

Selection Guidelines

for the European tender procedure

according to the procedure of award through negotiation

to supply and maintain a

Parking Reservation System (PRS)

Version 1.0

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This tender procedure is being carried out in its entirety via

TenderNed
Marktplaats
voor aanbestedingen

Contents

1	Definitions.....	4
2	Introduction.....	6
3	PRS.....	7
3.1	Single lot.....	7
3.2	Scope and elements of the Engagement.....	7
3.3	Scheduling of the Engagement.....	9
3.4	Form and Term of the Engagement.....	9
4	Description of the tender procedure.....	10
4.1	Procedural Framework: ARN ²⁰¹⁶	10
4.2	Schedule for the tender procedure.....	11
5	SelectiON procedure.....	12
6	Knock-out Criteria.....	14
6.1	Section 2.86 of the Public Procurement Act 2012 (AW 2012).....	14
6.1.1	Statement from the Dutch Tax and Customs Administration [Belastingdienst].. Fout! Bladwijzer niet gedefinieerd.	
6.2	Section 2.87 of the Public Procurement Act 2012 (AW 2012).....	14
6.3	Contact about the Engagement.....	14
7	Minimum REQUIREMENTS AND SUITABILITY REQUIREMENTS.....	15
7.1	Financial and economic capacity.....	15
7.1.1	Bank reference [Bankverklaring].....	15
7.2	Technical and organisational suitability.....	16
7.2.1	Technical requirements:.....	16
7.2.2	Language requirements.....	19
7.2.3	Organisational requirements.....	19
7.3	Social SUITABILITY.....	21
7.3.1	Register.....	21
7.3.2	Each Consortium Member.....	21
7.3.3	Third Parties.....	21
7.3.4	Description of the legal form, ownership situation, and management situation.....	21
7.4	Corporate Responsibility (CR).....	22
8	APPLICATION.....	23
8.1	Applying via TenderNed.....	23
8.2	Application Conditions.....	23
8.2.1	Original ESPD.....	23
8.2.2	Digital submission of the ESPD.....	24
8.2.3	Submitting an ESPD by post (only upon request).....	24
8.2.4	Duly authorised signature.....	24
8.2.5	Number of times an application can be submitted.....	24

8.2.6	Group	24
8.2.7	Multiple Candidates within a single group	24
8.2.8	Costs	24
8.3	Application by a Consortium and/or engaging third parties (main contractor and subcontractor)	25
8.3.1	Consortium: ESPD	25
8.3.2	Consortium: Statement on the Formation of the Consortium	25
8.3.3	Consortium Agreement upon request.....	25
8.3.4	Consortium: Jointly and severally liable [Hoofdelijk aansprakelijk]	25
8.3.5	Consortium: changes not permitted.....	25
8.3.6	Consortium: Legal entity.....	25
8.3.7	Engaging third parties	25
9	Evidence to submit	27
9.1	Evidence to submit by application.....	27
9.2	Evidence to submit on request.....	27
9.3	Table evidence to submit	28
9.4	Verificatie ESPD.....	29
10	Questions and complaints	30
10.1	Questions.....	30
10.2	Complaints procedure/SNBV Complaints desk.....	31
11	Final Provisions	32
11.1	Proviso on termination of procurement process.....	32
11.2	Choice of law and forum	32
	APPENDIX 1	33
	APPENDIX 2	34
	APPENDIX 3	35

1 DEFINITIONS

In these Selection Guidelines, the following terms shall have the meanings assigned to them below:

Appendix	Appendix to these Selection Guidelines.
Application	The Candidate's application/request to participate in the tender procedure based on these Selection Guidelines.
AW	The revised Dutch Public Procurement Act [<i>Aanbestedingswet</i>] entered into force on 1 July 2016. This amended act continues to be called the Dutch Public Procurement Act 2012.
Candidate	A legal entity that submits an Application in accordance with the requirements laid down in the Selection Guidelines.
Certificate of Conduct	A certificate of conduct [<i>gedragsverklaring</i>] in accordance with Section 4.1 of the Dutch Public Procurement Act [AW].
Comparable PRS	Standard package that is not used as a PRS, but can be used as a PRS.
Consortium	A partnership of enterprises as defined in ARN ²⁰¹⁶ .
Consortium Members	Members of the consortium (partnership).
Contract	The agreement to be signed between the Principal and the Contractor after the award of the Engagement, a draft of which constitutes part of the Invitation to Tender.
Contractor	The Tenderer to whom the Contracting Party has awarded the Engagement based on the most economically advantageous tender.
Contracting Party	Schiphol Nederland B.V., also referred to as 'SNBV'.
Core Competency	The knowledge, experience, and skill necessary to perform an essential part of the engagement.
Engagement	The subject of the tender procedure, as described in more detail in Chapter 3 of the Selection Guidelines.
ESPD	European Single Procurement Document: the document intended for the self-declaration referred to in Section 3.64, read in conjunction with Section 2.84, of the AW 2012. ¹
Implementation	All activities that are necessary to deliver the system in an operational condition, including interfaces, initial set-up, migration of existing data, training of users, support with testing, and making documentation available.

¹ Link to ESPD: <https://ec.europa.eu/growth/tools-databases/espd/filter?lang=nl>

Invitation to Tender	Invitation issued by the Contracting Party to the selected Candidate to participate in the award and tendering phase and to submit a Tender.
Knock-out Criteria	The Knock-out criteria included in these Selection Guidelines.
Management	All ITIL management processes, including the help desk and the standard changes to be implemented (pre-defined changes in tables).
MEAT	Most economically advantageous tender. In this case, this regards the best price-to-quality ratio.
Minimum Requirements	The minimum suitability requirements referred to in Section 8 ARN ²⁰¹⁶ .
Multidisciplinary	Cooperation between various fields, including construction, civil engineering, and systems technology.
Principal	Schiphol Nederland B.V., also referred to as “SNBV”.
PRS	Parking Reservation System. System used to reserve parking products.
Reference	A statement as referred to in Section 2.92a of the AW.
Selection Criteria	The criteria listed in the Selection Guidelines for selecting Candidates who are not subject to the Knock-out Criteria and who satisfy the Minimum Requirements.
Selection Guidelines	This document, which contains a brief description of the required services, the tender procedure, the Knock-out Criteria, the Minimum Requirements, and the Selection Criteria.
SNBV	Schiphol Nederland B.V.
Standard Package	Software package that is continuously developed by the supplier at its own initiative and which is intended for use by various clients, in which respect pre-defined set-up options are included for a particular client.
Tender	The Tender to be submitted by the Tenderer in the award and tendering phase of the tender procedure.
Tenderer	The Candidate who submits a Tender and is selected by the Contracting Party to participate in the tendering and award phase.
TenderNed	Electronic platform used to carry out this European tender procedure.

2 INTRODUCTION

Schiphol Nederland B.V. (SNBV) is part of Royal N.V. Luchthaven Schiphol, which operates under the name Schiphol Group. Schiphol Group operates Amsterdam Airport Schiphol, the largest airport in the Netherlands and the fifth-largest airport in Europe.

