1. Buyer

1.1 Buyer

Official name:	Ministry of Foreign Affairs
Legal type of the buyer:	Central government authority
Activity of the contracting authority:	General public services

2. Procedure

2.1 Procedure

Title:	BZ EA - EU Concession award procedure Outsourcing Consular Services
Description:	More than 1 million Dutch nationals live and work worldwide outside of the Netherlands. Each year, the Dutch make around 25 million trips abroad, and hundreds of thousands of visa applications are submitted by non-Dutch nationals, including foreign tourists, business travellers and students who wish to come to the Netherlands. The ministry, which bears primary responsibility for the processes that make this possible, works with partners within central government and with various other stakeholders to provide an effective service throughout the world for all these global citizens. We are available 24/7 and are always connected. The ministry provides Consular Services through its network of 140 diplomatic missions and delivers consular services via a network of 129 locations managed by external service providers. To further improve services for Dutch citizens and third-country nationals the Ministry wishes to extend the network as well as outsource more products. This is in line with the ministry's consular policy strategy. This document defines the division of Consular Services into 4 Lots comprising all countries as (potential) locations for Application Centres. Next to the visa and travel document services, the ministry intends to outsource certain Consular Services. Not all Consular Services will be outsourced to all Application Centres and not all Consular Services will be outsourced from the start of the contract.
Procedure identifier:	9bba2a3d-be2b-4333-8dc6-090560850d61
Internal identifier:	201865003.001.110
Type of procedure:	Competitive dialogue

2.1.1 Purpose

Main nature of the contract:	Services
Main classification (cpv):	75211110 Consular services
Additional classification (cpv):	75210000 Foreign affairs and other services
Additional classification (cpv):	75211000 Foreign-affairs services

2.1.2 Place of performance

Anywhere

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.5 Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders:	4

Rijksoverheid

Terms of contract:	
Maximum number of lots for which contracts can be awarded to one tenderer:	3

2.1.6 Grounds for exclusion

Analogous situation like bankruptcy under national law:	Is the economic operator in in any analogous situation like bankruptcy arising from a similar procedure under national laws and regulations? This information needs not be given if exclusion of economic operators in this case has been made mandatory under the applicable national law without any possibility of derogation where the economic operator is nevertheless able to perform the contract.
Bankruptcy:	Is the economic operator bankrupt? This information needs not be given if exclusion of economic operators in this case has been made mandatory under the applicable national law without any possibility of derogation where the economic operator is nevertheless able to perform the contract.
Corruption:	Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for corruption, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? As defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union, OJ C 195, 25.6.1997, p. 1, and in Article 2(1) of Council Framework Decision 2003/568/JHA of 22 July 2003 on combating corruption in the private sector (OJ L 192, 31.7.2003, p. 54). This exclusion ground also includes corruption as defined in the national law of the contracting authority (contracting entity) or the economic operator
Arrangement with creditors:	Is the economic operator in arrangement with creditors? This information needs not be given if exclusion of economic operators in this case has been made mandatory under the applicable national law without any possibility of derogation where the economic operator is nevertheless able to perform the contract.
Participation in a criminal organisation:	Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for participation in a criminal organisation, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? As defined in Article 2 of Council Framework Decision 2008/841/JHA of 24 October 2008 on the fight against organised crime (OJ L 300, 11.11.2008, p. 42).
Agreements with other economic operators aimed at distorting competition:	Has the economic operator entered into agreements with other economic operators aimed at distorting competition?
Breaching of obligations in the fields of environmental law :	Has the economic operator, to its knowledge, breached its obligations in the field of environmental law? As referred to for the purposes of this procurement in national law, in the relevant notice or the procurement documents or in Article 18(2) of Directive 2014/24/EU.
Money laundering or terrorist financing:	Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for money laundering or terrorist financing, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? As defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council of 26 October 2005 on the prevention of the use of the financial system for the purpose of money laundering and terrorist financing (OJ L 309, 25.11.2005, p. 15).
Fraud:	Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for fraud, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? Within the meaning of

Rijksoverheid

	Article 1 of the Convention on the protection of the European Communities' financial interests (OJ C 316, 27.11.1995, p. 48).
Child labour and other forms of trafficking in human beings:	Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for child labour and other forms of trafficking in human beings, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? As defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011 on preventing and combating trafficking in human beings and protecting its victims, and replacing Council Framework Decision 2002/629/JHA (OJ L 101, 15.4.2011, p. 1).
Insolvency:	Is the economic operator the subject of insolvency or winding-up? This information needs not be given if exclusion of economic operators in this case has been made mandatory under the applicable national law without any possibility of derogation where the economic operator is nevertheless able to perform the contract.
Breaching of obligations in the fields of labour law :	Has the economic operator, to its knowledge, breached its obligations in the field of labour law? As referred to for the purposes of this procurement in national law, in the relevant notice or the procurement documents or in Article 18(2) of Directive 2014/24/EU.
Assets being administered by liquidator:	Are the assets of the economic operator being administered by a liquidator or by the court? This information needs not be given if exclusion of economic operators in this case has been made mandatory under the applicable national law without any possibility of derogation where the economic operator is nevertheless able to perform the contract.
Guilty of misrepresentation, withheld information, unable to provide required documents and obtained confidential information of this procedure:	Can the economic operator confirm that:a) It has been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria,b) It has withheld such information,c) It has not been able, without delay, to submit the supporting documents required by a contracting authority or contracting entity, andd) It has undertaken to unduly influence the decision making process of the contracting authority or contracting entity, to obtain confidential information that may confer upon it undue advantages in the procurement procedure or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award?
Conflict of interest due to its participation in the procurement procedure:	Is the economic operator aware of any conflict of interest, as indicated in national law, the relevant notice or the procurement documents due to its participation in the procurement procedure?
Direct or indirect involvement in the preparation of this procurement procedure:	Has the economic operator or an undertaking related to it advised the contracting authority or contracting entity or otherwise been involved in the preparation of the procurement procedure?
Guilty of grave professional misconduct:	Is the economic operator guilty of grave professional misconduct? Where applicable, see definitions in national law, the relevant notice or the procurement documents.
Early termination, damages or other comparable sanctions:	Has the economic operator experienced that a prior public contract, a prior contract with a contracting entity or a prior concession contract was terminated early, or that damages or other comparable sanctions were imposed in connection with that prior contract?
Breaching of obligations in the fields of social law:	Has the economic operator, to its knowledge, breached its obligations in the field of social law? As referred to for the purposes of this procurement in national law, in the relevant notice or the procurement documents or in Article 18(2) of Directive 2014/24/EU.
Payment of social	Has the economic operator breached its obligations relating to the payment social security

