

Version: nota round 2**Announcement**

Please note that Schedule 1 – Requirements Online library has been updated as part of this second Memorandum of Information. The following changes have been made:

- M2C.2 amended: MP4 has been deleted from the list and replaced by S2C.4;
- S2C.4 added;
- M2D.3 amended: video has been deleted (replaced by S2C.4);
- M2G.3 amended;
- M2G.4 deleted;
- S2G.5 and S2G.6 added;
- the introductory text in section 3B has been extended with additional information regarding DRM protection and the current integration with Centraal Boekhuis (CB).

Schedule 3 – System Desirables - Online library has been updated accordingly. Tenderers are requested to take these updates into account when preparing their tenders.

There will be a further round of requests for information; please refer to the schedule on TenderNed.

Number	Document	Section / Requirement - Provision	Question Tenderer	Answer
1	Descriptive document	Section 2.1 and 2.7	We noticed a potential inconsistency regarding the contract timeline. Section 2.1 states that the current Framework Agreement ends on 1 July 2028, while section 2.7 states that the new Framework Agreement will enter into force upon signature and has an initial term of four years ending on 31 August 2030. In addition, the current procurement timeline indicates a final award date of 18 August 2026. Could you please clarify when the implementation and operational phase of the new contract is expected to begin? Are you expecting a transition period running in parallel with the current provider, or is there an error in the stated dates?	See question and answer number 42 in the first information memorandum.
2	Descriptive document	Section 4.2	In section 4.2 ("Submission of evidence — Exclusion Grounds"), under EG1, the tender documentation states that bidders must submit an extract from the commercial register and that "the extract must also show that the Tender has been duly signed by the Tenderer." Could you please clarify whether the commercial register extract alone is sufficient, provided it shows the legal representative/signatory authority of the bidding entity, or whether additional documentation (such as powers of attorney, board resolutions, or other proof of representation) is also required at submission stage?	An extract from the Chamber of Commerce's commercial register is sufficient, provided it shows that the registration has been legally signed by the authorized representative of the registering entity. In such cases, additional documentation—such as powers of attorney, board resolutions, or other evidence of representation—need not be submitted at the time of registration.
3	TenderNed platform menu	Menu 5.Demonstration in TenderNed	We have been reviewing the platform TenderNed in order to understand how the different bid documents should be uploaded, and we noticed that one of the menu sections is listed as "5. Demonstration." For all the other sections in the platform, we have been able to identify the required schedules and supporting documents that need to be submitted as part of the offer. However, regarding section 5, we do not fully understand what is expected here. Our understanding is that the demonstration would take place at a later stage, should the contracting authority determine that we are not excluded from the procedure. Therefore, we would like to confirm whether our interpretation is correct and whether no documentation needs to be uploaded under this section "5.Demonstration" at the time of bid submission. Thank you very much for your clarification.	Your interpretation is correct. No documents need to be uploaded during the bidding process for the "Demonstration" award criterion. The demonstration will take place at a later stage, and only eligible bidders will be invited to participate.