Schiphol Group's mission is "Connecting the Netherlands": to continue to connect the Netherlands optimally with the rest of the world and thus contribute to welfare and well-being in the Netherlands and abroad; Connecting to compete and to complete. We develop our activities in a balanced manner, both at home and abroad. In doing so, we focus on our core values: reliability, efficiency, hospitality, inspiration, and sustainability.

It is the ambition of Amsterdam Airport Schiphol to become and to stay Europe's Preferred Airport; the airport that generates value with its quality, capacity, and extensive network of destinations.

We operate our most important airport, Schiphol, as an AirportCity, a dynamic metropolitan area where we offers travellers and airlines all the services they need, 24 hours a day. More than 500 companies employing 65,000 employees are established at Schiphol. More than 58 million travellers depart Schiphol each year.

Many of these travellers come to the airport by car. Schiphol offers various parking options for these travellers. Travellers are permitted to reserve a parking space, and this is mandatory for the valet parking service. Schiphol handles some 450,000 parking reservations annually, but this number is increasing by more than 10% each year. Schiphol continuously strives to improve the "passenger journey" and, in that context, it is also continuously improving parking and reservation options.

Schiphol currently has a parking reservation system (PRS) to administer these reservations. Because the contract with the current supplier is set to expire, we will be awarding the contract for these activities again through this tender procedure.

In this selection phase of the tender procedure, we are seeking suppliers who have a Standard Package that offers most of the desired functionality. The package must be able to interface with a large number of other systems and be easy to adapt to new requirements. Suppliers must be able to implement and manage the package and implement changes. The suppliers will continue to develop the Standard Package on their own initiative so that this continues to grow along with technical developments and opportunities. Schiphol notes that, when it comes to parking, it often leads the market and thus may be prepared, in a given situation, to host a pilot project for new developments.

System availability is extremely important. In terms of management, therefore, suppliers are expected to actively monitor the system and be available 24/7 to resolve high-priority incidents. We expect the supplier's employees to speak Dutch or English, and that the package and documentation can also be supplied on one of those languages.

3 PRS

3.1 Single lot

The Engagement will be awarded in a single lot. SNBV has chosen the single-lot option to safeguard the integrity of the Engagement. Specifically, the Engagement comprises elements that are very closely, and sometimes inextricably, interconnected, such as implementation and management. The project will be executed in an operational environment that has many stakeholders and is continually in use. This requires an optimal coordination of the various elements. Without optimal coordination, the risk associated with performing the Engagement will become, in both an operational and a financial sense, unmanageable for Contracting Party.

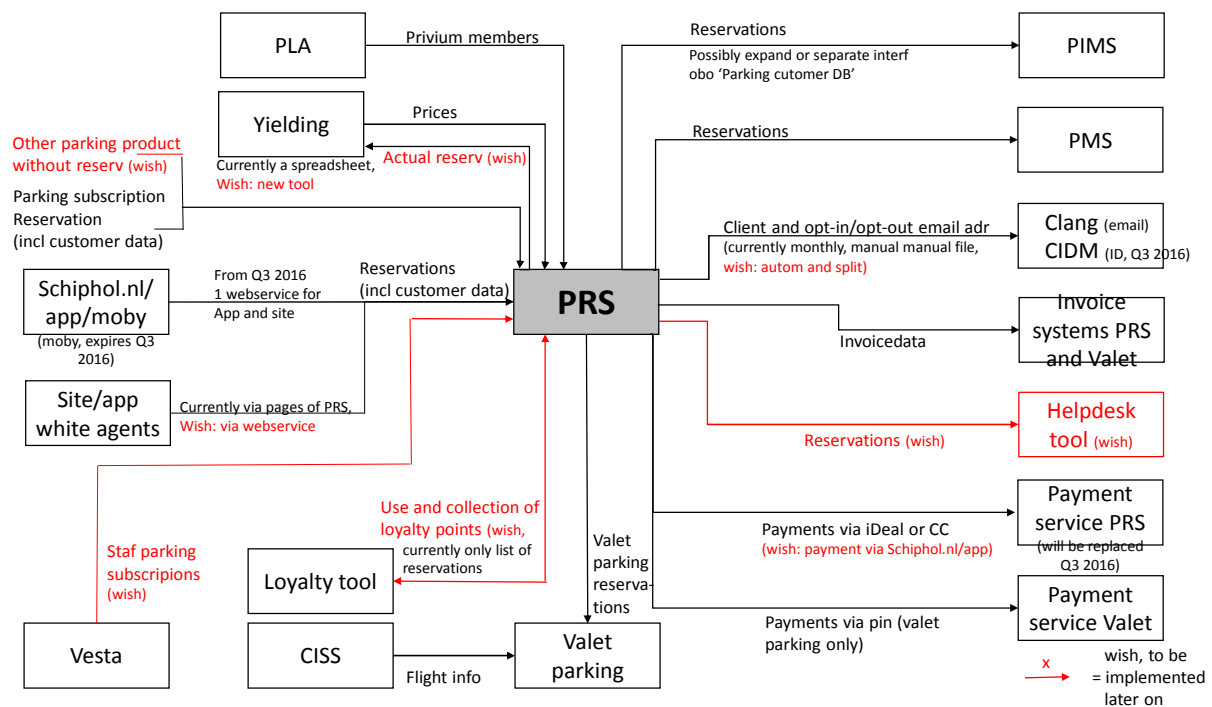
3.2 Scope and elements of the Engagement

The scope of the Engagement regards the implementation, management, and maintenance of the parking reservation system (PRS) and the corresponding interfaces for Schiphol (see the description below in this section). It regards both the software itself and the underlying technical infrastructure. If necessary, the PRS can be hosted at Schiphol, but that is not the preferred solution. Although the changes after the implementation will not be part of the Engagement itself, agreements will be made regarding change-related fees and procedures.

The initial scope relates to Schiphol Airport itself, but it may be extended to include Lelystad and/or Rotterdam airports during the term of this contract.

Parking Reservation System (PRS)

The PRS is the system in which reservations are administered and which interfaces with a large number of other systems. This section provides an overview of the most important functionalities and interfaces by means of a general description of the process and the underlying system landscape. No rights may be derived from this description. The final description will be provided in the following phase of this tender procedure. References to future changes should be taken to mean changes made after the initial implementation.



The customer can reserve a parking space via the Schiphol site, the Schiphol app, the sites and offices of various travel agencies, or by telephone through their staff of Schiphol Valet parking. The Schiphol site and app have their own GUI that communicates with the PRS via a web service. Travel agency sites generally use the pages of the PRS itself. This is also currently being replaced in part by web services.

The customer indicates the period of time for which he wants to reserve a parking space and is offered a variety of parking options (parking products) since Schiphol has multiple parking locations and products. These are located at various distances from the terminal and additional services. Some products offer the option of purchasing an additional product, such as having the car washed.

Parking product prices vary and depend, e.g., on the product itself, the season, the length of time for which the parking space is required, the time of parking, and the number of reservations that have already been made. The prices and capacities are provided by a yielding tool that can be imported into the system. This is currently still an Excel spreadsheet, but this will be replaced by another yielding tool in the future that will offer more options, including comprehensive integration.

The customer may indicate how he wants to be identified upon arrival at the parking area, such as by credit card, number plate, Privium card, or in the future, QR code.

