix 2C**.



2. CURRENT SITUATION

Omroep Brabant plays an important role in informing and connecting the residents of North Brabant. Every day, more than 428,000 viewers and 280,000 listeners rely on the broadcaster for news, culture, and entertainment. With a diverse range of channels and services, including innovative platforms like **Brabant+**, Omroep Brabant makes a unique contribution to society.

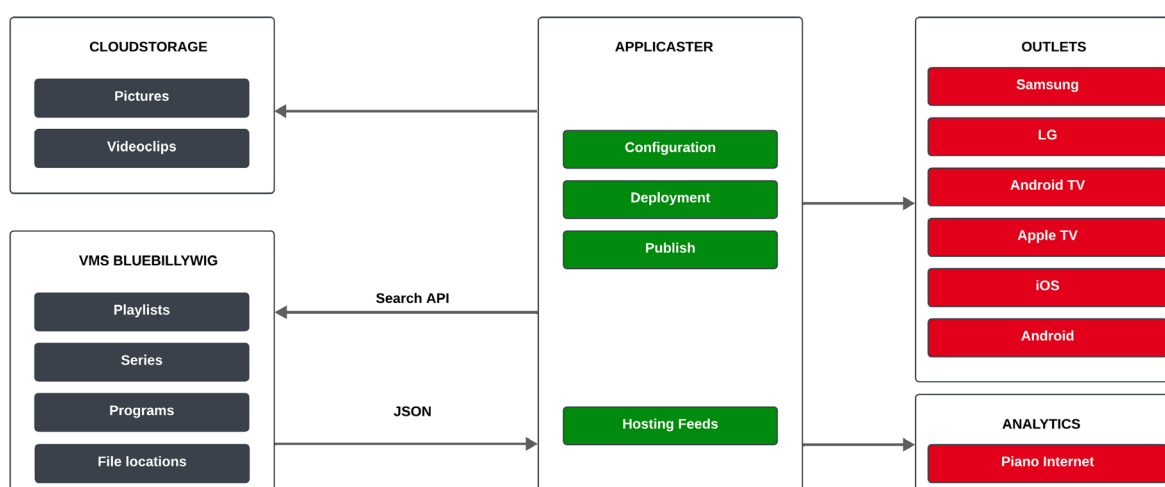
2.1 Description of the OTT/VOD Service

Brabant+, the free of cost streaming service by Omroep Brabant, provides on-demand access to a wide range of programming. From series like “*Ministerie van Brabantse Zaken*” and engaging documentaries to cultural events and live broadcasts of major provincial happenings, such as the Eindhoven Marathon and the so-called “Brabantse Dag”. The platform bolsters the broadcaster’s mission to deliver relevant and accessible content to the community in Brabant.

Currently, Omroep Brabant uses a cloud platform to develop, configure, and publish apps for Samsung, LG, Apple, and Android. In addition, the organization is experimenting with a web-based version of the app making the platform accessible through internet browsers as well. The agreement with the current provider expires on November 1, 2025. This European tender aims to establish a new agreement with a supplier of OTT/VOD platforms.

2.2 Description of Infrastructure

The applications for various distribution platforms, such as iOS, Android, and Smart TV, are currently managed through the Applicaster platform. This platform provides an integrated solution to support and optimize a wide range of processes. Moreover, it offers integrations with systems like Blue Billywig for content creation and Piano for analytics.





1. Configuration of the apps

Applicaster makes it easy to build and customize apps by using its templates and features. Omroep Brabant can quickly implement changes without the necessity of specific development skills.

2. Publishing the apps

Applicaster publishes the apps to the Apple App Store, Google Play Store, and various Smart TV platforms, ensuring a streamlined release process.

3. Content hosting

Applicaster hosts the content feeds and ensures that videos and other multimedia content are made available through the apps.

4. AV hosting

The hosting of audiovisual files is outsourced to Blue Billywig's Online Video Platform (OVP). The published apps of Applicaster use this platform for streaming and storage.

5. Content creation

As a result of the integration between Blue Billywig's Video Management System (VMS) and the Applicaster platform, playlists, video lanes, and metadata are generated automatically. This enables efficient organization and presentation of content within the apps. It is important that this integration is continued by the service provider that is awarded a contract.