4	Descriptive document	4.2 Exclusion Grounds and Suitability Requirements	We noted that the tender documentation refers to several certifications, including ISO 9001, ISO 27001 and ISO 27018. Our company does not currently hold these specific ISO certifications (or any equivalent certification), although we do follow established internal quality, security and operational standards in our processes. Based on our reading of the tender documents, we understand that equivalent means of proof may be accepted to demonstrate compliance with these requirements. Could you please clarify what types of alternative documentation or evidence would be considered acceptable in this case? For example, would a document describing our internal processes, policies and controls be sufficient?	In the absence of formal certification, a tenderer may demonstrate compliance with the applicable ISO standard by providing evidence that each relevant control has been appropriately designed and implemented within the organisation. As a minimum, the tenderer shall submit the following: For each control specified in the applicable ISO standard, the tenderer must provide evidence of both the design and implementation of that control. Evidence of design means demonstrating that the control, if operating as intended, is suitably designed to meet the control objective and effectively mitigate the identified risk, either individually or in combination with other controls. Evidence of implementation means demonstrating that the control actually exists and that the organisation has put it into practice. Acceptable forms of evidence include, but are not limited to, documented policies and procedures that address the control objectives of the standard, records demonstrating that the controls have been put into operation (such as risk assessments, logs, minutes of review meetings, training records or screenshots of system configurations), a completed Statement of Applicability, where relevant, identifying which controls have been applied and providing justification for any exclusions, as well as an internal audit report or self-assessment performed against the specific controls of the standard, confirming both the design and implementation status of each control. The Contracting Authority reserves the right to request additional evidence, including an on-site assessment or a third-party review, to verify the claimed level of compliance. Any evidence submitted must be current, traceable, and sufficiently detailed to allow the Contracting Authority to assess whether each control meets the intent of the standard. The burden of proof rests with the tenderer. Merely stating compliance without substantiating it at the individual control level will not be considered sufficient.
5	Schedule 1 - Programme of requirements	M21.1	Our platform does not support the subscription model required in the tender documentation. Does this automatically exclude us from the tender, or can we still submit an offer and remain competitive in the process?	Tenderers are expected to confirm compliance with this requirement. The intent of this requirement is to ensure that the system supports configurable lending rights at the subscription level. Currently, we work with four subscription types, each with its own set of rules. The applicable subscription type for a user will be provided through the Contracting Authority's authorisation API. The solution must allow these lending rights (such as number of simultaneous loans, loan duration, and access to specific collections) to be set and adjusted per subscription type in a flexible manner. For example, one subscription type may allow a user to borrow 10 e-books, 10 audiobooks, and 5 periodicals within a period of 3 weeks. It is not required that these configurations are performed by employees of the Contracting Authority. It is acceptable if this is managed by the Contractor's administrators, provided that the process is efficient and does not require technical changes or development effort.
6	Schedule 1 - Programme of requirements	General (the question affects several sections)	Our platform does not currently support some of the functionalities listed as "Must" requirements in Schedule 1. Does this automatically exclude us from the tender, or can we still submit an offer and remain competitive in the process?	The Contractor is required to perform the Contract in accordance with the Requirements Online Library. The Contracting Authority notes that, in the second Memorandum of Information, several requirements have already been reclassified from mandatory requirements to system desirables based on the received questions. As the question does not specify which mandatory requirements are currently not supported by the tenderer's platform, the Contracting Authority is unable to provide a more specific assessment at this stage. Tenderers may submit more specific questions regarding individual requirements in the next round of questions if clarification is required.
7	Schedule 1 - Programme of Requirements	M7.7	Please provide examples of the type of controls the Contracting Authority would like to be able to configure.	Examples of configurable controls include: • setting retention periods for specific categories of personal data (e.g. inactive user accounts or lending history); • configuring automated deletion triggers, such as deletion X months after account closure. The intention of the requirement is that retention and deletion behaviour can be configured and executed in an automated and manageable manner, without requiring technical development changes.