For some products, the customer can indicate whether he has a subscription or is a member of Privium. Subscriptions are maintained in the PRS by the customer himself and the back office. Privium members are automatically supplied by the Privium membership administration [Priviumledenadministratie] (PLA).

Based on the available data, the PRS can generate selections/reports that are then made available to third-party systems. Currently, for example, a file with e-mail addresses is periodically exchanged. Data can be made available in different ways, via a shared drive, SFTP, or an e-mail configuration. In the future, an interface will be made using Schiphol's CRM (CIDM) and the e-mail system (Clang).

In most cases, the customer pays when making the reservation using either a credit card or the iDeal payment system. This is done through a service integrated into the PRS that interfaces with an external payment service. In certain cases, payments are made afterwards based on an invoice. The PRS supplies the invoice data to the Schiphol invoicing system for this purpose. Payment at Schiphol Valet parking is always made afterwards. Upon departure, the customer pays for the service using a credit or debit card. This is also handled through a service integrated into the PRS that interfaces with an external payment service. Some Valet customers pay afterwards based on an invoice. The PRS delivers the data in these cases as well. The invoice is sent from an invoicing system owned by the franchise holder [*concessionaris*] of Schiphol Valet Parking. The PRS is PCI-compliant.

After the reservation is completed, data is forwarded to the parking management system (PMS). That system handles opening the barrier and any additional payments a customer makes if he stays longer than expected. The reservations for Schiphol Valet parking are not forwarded to the PMS but to the operational system owned and used by the franchise holder of Schiphol Valet parking. That system keeps the records of the receipt, parking, and return of the cars. This operational system falls outside the scope of this tender procedure.

The reservation data is further uploaded to the Parking data warehouse (PIMS).

In the future, Schiphol wants to interface with a Schiphol loyalty tool so that reservations can be paid for with loyalty points. As of now, this tool only periodically receives a file with reservations.

Also in the future, Schiphol wants to examine the possibilities for combining the service with the parking options for employees. Employees park at other locations and their subscriptions are handled in another system (Vesta). No decision has yet been made about what this 'combination' will entail. It might vary from a discount on reservations to the full integration of the parking facilities.

A tool will be developed in the future to handle customer questions and complaints. This tool will combine the data from the PRS, the PMS, and Schiphol's Payment Service Provider of the Parking Reservation System. Schiphol has detailed requirements regarding privacy, availability, integrity and confidentiality aspects.

3.3 Scheduling of the Engagement

The implementation of the system, including migration from the current system, is scheduled for the second half of 2017. The management and maintenance phase will start in 1 January 2018.

No rights may be derived from this timeline.

3.4 Form and Term of the Engagement

The basic contract will have a term of four (4) years. SNBV will be unilaterally entitled to extend the basic contract twice, each time for a period of two (2) year, up to a maximum term of eight (8) years.

4 DESCRIPTION OF THE TENDER PROCEDURE

4.1 Procedural Framework: ARN²⁰¹⁶

This tender procedure is a European tender procedure of award through negotiation. In this tender procedure, potential suitable Tenderers will be selected based on the applications to participate submitted by Candidates (selection phase). The selected bidders will be asked to submit a Tender based on the Invitation to Tender to be sent out by the Contracting Party (tendering phase). The tendering phase will ultimately lead to an award to the Tenderer with the best price-quality ratio.

The tender procedure will be subject to the Tendering Regulation for the Utilities Sectors 2016 [*Aanbestedingsreglement Nutssectoren 2016*] (ARN²⁰¹⁶). The ARN²⁰¹⁶ can be downloaded (in Dutch) via the 'Documenten en Juridische voorwaarden' section of <http://www.schiphol.nl/Aanbestedingen>.

This chapter explains the tender procedure in more detail.

Phases of the procedure

The award through negotiation procedure comprises the following phases:

- selection phase;
- tendering and award phase.

In the selection phase, the Applications of the Candidates will be assessed based on the Knock-out Criteria, Minimum Requirements, and, if necessary, the Selection Criteria, for the purpose of selecting the Candidates who will be invited to participate in the tendering phase. The selection procedure, including the applicable Knock-out Criteria, Minimum Requirements, and Selection Criteria, is described in the next chapter of these Selection Guidelines. The Engagement will be awarded based on the best price-quality ratio criterion (of the 'most economically advantageous tender') (MEAT). This means that quality criteria, as well as price criteria, will play a role in the Contracting Party's choice.

Working language

The working language for the entire tender procedure is English and/or Dutch.

Intellectual property

The intellectual ownership of information provided by the Contracting Party shall at all times remain vested in the Contracting Party. Without the prior written consent of the Contracting Party, nothing in these Selection Guidelines may be duplicated by means of printing, photocopying, microfilm, scanning or otherwise, except for the purpose of submitting an Application. Violation of this provision may result in immediate Knock-out from the tender procedure and may be a circumstance as defined in Article 22.2 ARN²⁰¹⁶. The provisions of this section will not prejudice the Contracting Party's right to claim damages.

Confidentiality

The Contracting Party will treat as confidential any information provided by the Candidate which it knows – or can reasonably assume – to be confidential, and shall in any case take account of the legitimate (commercial) interests of the Candidate.

Applicable terms and conditions

This procurement process and any resulting Assignment shall not be subject to any delivery, payment, and/or other conditions apart from the (contractual) conditions to be set out by the Contracting Party in the Selection Guidelines, the Tender Guidelines [*Aanbestedingsleidraad*], and the Agreement [*Overeenkomst*]. An Application

or Tender subject to other (deviating) conditions shall be deemed not to have been submitted. The Contracting Party explicitly rejects the applicability of any general conditions of the Candidate or Tenderer.

4.2 Schedule for the tender procedure

The tender procedure is based on the following schedule:

Schedule for the tender procedure (selection phase)		
1.	Announcement of selection phase	10-10-2016
2.	Deadline for submitting questions	24-10-2016, 12:00 noon (strict deadline) (CEST)
3.	Answering of questions in the Notice of Information	28-10-2016
4.	Application deadline	10-11-16, 12:00 noon (strict deadline) (CEST)
5.	Announcement of preliminary selection	01-12-2016
6.	Deadline for receiving substantiation for ESPD verification	11-12-2016
7.	Announcement of final selection	Week 51, 2016
The planning of the tendering and award phase will be announced after the final selection of Candidates has been announced.		

The 'Deadline for submitting questions' and the 'Application deadline' (in bold, above) are strict deadlines. Applications received after that deadline will not be included in the assessment. The other deadlines are indicative and not binding for the Contracting Party.

5 SELECTION PROCEDURE

The selection will be made based on an assessment of the completeness of the applications, the applicability of the Knock-out Criteria, and the satisfaction of the Minimum Requirements and, if necessary, the Selection Criteria. The objective of the selection procedure is to select no more than five (5) Candidates who will be invited to submit a Tender.

The assessment

All Applications will be assessed by an independent, multidisciplinary assessment committee. The assessment committee will comprise experts from the various divisions of SNBV: a procurement expert, an operations expert, a sustainability expert, project expert and subject-matter experts. The members of the assessment committee will first assess the applications individually and award points for each selection criterion. Every Application will be assessed on its own merits. That does not diminish the fact that the assessors' qualitative assessment will take into account what they have seen in other Applications. That, of course, may be partly determinative of the assessment framework/pattern of expectations of the assessment committee and its individual members. Each assessor will conduct the qualitative assessment based on his own experience and expertise. That means that the assessors' respective assessments of an Application may differ. The individual assessments will then be discussed at a full meeting attended by the entire assessment committee. During this meeting, the members of the assessment committee will arrive at the final score by consensus. The result of the assessment will then be verified by one of SNBV's company lawyers, and then by SNBV's tender committee.