6. Integration with analytics tools

To gain insight into user behavior and content performance of the apps, there is currently a connection with Piano Analytics. This system offers extensive data analysis and statistics on app engagement and usage. It is important that this integration is continued by the service provider that is awarded a contract.



3. REQUIREMENTS OTT/VOD STREAMING SERVICE

This paragraph describes the requirements and preferences of the services subject to tender. The components described are:

1. general requirements;
2. requirements on the application;
3. functional requirements for the streaming service;
4. specific requirements for mobile apps of the streaming service;
5. implementation and training services;
6. requirements on the availability of the services;
7. applicable law and standards;
8. rates, invoicing, and other provisions of the draft contractual agreement;
9. preferences regarding the service provisioning.

3.1 General requirements

The platform shall comply with all the general requirements listed in this paragraph 3.1.

Requirement 1:

The service provider guarantees that the apps for the four (4) aforementioned services shall be available in the in the Apple and Android stores on or before November 1, 2025. For **TV apps** (such as Samsung and LG) deferment is permitted; however, **no additional fees** will be due, and costs for these platforms may **not** be charged until the apps are available. If for instance one of these apps is not available in time, **1/6 of the annual tender price** may not be charged until the app become available.

Requirement 2:

This requirement has been removed.

3.2 Requirements on the application

The application, including the underlying infrastructure (hereinafter: “the platform”) is designed to be used for developing, configuring, and publishing the apps of the streaming service. The platform shall comply with all requirements listed in this paragraph 3.2.

Requirement 3:

The platform to be delivered is a cloud solution offered by virtue of a SaaS model.

Requirement 4:

The platform provided by the service provider is a no-code solution and allows Omroep Brabant to independently make configuration adjustments to apps and websites without the need of the



service provider's intervention, and to publish them in various stores and on the web publishing platform.

Requirement 5:

The platform shall provide a fully customizable user experience (UX) with standard templates that are available within the platform while offering the flexibility to create unique designs and user experiences tailored to the specific needs of brands, broadcasters, content, and audiences. This customizability shall function across all published apps, thereby ensuring a consistent and brand-focused experience.

Requirement 6:

All integrations, access, and configuration information are secured and protected by the service provider as part of the service provided (including connections) and in the cloud against intentional and unintentional breaches from within or outside, as well as unauthorized usage.

Requirement 7:

The platform shall enable the configuration and publication of hybrid apps for at least the following operating systems: iOS, tvOS, Android, Android TV, Samsung and LG.

Requirement 8:

The platform shall provide functionality for configuring and publishing a website that is, at a minimum, compatible with Chrome, Edge, Firefox, and Safari.

Requirement 9:

The platform shall include a hosting environment for the app feeds that, at no additional cost, is capable of supporting at least 10,000 concurrent users. Hosting of AV files and apps is not part of the services.

Requirement 10:

Navigation and content loading within the apps created on the platform shall be fast and free from disruptions, with a maximum loading time of 1.5 seconds per interaction.

Requirement 11:

The platform shall be capable of generating apps for both older and newer devices, with support for at least the last three supported versions of iOS, Android, Samsung, and LG.

Support for smart TVs shall begin with models from 2019 onwards. iOS is supported starting from version 13, Android from version 7, tvOS from version 14, and Android TV from version 10.



Requirement 12:

The platform shall include built-in debugging mechanisms to minimize crashes or delays.

Requirement 13:

The platform shall realize – **before August 1, 2025** - a flawless integration with the Blue Billywig Video Management System (VMS) and AV Hosting Platform to efficiently support the storage, management, publication, and streaming of audiovisual content. This integration shall fully comply with Blue Billywig's technical requirements and contribute to a smooth user experience. **Airplay and Chromecast a required for the iOS/Android apps.**

Requirement 14:

The platform shall provide – **before August 1, 2025** – a flawless integration with the analytics application Piano to gain insights into user behavior, content performance, and subscriptions. This integration shall function out-of-the-box and shall not require any (additional) development by the service provider. **This requirement only applies to the features that are part of the delivered OTT platform. Naturally, integrations and configuration work may still be carried out.**

3.3 Functional Requirements for the Streaming Service

The streaming service shall provide an intuitive and user-friendly interface that works seamlessly on all devices. The streaming service shall fully support all specified requirements to ensure a high-quality and consistent user experience. The platform shall comply with all requirements listed in this paragraph 3.3.