8	Schedule 1 - Programme of Requirements	S5B.2	Kindly describe the goal(s) of the automation referenced and the typical identifiers in your desired use case.	The goal of the automation referenced is to support the KB's automated tests for reliable end-to-end and regression testing of the application. This ensures that key user journeys can be validated consistently across releases, including UI changes, language variations, and layout updates, without breaking automated tests due to unstable element identifiers. Typical identifiers (PULs) therefore refer to stable, human-readable names for relevant interactive UI elements used in these tests, such as actions, inputs, navigation items, and key workflow components (e.g. searchButton, submitButton, userSearchInput).
9	Schedule 1 - Programme of Requirements	M2B.3	Can the Contracting Authority please elaborate on the detail a user needs to manage given the SSO/OIDC requirement?	The OpenID Connect (OIDC) requirement relates solely to the authentication mechanism. End users must be authenticated via the Contracting Authority's Customer Identity Management system using OIDC. After authentication, the e-lending solution remains responsible for providing profile self-service functionality. The minimum expectation is that users must be able to manage their own profile data as defined in M2B.3, including: *Viewing their profile information; *Updating relevant profile attributes stored in the application; *Resetting or changing profile-related settings as supported by the application; *Removing their profile (where permitted by applicable policy and system design). In this context, profile concerns only information that the user can configure within the platform, for example language preference or colours.
10	Schedule 1 - Programme of Requirements	M6.1	We request from the Contracting Authority the legal conditions the Tenderer is asked to abide.	These are described in, among others, Schedules 6A through 6E, Schedule 7, and Schedules 8 and 9.
11	Schedule 11 - European Single Procurement Document		We are a foreign entrepreneur tenderer in search of an English-language PDF or fillable PDF to meet the UEA documentation requirement, please.	An English-language ESPD has been added; see Schedule 11B
12	Descriptive Document - Online Library - e-lending platform	M2L.1	Can Adobe be used for everything, or is it mandatory to use Radium LCP for the content that is consumed on the e-reader?	The requirement is that content consumed on e-readers must be protected using Radium Licensed Content Protection (LCP). Accordingly, Adobe DRM (or any other alternative DRM solution) may not be used in place of Radium LCP for content delivered to e-readers. For audiobooks and periodicals, Radium LCP is the preferred mechanism; however, an equivalent industry-standard content protection solution may be proposed, subject to approval by the Contracting Authority and provided it offers comparable levels of security, interoperability, and compliance with the requirement. Please note that, in the current situation, the Contracting Authority's main content supplier, Centraal Boekhuis, already applies content protection measures to e-books only. The requirement referred to here therefore concerns audiobooks and content obtained from other distributors or repositories, where the platform itself must be able to apply the required content protection measures.
13	Descriptive Document - Online Library - e-lending platform	M3A.4	Could you please clarify whether a single, standardized mechanism is required to automatically enable integration with all future content providers?	No, a single standardized mechanism that automatically enables integration with all future content providers is not required. The requirement is intended to ensure that the solution is sufficiently extensible to support integration with additional content providers in the future without fundamental redesign of the platform.
14	Descriptive Document - Online Library - e-lending platform	M3B.2	Could you please clarify what the minimum requirement is?	The minimum requirement is that the e-lending solution must enforce publisher-defined access restrictions on e-content at the level of supported front-ends. At minimum, the system shall support the ability for publishers to: - Allow access to e-content on all supported front-ends; or - Restrict access so that content is available on all supported front-ends except e-readers.

15	Descriptive Document - Online Library - e-lending platform	S2B.5	Would it be possible to avoid using the corporate colors in order to implement a dark mode?	Yes, provided that the mobile application still maintains sufficient alignment with the visual identity guidelines as delivered by the Contracting Authority. The purpose of this requirement is to ensure a usable and accessible dark mode experience. The Contracting Authority acknowledges that certain corporate colours may need to be adapted, toned down, or replaced in dark mode to achieve appropriate contrast and readability. Tenderers may therefore apply alternative colour variants in dark mode, provided that: - the application remains recognisably aligned with the branding as delivered by the Contracting Authority; - accessibility and usability are prioritised; - the dark mode is implemented consistently across the application.
16	Descriptive Document - Online Library - e-lending platform	M4E.5	could you confirm if the Contracting Authority intends to run those annual independent white-box pentestests or is it something that should be driven and paid by the Contractor?	The Contractor is responsible for conducting, facilitating, and financing the annual independent white-box penetration test. The intention of this requirement is that the Contractor ensures that an independent white-box penetration test is performed annually on the full e-lending platform, including the web application and mobile applications. The test must be carried out by a qualified and independent third party. The Contractor remains responsible for: *commissioning and facilitating the penetration test; *ensuring the scope covers the complete platform; *addressing and remediating identified vulnerabilities; *making the resulting reports available to the Contracting Authority upon request.