

Information Note

Automation of Cell line development for genetically modified hiPSCs

Second information note



REFERENCE: L-EU-25-17

Date: 28-05-2026

Introduction

General

This Information Note contains our answers and reactions to question and notes made by interested parties. This Information Note forms part of the Procurement Documents and shall prevail over the Descriptive Document and its accompanying Appendices.

Please note also the updated Program of Requirements as part of this Information Note

Questions/comments from Interested Parties and answers/responses from LUMC

Ref. Nr.	Subject	Question	Answer
10	Additional questions	1. In Appendix 4, there are several price components for which we need to enter an amount per item. There are two options from our perspective: Option 1: The full maintenance contract is taken out with us (more expensive option). Option 2: The maintenance contract for our equipment is taken out with us, and for the incubator and hotel with vendor X (cheaper option). Is option 2 possible? If so, can we then enter the price for the incubator + hotel in the case that you take out the contract with them (i.e., the price used by vendor X)? In this situation, we would be responsible for scheduling the preventive maintenance and could coordinate this with vendor X without your involvement. For corrective maintenance, you would ultimately have two different contact persons for repairs (excluding the Upsight). 2. Could you please explain what you mean by the component “Automation platform preventive maintenance.” in Appendix 4? The liquid handler, incubator, and hotel are listed separately. Does “automation platform” refer to the robotic arm and/or enclosure? Does the enclosure also needs to be included? 3. You answered Appendix 3-48 with the explanation that you are not willing to change the requirement regarding the robotic arm from a “must” to a “wish.” However, I believe there may have been a misunderstanding. In our question, we intended to explain that the robotic arm we plan to use would not access the liquid handler deck. Instead, we have an alternative solution that is more robust, less sensitive to crashes, and also improves process efficiency, as the liquid handler would not need to stop during robotic arm access (which would otherwise be necessary if the robotic arm were to reach the deck). Given that the robotic arm will not access the liquid handler deck, would it be possible to reconsider this requirement and classify it as a “wish” rather than a “must”? 4. Is an IQ/OQ needed after installation of the platform? 5. Is an OQ needed during preventive maintenance?	1. Yes Both options are possible. Specify contract in Sub-criteria Q2, question 2.5. 2. In this case we mean by platform everything that is not Liquid Handler and Incubator(and Hotel). This includes but is not limited to: the Robotic arm, Enclosure, IT Soft- and Hardware. In any other case in this document we mean the complete system all instruments included. 3. We will amend Appendix 3 pos 43+48 to minimize the necessity for the robotic arm to directly work with the liquid handler. In Pos 43 the words "By the robot arm" will be removed. In Pos 48 the words "on the liquid handlers deck" will be removed" 4+5. No, not needed

11		Could you confirm whether the 2-year warranty (POS 81) covers all preventive and corrective maintenance at no additional cost for the first 2 years? Additionally, please clarify whether application & software and other support in years 1 and 2 fall under warranty?	We confirm that all preventive and corrective maintenance are included as well as application & software.
12		If one or more must-have requirements are not answered with a straight 'Yes', does this automatically disqualify the submission from the tender evaluation?	Yes, that is correct.
13		For the quality sub-criteria Q1 (300 pts), Q2 (400 pts) and Q3 (300 pts) are these scored per individual line item (POS) within each category, or is it one holistic score using the dutch grading scale as mentioned for the entire sub-criterion? Unlike the wishlist, no individual point distribution is shown per line item, so we want to make sure we understand how the 1000 quality points are awarded before finalising the response.	The sub criteria will be each be evaluated as a whole. Meaning the entire answer package to a question will be awarded points. Not the individual questions. Line items are meant as a guideline of what the answer should contain.