Requirement 15:

The streaming service shall include a **Smart App Rater** functionality that allows users to easily provide feedback on their experience with the app and the offered content.

Requirement 16:

The streaming service shall include an **Autoplay Next** functionality, enabling users to automatically start the next episode, video, or content within a series or playlist.

Requirement 17:

The streaming service shall provide a **Resume Playing** functionality, allowing users to resume their started content from where they left off, regardless of the device they are using. This applies to episode(s) as well as program levels.

Requirement 18:

The streaming service shall provide an **EPG (Electronic Program Guide)** functionality that gives users access to an overview of live broadcasts, scheduled programs, and on-demand content.

Requirement 19:

The streaming service shall provide a **Favorites** functionality, enabling users to easily mark and



manage content they wish to save for later use. This functionality shall be accessible within all the service's apps.

Requirement 20:

The streaming service shall offer a **Play Next** functionality, allowing users to easily select which content to play next while watching a series, playlist, or other content sequences.

Requirement 21:

The streaming service shall provide a **Show Trailers** functionality, enabling users to view trailers or previews of series, movies, and other content. This functionality shall be integrated into the user interface to enhance engagement and viewing behavior.

Requirement 22:

The streaming service shall include an **advanced search** functionality, allowing users to quickly and easily find content based on titles, genres, hosts, and other available metadata.

Requirement 23:

The streaming service shall provide an **In-App Messaging** functionality, allowing users to receive messages or notifications within the app about updates, new releases, recommendations, promotions or important account information.

Requirement 24:

This requirement is deleted.

Requirement 25:

The streaming service shall offer a **live streaming** functionality, giving users real-time access to live broadcasts of events, programs, and other content.

Requirement 26:

The streaming service shall include a **season filter** functionality, allowing users to easily select and view specific seasons of a series. This functionality shall be integrated into the application's navigation structure.

Requirement 27:

Episode and program information shall be clearly accessible within the user interface of the published apps.

3.4 Specific Requirements for Mobile Apps of the Streaming Service

The mobile apps of the streaming service require additional functionalities that shall be provided by the service provider. The following specific requirements for Mobile Apps of the Streaming Service listed in this paragraph 3.4 apply.



Requirement 28:

This requirement is deleted.

Requirement 29:

The mobile apps of the streaming service shall include a **Pull-to-Refresh** functionality, allowing users to easily refresh the content list, personal recommendations, or other dynamic data by swiping down.

The data must be available to users within a maximum delay of 60 seconds after publication in the Blue Billywig OVP

Requirement 30:

The mobile apps of the streaming service shall offer a **Picture-in-Picture (PiP)** functionality, enabling users to continue watching videos in a minimized window while using other apps or functions on their device.

Requirement 31:

Users shall be able to share content on mobile and webpages to social media channels, including both programs and individual episodes. Parental control will be part of the EPG information via an XML that is enclosed as **Appendix 4**.

3.5 Implementation and training services

The following specific requirements for the implementation and training services listed in this paragraph 3.5 apply.

Requirement 32:

The contractor shall develop and execute an **implementation plan**, including milestones, timelines, and responsibilities. The plan must demonstrate how the system will be fully operational within the agreed timeframe and shall be included in the tender.

Requirement 33:

The contractor is **responsible** for the technical configuration of the system, ensuring compatibility with existing IT environments, and integration with other systems used within the organization.

Requirement 34:

The contractor must develop and deliver a **training program** tailored to the needs of various user groups within the organization. This program should include training sessions for both users and administrators. Four (4) colleagues will participate in the training. If necessary, they will train the other colleagues at Omroep Brabant.

Requirement 35:

The contractor shall conduct **testing** of the system in collaboration with key users to ensure proper functionality.

**Requirement 36:**

The contractor must provide clear and accessible **documentation**, including user manuals, technical documentation, and guides for common tasks and troubleshooting.

3.6 Requirements on the availability of the services

The following specific requirements for the availability of the services listed in this paragraph 3.6 apply.