The Applications will be assessed in steps, as follows:

Steps in the selection procedure	
1.	Timely/Complete Applications received
2.	Knock-out Criteria
3.	Minimum Requirements
4.	Selection Criteria
5.	Proposed Selection
6.	Document check
7.	Final Selection

Explanation:

1. First, the Application will be assessed on its timeliness and completeness. The absence of statements or documents after the application deadline may result in Knock-out.
2. Second, an assessment will be made to determine whether the Knock-out Criteria apply. Application of the Knock-out Criteria may result in Knock-out.
3. Third, an assessment will be made to see if the Minimum Requirements are satisfied. Failure to satisfy the Minimum Requirements may result in Knock-out.
4. If there are more than five (5) Candidates remaining after the assessment relating to the Minimum Requirements, this number will be reduced to five by conducting an assessment based on the Selection Criteria.

The Candidates with the highest number of points will be eligible to participate further in the tender procedure. If two or more Candidates have achieved the same score and this results in there being more than the desired number of Candidates who must be selected for the tendering phase (for example: if the

Candidates ranked as numbers 5 and 6 have achieved the same score), these Candidates' score on the most crucial Selection Criterion will be decisive. If the Candidates achieve the same score again, SNBV will have a civil-law notary [*notaris*] draw lots to determine which Candidate will be admitted to the next phase.

5. The provisional result of the assessment, the Proposed Selection, will be announced to all Candidates who applied. At the same time, the Candidates will be requested to submit the required substantiation documents within ten (10) days.
6. If the substantiating documentation reveals that one or more of the selected Candidates does not meet all of the applicable requirements, or if the substantiating documentation is received after the deadline, the Candidate in question will be disqualified from further participation in the tender procedure and will be replaced by the Candidate who did meet the criteria but who was previously disqualified based on the number of points.
7. In accordance with Article 13.4 of the applicable ARN²⁰¹⁶, an objection term of five days will begin after the announcement of the selection decision. Rejected Candidates must submit any objections they have, in writing and including substantiation, to SNBV within five (5) days after the date of the proposed selection. SNBV will notify the objecting Candidate of whether SNBV will persist in its selection (position). After the position is announced, another term of ten (10) days will be afforded so that, if desired, the objecting Candidate can institute preliminary relief proceedings under civil law, in accordance with Article 13.5, read in conjunction with Article 21.1, of the ARN²⁰¹⁶. If the terms for objection expire unused, the Selection Decision will be final.

6 KNOCK-OUT CRITERIA

The following Knock-out Criteria apply to this tender procedure:

6.1 Section 2.86 of the Public Procurement Act 2012 (AW 2012)

All of the Knock-out Criteria laid down in Section 2.86 AW 2012 will apply. In order to substantiate that the Candidate(s) is/are not in one of the circumstances laid down in Section 2.86 AW 2012, the Contracting Party will receive the European Single Procurement Document (see Appendix 1: Single European Procurement Document relating to, *inter alia*, Section 2.86 AW 2012) from the Candidate(s) based on which it can be assumed that the grounds for Knock-out do not apply to the relevant Candidate(s). Through this document, the Candidate(s) will also indicate that the substantiating documentation referred to in Section 2.86 AW 2012 will be submitted to the Contracting Party within ten (10) days of the latter's first request.

6.2 Section 2.87 of the Public Procurement Act 2012 (AW 2012)

All of the Knock-out Criteria laid down in Section 2.87 AW 2012 will apply. In order to substantiate that the Candidate(s) is/are not in one of the circumstances laid down in Section 2.87 AW 2012, the Contracting Party will receive the European Single Procurement Document (see Appendix 1: Single European Procurement Document relating to, *inter alia*, Section 2.87 AW 2012) from the Candidate(s) based on which it can be assumed that the grounds for Knock-out do not apply to the relevant Candidate(s). Through this document, the Candidate(s) will also indicate that the substantiating documentation referred to in Section 2.87 AW 2012 will be submitted to the Contracting Party within ten (10) days of the latter's first request.

6.3 Contact about the Engagement

Also to be disqualified are any companies that have been guilty of, or who become guilty at some point in the future of, having contact of any kind whatsoever, either directly or indirectly through, for example, third parties, with actual or potential Candidates/Tenderers regarding the Engagement that is the subject of this tender procedure and the contents of the Application and/or Tender, in particular also with regard to the amount of the bid or the mutual division of work, all of this with the exception of consultations necessary to form a Consortium if this is justified.

In the case of an Application from a Consortium, the Consortium will be disqualified if one or more of the Consortium Members is in one or more of the aforementioned circumstances.

7 MINIMUM REQUIREMENTS AND SUITABILITY REQUIREMENTS

This chapter indicates the requirements that a Candidate must meet in order to be eligible for selection. If, based on the assessment of grounds for Knock-out and the minimum suitability requirements, more than five (5) Candidates are found to be suitable, the Contracting Party will rank the suitable Candidates as defined in Article 12 of the ARN²⁰¹⁶. This ranking will be determined by totalling the number of points as discussed in this chapter under the heading 'Selection criterion assessment'. The ranking will be determined by the total number of points each Candidate scores.

7.1 Financial and economic capacity

The following suitability requirements will apply with regard to financial and economic capacity:

7.1.1 **Bank reference [Bankverklaring]**

The Candidate must be financially capable of properly performing the work (work / services / supply) stated in the announcement. Candidates must be able to provide a copy (not an original; originals will not be kept and/or returned!) of a reference from a reputable bank based in one of the Member States of the EU with a branch in the Netherlands stating that (i) 'the company must be considered financially capable of properly performing the work (work / services / supply) stated in the announcement'. You will submit this reference upon request within 10 days.

7.2 Technical and organisational suitability

Candidates must be technically and organisationally capable of performing the Engagement within the prerequisites to be set by the Contracting Party regarding schedule, quality, and costs. The requisite capacity can be demonstrated by means of a reference for each core competency as defined in Section 2.92a AW 2012. The same reference may be used for different requirements.

7.2.1 *Technical requirements:*

7.2.1.1 *PRS or Comparable PRS:*

Candidates must be able to demonstrate that they have a standard package that operates as a PRS or Comparable PRS.

Minimum requirement

Candidates will demonstrate this core competency by submitting a reference. This reference must regard the successful implementation and maintenance of a PRS or Comparable PRS the Candidate wishes to offer as a PRS and includes the aforementioned aspect. Candidates must submit a completed reference form (Appendix 2A) for this purpose.

This reference must regard an ongoing contract (although the system must have already been fully implemented) or a contract that was completed no more than three years prior to the date the Tender is submitted.