Requirement 37:

The standard availability of the platform, including hosting of feeds and the website, shall provide an availability guarantee of **99.9%**, measured over a 12-month period.

Requirement 38:

The service provider's **helpdesk/service desk** shall be available **24/7** for reporting priority 1 (prio1) incidents **and shall be able to communicate in the Dutch or English language**.

Requirement 39:

A **prio1 incident** occurs when users are unable to access the streaming service or when content is not displayed in the app. In the event of a prio1 incident, the maximum response time is 30 minutes, and the resolution time is maximum 4 hours thereafter.

Requirement 40:

A **Priority 2** incidents (partial unavailability, non-critical security issues) must be acknowledged within 2 hours, resolved or given a workaround within 12 hours, and monitored for escalation if needed.

Requirement 41:

A **Priority 3** incidents (functional limitations with a workaround, cosmetic errors, feature requests) must be acknowledged within 4 hours and resolved within 3–5 business days, without overshadowing higher priorities.

Requirement 42:

The service provider shall deliver a standard **Service Level Agreement (SLA)** upon contracting, which incorporates at least all the requirements and conditions outlined in the tender documents.

Requirement 43:

The SLA shall include a service enabling the registration of change orders during working days from **9:00 AM to 5:00 PM CET or CEST**, which are then implemented by the service provider. All standard changes that can be completed within **two (2) hours** shall be included in the SLA.

3.7 Applicable law and standards

The following specific requirements for on the applicable law and standards listed in this paragraph 3.7 apply.



Requirement 44:

The requested service shall comply, for the entire duration of the Contract Agreement, with all applicable laws and regulations of the Dutch government, including the **GDPR (General Data Protection Regulation)**. Only the web and mobile apps need to be compliant with het WCAG 2A (A) guidelines.

Requirement 45:

The requested service providers shall comply with the **NEN27001 standard** (Information Security Management System Certification) for the entire duration of the contract.

3.8 Rates, Invoicing, and Other Provisions of the Agreement

The following specific requirements for on rates, invoicing and other provision of the agreement listed in this paragraph 3.8 apply.

Requirement 46:

The maximum price for the implementation costs shall not exceed **EUR 20,000** (excluding VAT). The maximum price per (contract-) year shall not exceed **150.000 Euro** (excluding VAT).

Requirement 47:

Tenderer guarantees that the draft contractual agreement (Appendix 2A), the **ARBIT 2022** (Appendix 2B), and the Processing Agreement (Appendix 2C) shall apply and no straying contractual terms will apply.

Requirement 48:

Tender guarantees that the services shall be available for a period of **five (5) years** after the transition/implementation has been accomplished. Tenderer also guarantees the right of Omroep Brabant to extend **this period four (4) times** for a period of **one (1) year each, after the initial first year contract**, without changes to the contractual terms.

Requirement 49:

Tender guarantees that the price quoted for the services shall remain identical for the first (1st) contractual year as well as the first extension of one (1) contractual year without inflation adjustment. After this period, the price may be indexed based on the **CPI** (Consumer Price Index) with **2026** being the base year.

Requirement 50:

Invoicing will take place annually in arrears by sending an email to an email address specified by the Client.

Requirement 51:

The service provider shall itemize the cost components on each invoice.



Requirement 52:

The payment term for Omroep Brabant is **30 days**, unless the invoice is inaccurate.

3.9 Preferences Regarding the Service Provisioning

The following preferences have been defined. Tenderer is allowed to offer one of more (or all) preferences, but this is not mandatory for submitting a valid tender.

Preference 1:

The platform shall include an **open data platform** that provides secure access to relevant data for internal and external purposes, such as analytics, personalization, and integrations with other systems.

Preference 2:

The streaming service shall offer the ability to integrate **user accounts from external platforms**. Users should be able to log in, register, or connect easily through external account services, such as single sign-on (SSO) providers or other relevant platforms.

Preference 3:

The platform shall include a **scan and pair functionality**, allowing users to easily connect their device to another device (such as a television or streaming device) using a QR code or a unique pairing code.

Preference 4:

The platform shall support **cross-device watching**, enabling users to synchronize their watch history, favorites, and playback progress across devices via a central user account.