Assessment of Selection criterion:

- | | |
|--|-----------|
| o The package is not yet being used as a PRS | 0 points |
| o The package is already being used as a PRS | 20 points |

7.2.1.2 *Selling method*

Candidates must be able to show that they are capable of setting up a PRS or Comparable PRS that offers the following options for making reservations:

- o Via a web service with a third-party site or app
- o Via the Candidate's own web page that is integrated within the third-party site
- o Via the Candidate's own web page that can be directly accessed by intermediaries and gives direct access to the system (direct login by third parties)

Minimum requirement

Candidates will demonstrate this core competency by submitting a reference. This reference must regard the successful implementation of a PRS or Comparable PRS with at least one of the options above. Candidates must submit a completed reference form (Appendix 2B) for this purpose. It is not necessary to include all of the aspects in a single reference (the Candidate would then have to complete multiple copies of Appendix 2B), although this is possible.

These references must regard ongoing contracts (although the system must have already been fully implemented) or a contract that was completed no more than three years prior to the date the Tender is submitted.

Assessment of Selection criterion:

You may receive more points if you have multiple references from different active clients showing that you can offer more than one of the options for making reservations listed above. Submit no more than one reference for each option for making reservations.

These references must regard ongoing contracts (although the system must have already been fully implemented) or a contract that was completed no more than three years prior to the date the Tender is submitted.

Per option for which a reference is submitted:

- | | | |
|---|---|----------|
| o | Via the Candidate's own web page, which is integrated within the third-party site | 4 points |
| o | Via the Candidate's own web page which can be directly accessed by intermediaries and gives direct access to the system (direct login by third parties) | 4 points |
| o | Via a web service with a third-party site or app | 5 points |

7.2.1.3 Interfaces

Candidates must demonstrate that they are capable of building interfaces between the PRS or Comparable PRS and other systems, which must in any case include interfaces:

- with a parking management system
- with a payment system / Payment Service Provider

Minimum requirement

Candidates must submit a reference demonstrating that they can build at least one of the interfaces listed above. This reference must regard the successful implementation of a PRS or Comparable PRS that includes at least one of the interfaces listed above.

Candidates must submit a completed reference form (Appendix 2C) for this purpose. These references must regard ongoing contracts (although the system must have already been fully implemented) or a contract that was completed no more than three years prior to the date the Tender is submitted.

Assessment of Selection criterion:

If you can submit multiple references demonstrating that you can provide more than one of the interfaces listed above, you can get more points; no more than three references can be submitted on top of the requirement for each type of interface. Each reference must concern a different PMS or payment system. These references must regard ongoing contracts (although the system must have already been fully implemented) or a contract that was completed no more than three years prior to the date the Tender is submitted. It is not necessary to include all of the interfaces in a single reference, although that is possible.

- | | | | |
|---|--|----------|------------------|
| o | with a parking management system | 4 points | (max. 12 points) |
| o | with a payment system / Payment Service Provider | 4 points | (max. 12 points) |
| o | bonus for interface with the Dutch payment system, iDeal | 3 points | |

7.2.1.4 Number of reservations

Candidates must demonstrate that the PRS is capable of handling large numbers of reservations.

To that end, Candidates must submit the total number of reservations handled for all of their clients in 2013, 2014, and 2015. If the PRS is not yet currently being used as a reservation system, the number of comparable bookings/transactions must be indicated, along with a description of the nature of those bookings/transactions.

Minimum requirement

Not applicable.

Assessment of Selection criterion:

For Candidates whose PRS is already currently being used as a reservation system

Total average number of bookings/ reservations per year is:

$$\frac{(\text{number of bookings in 2013} \times 1 + \text{number of bookings in 2014} \times 2 + \text{number of bookings in 2015} \times 3)}{6}$$

of

$$\text{Total average number of reservations per year} = \frac{\text{total bookings 2013} \times 1 + \text{total bookings 2014} \times 2 + \text{total bookings 2015} \times 3}{6}$$

- o Total average number of reservations per year < 1.5 million 5 points
- o Total average number of reservations per year >= 1.5 million but < 3 million 10 points
- o Total average number of reservations per year >= 3 million 15 points

For Candidates whose PRS is not yet currently being used as a reservation system

Total average number of bookings per year is:

$$\frac{(\text{number of bookings in 2013} \times 1 + \text{number of bookings in 2014} \times 2 + \text{number of bookings in 2015} \times 3)}{6}$$

of

$$\text{Total average number of reservations per year} = \frac{\text{total bookings 2013} \times 1 + \text{total bookings 2014} \times 2 + \text{total bookings 2015} \times 3}{6}$$

- o Total average number of bookings per year < 1.5 million 0 points
- o Total average number of bookings per year >= 1.5 million but < 3 million 5 points
- o Total average number of bookings per year >= 3 million 10 points

7.2.1.5 24/7 availability

Candidates must show that the PRS or Comparable PRS is available 24/7.

Candidates must provide a reference in this regard. This reference must regard the 24/7 availability of the PRS Comparable PRS, which the Candidate must be responsible for managing.

Minimum requirement

One reference. Candidates must submit a completed reference form (Appendix 2D) for this purpose.

7.2.2 Language requirements

All communication must be effected in Dutch or English. Candidates must include a statement regarding the signing of the ESPD with their Application as requested in Article 8.2.c of the ARN 2016.

7.2.3 Organisational requirements

7.2.3.1 Number of staff

Candidates must demonstrate that they have sufficient staff to implement and maintain a PRS or Comparable PRS and to implement changes. In this respect, Candidates must specify the exact number of staff that work in the field of implementing, hosting, and maintaining a PRS or similar system.

Minimum requirement

Not applicable.

Assessment of Selection criterion:

Number of supplier's staff working in the field of implementing and maintaining a PRS or Comparable PRS:

- o <= 25 supplier's staff : 0 points
- o between 25 and 50 supplier's staff : 2 points
- o >= 50 supplier's staff : 3 points

7.2.3.2 Development percentage

Candidates are required to continue to develop themselves. To that end, Candidates must state the amount they spent on developing the PRS in 2015, expressed as a percentage of the PRS turnover. The costs of features that have been developed for a single customer, but which have been made available in the standard package for all customers, may be included in this amount.

Minimum requirement

Not applicable.

7.2.3.5 Market- & System development

Candidates must demonstrate that they have a market- and system development vision for the PRS. To that end, Candidates must provide a description of their market development division regarding reserving parking spaces in general and the development of their PRS in particular.

Minimum requirement

Not applicable

Assessment of Selection criterion:

The answers (max. one A4 page for market development and max. one A4 page for system development) received will be assessed by SNBV. SNBV will assess the answers in terms of the specific implementation of the vision, the roadmap and its compatibility with SNBV's vision. The answers received will be individually assessed in terms of their strengths and weaknesses by the entire assessment team (assessment committee). During a joint meeting of the assessment team, an overall assessment will be prepared (including the strengths and weaknesses of each Tenderer). Depending on the extent to which the Market- & System development is described, a score is awarded as following:

- o Poor : 1 point
- o Neutral (no added value) : 3 points
- o Good (Tenderer shows added value) : 5 points

7.3 Social SUITABILITY

7.3.1 Register

In accordance with Section 2.98 AW 2012, proof of registration in a trade register [*handelsregister*] or professional register [*beroepsregister*] must be provided.

7.3.2 Each Consortium Member

If the Candidate is a Consortium, proof of registration must be submitted for each Consortium Member.

7.3.3 Third Parties

Proof of registration must also be provided for third parties the Candidate consults or wishes to engage in the context of the performance of the Engagement.

7.3.4 Description of the legal form, ownership situation, and management situation

In addition, Candidates' Application must be accompanied by a description of their company's legal form, ownership situation, and management situation. If the Candidate or Consortium Member is part of the group, the Application must be accompanied by an overview of the relevant group(s). In order to better understand this information, SNBV will be entitled to ask for additional information about the management situation and ownership ratios.

7.4 Corporate Responsibility (CR)

Corporate responsibility

SNBV stands for sustainable value creation, which is why we consciously choose to develop, operate, and manage the airport responsibly and in such a way that the Netherlands in general, and the region in particular, continuously profit from the economic benefits of the mainport. At the same time, SNBV makes efforts maintain – or where possible improve – the living environment in the region. By operating in this way, SNBV continuously strives to strike the right balance between economics and the environment, keeping in mind the various interests of our employees, sector partners, and customers, as well as those of nearby residents, shareholders, and the government. You can find more information about SNBV Corporate Responsibility and download the most recent Annual Report on Corporate Responsibility at: www.schipholgroup.nl > Corporate Responsibility.

It is from this perspective that SNBV strives to do business with Suppliers whose business practices are guided by the principles of Corporate Responsibility and who, where possible, can assist SNBV with meeting its own Corporate Responsibility targets. The practice of Corporate Responsibility can take many forms, in which respect experience has taught us that organisations focus on different areas of CR. No Minimum Requirements are imposed on this topic. Candidates can explain their own CR practices, and the areas of CR on which they focus, in response to the requests below (max. one A4 page for each request).

- Candidates are asked to indicate how they engage in CR practices within their own organisations.
- Candidates are asked to indicate how they contribute to the CR practices of other organisations in their customer base.

The answers received will be assessed by SNBV by comparing them. The answers received will be individually assessed in terms of their strengths and weaknesses by the entire assessment team (assessment committee). During a joint meeting of the assessment team, an overall assessment will be prepared (including the strengths and weaknesses of each Tenderer).

Depending on the extent to which the Corporate responsibility is met, a score is awarded as following:

- | | |
|-------------------------------------|------------|
| o Poor | : 0 point |
| o Neutral (no added value) | : 2 points |
| o Good (Tenderer shows added value) | : 5 points |

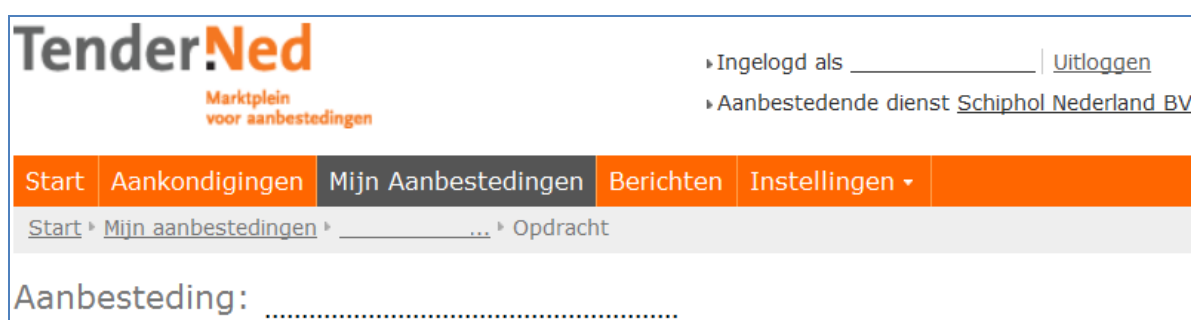
The provisionally selected Candidates must, within ten (10) days after the proposed selection result is announced, submit documentation substantiating their assertions in the Application on this topic.

In cases of doubt concerning the correctness of the description, SNBV shall be entitled to demand proof from the Candidate and investigate the matter further.

8 APPLICATION

8.1 Applying via TenderNed

Applications must be submitted via www.TenderNed.nl. In order to safeguard confidentiality, Applications cannot be submitted by post or by e-mail. The strict deadline is stated in the section entitled 'Schedule for the tender procedure'. The stated dates and times must be considered strict deadlines. We advise you to submit your Application well ahead of the deadline. You will bear the risk of any disruptions or failures that occur while uploading. The Contracting Party will be unable to open the virtual safe on TenderNed before the strict deadline.



The screenshot shows the TenderNed website interface. At the top left is the logo "TenderNed" with the tagline "Marktplaats voor aanbestedingen". To the right, it says "Ingelogd als _____" with a "Uitloggen" link. Below that, it says "Aanbestedende dienst Schiphol Nederland BV". A navigation bar contains links: "Start", "Aankondigingen", "Mijn Aanbestedingen" (highlighted), "Berichten", and "Instellingen". Below the navigation bar is a breadcrumb trail: "Start > Mijn aanbestedingen > ... > Opdracht". At the bottom, it says "Aanbesteding:".

The Application can be submitted in Word, [.doc or .docx], Excel [.xls or .xlsx], or PDF format. Other file formats cannot be read.

The ESPD (Appendix 1) must be enclosed with the Application.

Chapter 10 of these Selection Guidelines contains an overview of the documents to be submitted.

Applications received after the submission deadline will not be considered. Candidates will remain responsible at all times for submitting the Application properly and in good time.

By submitting an Application, the Candidate affirms its agreement with the provisions contained in these Selection Guidelines and the other provisions applicable to the tender procedure. If a Candidate believes that the Selection Guidelines contain errors, the relevant Candidate must notify us in writing of this fact before the deadline, in default of which the Candidate will be unable to invoke such errors after any award of the Engagement.

8.2 Application Conditions

The following conditions must be met when submitting an Application:

8.2.1 Original ESPD

Only the original copy of the ESPD included in Appendix 1 of the Selection Guideline may be submitted in respect of the Application. The text of the ESPD may not be typed over, added to, or changed. Modifying the ESPD in any way whatsoever may, regardless of the degree of said modification, may result in Knock-out from participation in the next phase of the tender procedure.

8.2.2 *Digital submission of the ESPD*

The ESPD must be filled in digitally or by hand. An ESPD that is filled in digitally must be printed and signed. The scanned ESPD (pdf) must be submitted when applying.

8.2.3 *Submitting an ESPD by post (only upon request)*

The ESPD must be submitted by post within ten (10) calendar days after SNBV so requests.

8.2.4 *Duly authorised signature*

The ESPD must be signed, and the appendices initialled, by a duly authorised representative of the Candidate. This authority must be demonstrated by means of a copy of the registration with the Chamber of Commerce. If a Candidate is a Consortium, each of the Consortium Members must demonstrate that the ESPD was signed by a duly authorised representative.

8.2.5 *Number of times an application can be submitted*

Companies can only apply once, either as an individual company or as part of a Consortium with other companies. If multiple companies within one group are interested, they may only participate in the tender procedure if they apply as a single Candidate and whether or not in combination with third parties.

8.2.6 *Group*

If a Candidate, or one of the members of a Consortium (if the Candidate is a Consortium) is part of a group, the parent company must affirm that none of the other members of the group have applied for the Engagement.