Preference 5:

The streaming service shall include a **monetization functionality**, allowing revenue generation through various models such as subscriptions, advertisements, and pay-per-view.



4. MEAT-CRITERIA

This tender is based on both price and quality. Price accounts for **60%** of the MEAT-criteria and quality accounts for **40%**. Considering a maximum bid amount of **EUR 150,000** per year for the offered service, the maximum Euro value for quality is **EUR 60,000**. The allocation of the Euro values for the preferences are listed in paragraph 4.2.

4.1 Criteria for Price (weighs 60%)

All prices shall be quoted in Euros without any reservations regarding exchange rate fluctuations in other currencies. A bid with an annual value exceeding **EUR 150,000** and one-time implementation costs exceeding **EUR 20,000** (excluding VAT) is invalid.

Annual Costs

Annual costs refer to all expenses related to subscriptions, licenses, and support in accordance with the requirements and offered preferences listed in the tender documents and the offered services of tenderer.

One-Time Implementation Costs

One-time implementation costs refer to all expenses required to migrate to the service provider including training and adoption. Even if the winning bid is based on an Applicaster solution, training and adoption are necessary, as only part of said platform's features is currently utilized by employees of Omroep Brabant.

4.2 Criteria for Quality (weighs 40%)

This paragraph outlines the quality criteria. These are based on the preferences described in Paragraph **3.9**.

Preference 1:	The theoretical value of this preference is EUR 15,000 ;
Preference 2:	The theoretical value of this preference is EUR 15,000 ;
Preference 3:	The theoretical value of this preference is EUR 10,000 ;
Preference 4:	The theoretical value of this preference is EUR 10,000 ;
Preference 5:	The theoretical value of this preference is EUR 10,000 .



5. EVALUATION PROCESS

This paragraph describes the grounds for exclusion, the applicable suitability requirements, the evaluation criteria and the evaluation methodology.

5.1 Grounds for Exclusion

All exclusion grounds listed in the UEA made available on TenderNed are applicable. If one or more exclusion grounds apply, tenderer has the right to specify in the UEA the appropriate measures taken to mitigate the applicable exclusion ground. This UEA shall be part of the tender and shall be duly signed (otherwise the tender is invalid).

5.2 Suitability Requirements

The tenderer shall demonstrate, by providing one (1) statement made by a client in the applicable format in Appendix 1, that tenderer has provided the requested service (including all requirements specified in this tender) in the past three (3) years to the satisfaction of said referent. For the avoidance of doubt, please refer to answer 100 in the Q&A 1.

Omroep Brabant reserves the right to contact this client to verify the statement. If the client is not satisfied (or if the statement is not made and signed by the client), the tender shall be qualified as invalid.

5.3 Evaluation Process

The evaluation methodology is **price minus quality**. The tender with the lowest theoretical Euro value will be deemed the Most Economically Advantageous Tender (MEAT).



6. PROCEDURE RULES

This paragraph outlines the rules applicable to this tender through the open procedure, which tenderer shall adhere to.

Rule 1: Reporting Omissions

Tenderer shall notify Omroep Brabant of any omissions in the procurement documents by **Friday, February 7, 2025, at 23:59 CET**. Omissions are: requirements or elements in the tender documents that may be discriminatory, unreasonably burdensome, or insufficiently clear or transparent.

Rule 2: Tender and all correspondence in English language only

Tenderer shall submit their tender in the English language only. Proposals or correspondence in any language other than English will not be disregarded.

Rule 3: Price in Euros and Maximum Total Price in the tender

All prices shall be quoted in Euros without any reservations regarding exchange rate fluctuations in other currencies. A tender with an annual value exceeding **EUR 150,000** and one-time implementation costs exceeding **EUR 20,000** (excluding VAT) is invalid. By submitting a tender, tenderer guarantees it is aware of the aforementioned maximum limits and shall not initiate legal proceedings if its tender is rejected for exceeding these limits.

Rule 4: Validity of the tender

Tenderers guarantee that their tender will remain valid without reservation until June 1, 2025.

Rule 5: Withdrawing or Amending the tender

Tenderer may withdraw or amend a submitted tender until the submission deadline **on March 3, 2025, at 23:59 CET**.

Rule 6: Equivalent

Where technical specifications or standards are referenced in the tender documents, the term "or equivalent" is always implied. If a tenderer submits a tender it believes to be equivalent, it shall, upon request by Omroep Brabant, provide conclusive evidence within two (2) business days proving the equivalence. If a court later determines that equivalence did not apply, tenderer is liable for all direct and consequential costs and losses incurred by Omroep Brabant, including the costs for a new procurement process and all incurred and to be incurred legal expenses.

Rule 7: Ownership of the tender

All documents submitted in response to this procurement procedure, including any requests for additional information, become the property of Omroep Brabant. Commercially confidential information will only be used for evaluating the submitted tender, legal proceedings, or when disclosure is required by law. By submitting a tender, tenderers agree that such disclosure is permissible under the aforementioned circumstances.

**Rule 8: No Reimbursement of costs**

By submitting a tender, tenderers agree that costs incurred in preparing and submitting the tender will not be reimbursed, and these costs will not be charged, offset, or claimed against Omroep Brabant.

Rule 9: One submission only

Tenderers may only submit one (1) tender. If a tender has been submitted, tenderer is not allowed to also act as a subcontractor of another tenderer in this tender procedure.

Rule 10: Communication via e-mail only

All questions related to this procurement procedure shall be submitted exclusively to the following e-mail address: aanbestedingen@omroepbrabant.nl.

Requests to respond only to the tenderer will not be honoured. All received questions will be answered in a so-called Questions & Answers document (Q&A). Any communication or documentation submitted to Omroep Brabant through other means, like in TenderNed or phone calls will be disregarded.

Rule 11: Interim changes to tender documents

Omroep Brabant reserves the right to amend the tender documents during the procurement process. Any amended documents will be published on TenderNed. If Omroep Brabant deems it necessary, it may extend the tender submission deadline to allow tenderers more time to respond to the changes. Such changes will be published on TenderNed. For the avoidance of doubt: if and when a date or time in the tender documents differs from the dates and times published on TenderNed, then the dates and times in TenderNed applies!

Rule 12: Content and format requirements for the tender

To submit a valid tender, tenderer shall use the format included in Appendix 1 and include all documents listed in paragraph 7.1. Appendix 1 shall be signed by an authorized representative.

Rule 13: Mandatory contract

The contract format is specified in Requirement 47. Tenderer's own or deviating terms and conditions will not be accepted. If a tenderer makes any reservation(s) regarding one or more articles in the prescribed contract, their tender will be rejected as invalid.

Rule 14: Variants are not allowed

Tenderer shall submit a tender that complies with all requirements in the tender documents. Variants are not allowed.

Rule 15: Additional documentation and information

Tenderer shall respond to requests for additional documentation and information via email within two (2) business days. Additional documentation and information refer to detailed insights requested



by Omroep Brabant regarding the tender submitted. Providing such documentation shall not lead to adjustments to the tender (for instance modified pricing).

Rule 16: Objections

Tenderers whose bids are rejected or who did not submit the winning tender will receive written notification by e-mail. The reasoning for rejection will only pertain to the tenderer. Rejected tenderers have twenty (20) days from the day after the rejection notification to initiate legal proceedings by filing a preliminary injunction. The competent court is listed on TenderNed.



7. REQUIREMENTS ON THE TENDER ITSELF

7.1 Requirements on the tender itself

Tenderer shall complete and duly sign the submission form included in Appendix 1. In addition thereto, the tender shall include the following documents:

1. the ESPD (UEA) published on TenderNed and signed by an authorized representative of tenderer;
2. a description of the services including:
 - a) an implementation plan;
 - b) a detailed description evidencing that every requirement in the tender documents is met. A simple yes is insufficient;
 - c) a list of the available features (above the requirements) of the platform;
 - d) a training program.



8. APPENDIXES

8.1 Applicable appendixes

The following six (6) appendixes are applicable to this tender procedure and have been made available on TenderNed:

1. Appendix 1: submission form
2. Appendix 2A: draft contractual agreement **based on ARBIT 2022**
3. Appendix 2B: **Arbit 2022**
4. Appendix 2C: draft Data Processing Agreement **based on ARBIT 2022**
5. Appendix 3: **OTT-features**
6. Appendix 4: **XML-feed**

End of Selection Guideline