8.2.7 *Multiple Candidates within a single group*

If multiple companies within a single group have applied as multiple Candidates for the Engagement, the parent company must determine which company within the group will withdraw as a Candidate. If the parent company fails to make a choice within seven (7) calendar days of the Contracting Party's request to that effect, the Contracting Party will proceed to make a choice by drawing lots.

8.2.8 *Costs*

Any costs the Candidates incur in preparing or submitting the Application will not be eligible for reimbursement by the Contracting Party in any way whatsoever.

8.3 Application by a Consortium and/or engaging third parties (main contractor and subcontractor)

The following applies if a Candidate comprises a Consortium of companies:

8.3.1 Consortium: ESPD

The Consortium must submit one fully completed ESPD. The ESPD must be signed by a duly authorised representative of each of the Consortium Members.

Note: each of the members of the partnership must also submit a separate ESPD.

8.3.2 Consortium: Statement on the Formation of the Consortium

The Consortium must submit a Statement on the Formation of the Consortium upon Applying. The model can be found in Appendix 3 to these Selection Guidelines.

8.3.3 Consortium Agreement upon request

In accordance with Article 10.2 of the ARN²⁰¹⁶, the consortium must submit a Consortium Agreement within 10 days upon request.

8.3.4 Consortium: Jointly and severally liable [Hoofdelijk aansprakelijk]

Upon being awarded the Engagement, each Consortium Member must, in accordance with Article 10.4 of the ARN²⁰¹⁶, submit a statement undertaking joint and several liability for the performance of the entire Engagement.

8.3.5 Consortium: changes not permitted

After applying, no changes may be made to the Consortium without the prior written consent of the Contracting Party. This consent will only be granted in very extraordinary circumstances (e.g., in the event the Candidates or Consortium Members become the subject of a merger or acquisition). The Contracting Party can attach conditions to this consent. A Consortium must in any case continue to satisfy the requirements imposed in these Selection Guidelines.

8.3.6 Consortium: Legal entity

If the Contractor comprises a Consortium, the Consortium must, after being awarded the Engagement, set up a legal entity to perform the Engagement.

8.3.7 Engaging third parties

- Even though they independently meet the Minimum Requirements imposed on this tender procedure, Candidates, or a Consortium of Candidates, may wish to engage third parties for the performance of the Engagement. Generally speaking, Candidates must perform the entire Engagement themselves. Third parties may only be engaged if, in the next phase of the tender procedure, the Tender contains an explicit

indication of which third parties the Tenderer wishes to engage and for which portions of the Engagement it intends to do so.

- The Candidate must also guarantee that the third party meets all of the requirements of this tender procedure for the activities that the third party will undertake.
- The Contracting Party will be entitled to verify the correctness of this guarantee.
- The Candidate bears full responsibility for any third parties it engages.
- If a Candidate already intends to engage third parties in connection with performing the Engagement, these third parties' particulars must be stated in the ESPD (Appendix 1).

9 EVIDENCE TO SUBMIT

The assessment evaluated primarily on the answers to the questions listed in the ESPD and thereby to submit evidence.

Candidate guarantees that these statements at the time of submission, consistent with the actual situation in which the Candidate is at that moment.

9.1 Evidence to submit by application

The request of participation must be provided with evidence as indicated in table 10.3, column: 'by Application'.

9.2 Evidence to submit on request

Following, a written request from the Contracting Party must the Candidate within ten (10) calendar days submit the evidence as indicated in table 10.3, column 'Upon request'. In case of a Consortium should this prove to be submitted by each of the Consortium Members, unless otherwise indicated.

You are allowed to submit evidence to use E-Certis. <https://www.tenderned.nl/ecertis>.

9.3 Table evidence to submit

Evidence to submit By Application / On request				
Chapter	Document	Explanation	By application	On request
6. Knock-out criteria	ESPD (scanned version) <i>Fully completed and legally signed</i>	6.1	x	
	ESPD (by post) <i>Fully completed and legally signed</i>	6.1		x
7.1 Minimum requirements and suitability requirements	Bank reference [Bankverklaring]	7.1.1		x
7.2 Technical and organisational suitability	References technical requirements	7.2.1	x	
	Language requirements	7.2.2	x	
	Organisational requirements	7.2.3	x	
7.3 Social Suitability	Proof of registration in a trade register [handelsregister] or professional register [beroepsregister]	7.3.1		x
	Proof of registration for each Consortium Member (if applicable)	7.3.2		x
	Proof of registration for third parties (if applicable)	7.3.3		x
	Description of company's legal form, ownership situation, and management situation.	7.3.4	x	
7.4 Corporate Responsibility (CR)	Corporate Responsibility	7.4	x	
	Documentation substantiating their assertions on CR	7.4		x
8.2 Application Conditions	ESPD (scanned version) <i>Fully completed and legally signed</i>	8.2.2	x	
	ESPD (by post) <i>Fully completed and legally signed</i>	8.2.3		x
	Evidence Consortium Members signatures (if applicable)	8.2.4		x
	Reference Parent company (if applicable)	8.2.6		x
	ESPD of the Consortium (scanned version) (if applicable) <i>Fully completed and legally signed</i>	8.3.1	x	
	ESPD of the Consortium (by post) (if applicable) <i>Fully completed and legally signed</i>	8.3.1		x
	Statement of the Consortium (if applicable)	8.3.2	x	
	Consortium Agreement (if applicable)	8.3.3		x
	Jointly and severally liable [Hoofdelijk aansprakelijk] ARN ²⁰¹⁶ 10.4 (if applicable)	8.3.4		x
	ESPD from third parties	8.3.7	x	

9.4 Verificatie ESPD

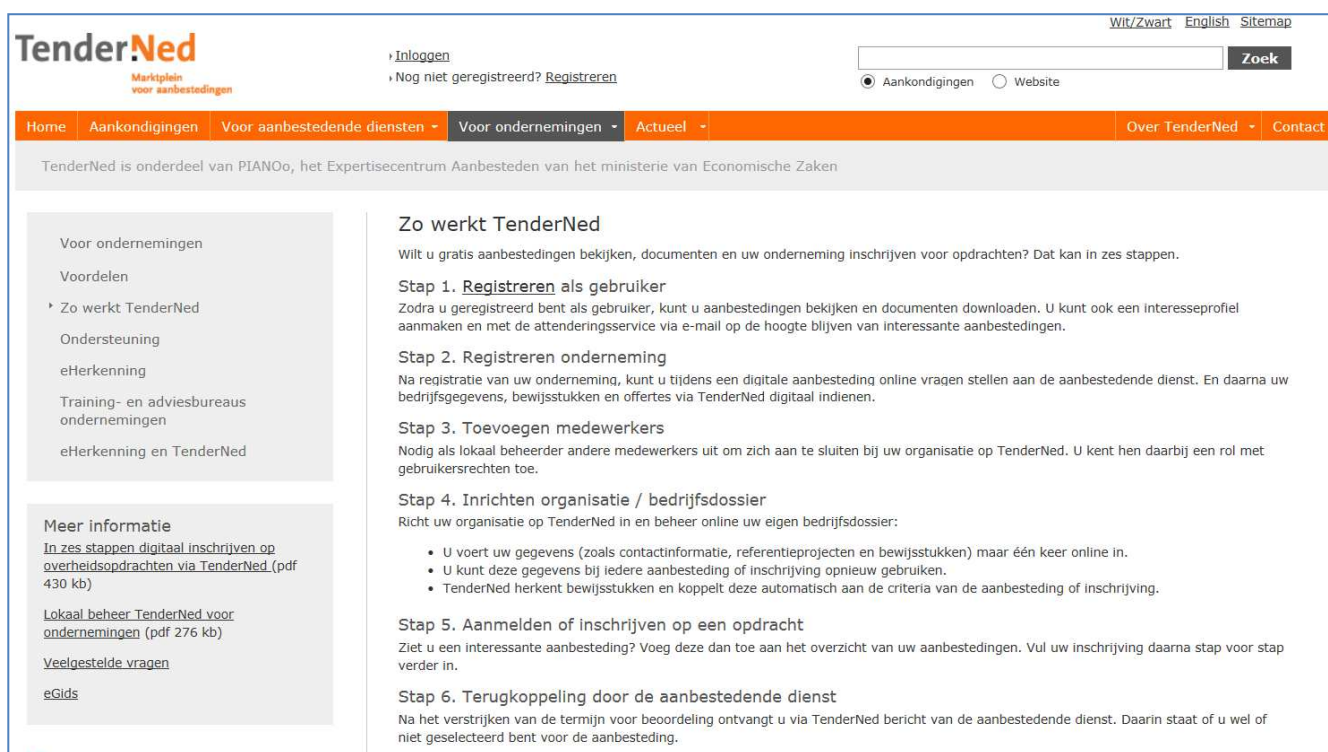
If the information provided in the ESPD appears contrary to the truth after verification within the period mentioned before, or can not be verified within the period prescribed because of the absence of that evidence, it could be interpreted as a false declaration under Section 2.87 subsection 1h AW 2012. This could still lead to exclusion, so the Candidate in question loses its place on the shortlist and will be excluded from further participation in the tender procedure.

10 QUESTIONS AND COMPLAINTS

10.1 Questions

Questions regarding the tender procedure or the documents provided may only be submitted via TenderNed.nl.

See: http://www.tenderned.nl/egids/handleiding/handleiding_ondernemersm2



The screenshot shows the TenderNed website interface. At the top, there is a navigation bar with links for 'Home', 'Aankondigingen', 'Voor aanbestedende diensten', 'Voor ondernemingen', 'Actueel', 'Over TenderNed', and 'Contact'. A search bar is also present. The main content area is titled 'Zo werkt TenderNed' and describes the process in six steps: 1. Registreren als gebruiker, 2. Registreren onderneming, 3. Toevoegen medewerkers, 4. Inrichten organisatie / bedrijfsdossier, 5. Aanmelden of inschrijven op een opdracht, and 6. Terugkoppeling door de aanbestedende dienst. A sidebar on the left contains links for 'Voor ondernemingen', 'Voordelen', 'Zo werkt TenderNed', 'Ondersteuning', 'eHerkenning', 'Training- en adviesbureaus ondernemingen', 'eHerkenning en TenderNed', and 'Meer informatie'.

Questions must be submitted in the English language.

The answers to questions submitted in good time will be provided via TenderNed (www.TenderNed.nl) in the form of a Notice of Information.

Candidates are responsible for submitting questions correctly and in good time. If a question is not received by the Contracting Party, the Candidate will always bear the burden of proving that the question was submitted in good time. Note the closing deadline indicated in the section of these Selection Guidelines entitled 'Schedule for the tender procedure'.

Any errors and/or inconsistencies in, and/or objections to, the contents of these Selection Guidelines and Appendices and/or the selection procedure must be submitted during the term for submitting questions, in default of which the Contracting Party will be justified in assuming that the Candidates have no objections to the contents of the Selection Guidelines and Appendices and/or the tender procedure, as a result of which the Candidates' right to object to these shall lapse.

10.2 Complaints procedure/SNBV Complaints desk

SNBV has set up a complaints desk where parties involved in SNBV procurement procedures can submit complaints about supposed inaccuracies and irregularities in a procurement procedure. Complaints cannot be submitted, however, until after the supposed inaccuracies and irregularities have been communicated to SNBV during the round of questions and SNBV has responded to them in a Notice of Information. If an Interested Party/Tenderer then continues to disagree with SNBV's response in the Information Notice, it can submit a complaint to the complaints desk. The subsequent procedure will then be as follows.

- (1) Complaints must be submitted, in writing and with reasons, by e-mail to the secretary of the SNBV complaints desk. The e-mail address is: Tender_klacht@schiphol.nl. The written complaint must state, with reasons, the subject of the complaint and the grounds (including any legal grounds). An appropriate approach to a solution must also be proposed. The written complaint must also give the date, the name and address of the complainant, and the designation/reference of the procurement process that is the subject of the complaint.
- (2) The secretary of the complaints desk will confirm receipt of the complaint as soon as possible.
- (3) The complaints desk will then investigate expeditiously whether the complaint is justified, taking account as far as possible of the schedule and completion time for the procurement process. Important: submission of a complaint will not suspend the procurement procedure.
- (4) If SNBV concludes, after the investigation by the complaints desk, that the complaint is justified, or partly justified, and SNBV intends taking corrective action, SNBV will give notification of this in writing as soon as possible. Depending on the stage of the procurement procedure, it is possible that SNBV will communicate the action to be taken to all Interested Parties/Tenderers at the same time as when the complainant is notified. This is to prevent any preferential treatment.
- (5) If SNBV concludes, after the investigation by the complaints desk, that the complaint is not justified, no action will be taken and SNBV will notify the complainant in an appropriate manner in writing.

11 FINAL PROVISIONS

11.1 Proviso on termination of procurement process

The Contracting Party is not obliged to take an award decision in this tender procedure or to conclude an Agreement with a Tenderer. Should the Contracting Party:

- a. refrain from taking an award decision;
- b. refrain from following up on any award decision;
- c. refrain from concluding the Agreement;
- d. suspend and/or postpone and/or attach additional conditions to the award decision, or;
- e. suspend and/or cancel the tender procedure at any time;

neither any of the aforementioned actions or any other actions will confer upon the actual or potential Candidates and/or Tenderers any entitlement whatsoever to demand compensation from the Contracting Party, or any of its legal successors and/or any of its affiliates, for any loss and/or harm and/or expenses, of whatever type and for whatever reason these are incurred, and, by participating in this tender procedure, the Candidates and/or Tenderers expressly and unconditionally accept the aforementioned and other reservations on the part of the Contracting Party.

11.2 Choice of law and forum

This tender procedure is governed by the laws of the Netherlands. Any disputes must be submitted to the competent court in Amsterdam, the Netherlands.

APPENDIX 1

ESPD European Single Procurement Document

See separate appendix.

APPENDIX 2

Reference Form (use a separate form for each reference)

See separate appendix.

APPENDIX 3

Statement on the Formation of Consortium

- A. Not applicable: The Candidate is not a Consortium
- B. The Candidate is a consortium because: *(describe the number, importance, and capacity of the Consortium Members in relation to the work / supply/ services to be performed):*

In accordance with the requirements laid down in Articles 10.2 and 10. 4 of the ARN²⁰¹⁶.

See Library: Appendix 3. Guide to Consortium Agreements, April 2015