Rijksoverheid

security contributions:	contributions, both in the country in which it is established and in Member State of the contracting authority or contracting entity if other than the country of establishment?
Business activities are suspended:	Are the business activities of the economic operator suspended? This information needs not be given if exclusion of economic operators in this case has been made mandatory under the applicable national law without any possibility of derogation where the economic operator is nevertheless able to perform the contract.
Payment of taxes:	Has the economic operator breached its obligations relating to the payment of taxes, both in the country in which it is established and in Member State of the contracting authority or contracting entity if other than the country of establishment?
Terrorist offences or offences linked to terrorist activities:	Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for terrorist offences or offences linked to terrorist activities, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? As defined in Articles 1 and 3 of Council Framework Decision of 13 June 2002 on combating terrorism (OJ L 164, 22.6.2002, p. 3). This exclusion ground also includes inciting or aiding or abetting or attempting to commit an offence, as referred to in Article 4 of that Framework Decision.

5. Lot

5.1 Lot technical ID: LOT-0001

Title:	Lot 1. South-east Asia, Oceanic islands, Caribbean islands and North Africa
Description:	More than 1 million Dutch nationals live and work worldwide outside of the Netherlands. Each year, the Dutch make around 25 million trips abroad, and hundreds of thousands of visa applications are submitted by non-Dutch nationals, including foreign tourists, business travellers and students who wish to come to the Netherlands. The ministry, which bears primary responsibility for the processes that make this possible, works with partners within central government and with various other stakeholders to provide an effective service throughout the world for all these global citizens. We are available 24/7 and are always connected. The ministry provides Consular Services through its network of 140 diplomatic missions and delivers consular services via a network of 129 locations managed by external service providers. To further improve services for Dutch citizens and third-country nationals the Ministry wishes to extend the network as well as outsource more products. This is in line with the ministry's consular policy strategy. This document defines the division of Consular Services into 4 Lots comprising all countries as (potential) locations for Application Centres. Next to the visa and travel document services, the ministry intends to outsource certain Consular Services. Not all Consular Services will be outsourced to all Application Centres and not all Consular Services will be outsourced from the start of the contract.
Internal identifier:	1

5.1.1 Purpose

Main nature of the contract:	Services
Main classification (cpv):	75211110 Consular services
Additional classification (cpv):	75210000 Foreign affairs and other services
Additional classification (cpv):	75211000 Foreign-affairs services

5.1.2 Place of performance

Anywhere

Additional information:

5.1.3 Estimated duration

Duration: 5 Year

5.1.4 Renewal

Rijksoverheid

Maximum renewals:	3
Other information about renewals:	The agreements can be extended three more times for two (2), two (2) and one (1) years each time.

5.1.6 General information

Reserved participation:	Participation is not reserved.
Procurement Project not financed with EU Funds.	
The procurement is covered by the Government Procurement Agreement (GPA):	yes

5.1.9 Selection criteria

Criterion:	
Type:	Economic and financial standing
Use of this criterion:	Not used
Criterion:	
Type:	Suitability to pursue the professional activity
Use of this criterion:	Not used
Criterion:	
Type:	Technical and professional ability
Use of this criterion:	Not used

5.1.11 Procurement documents

Deadline for requesting additional information:	02/06/2025 09:00 +00:00
Address of the procurement documents:	https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=431610&B=

5.1.12 Terms of procurement

Terms of submission:	
Electronic submission:	Required
Address for submission:	https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=431610&B=
Languages in which tenders or requests to participate may be submitted:	English
Electronic catalogue:	Not allowed
Deadline for receipt of requests to participate:	27/06/2025 13:00 +00:00
Terms of contract:	

Rijksoverheid

The execution of the contract must be performed within the framework of sheltered employment programmes:	No
Electronic invoicing :	Required
Electronic ordering will be used:	no
Electronic payment will be used:	yes

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation:	District Court The Hague
Information about review deadlines:	The objection period is 20 calendar days
Organisation providing more information on the review procedures :	District Court The Hague
Organisation receiving requests to participate:	RIS
Organisation processing tenders :	RIS

5.1 Lot technical ID: LOT-0002

Title:	Lot 2. South Africa, North and middle America, China and Europe (1)
Description:	More than 1 million Dutch nationals live and work worldwide outside of the Netherlands. Each year, the Dutch make around 25 million trips abroad, and hundreds of thousands of visa applications are submitted by non-Dutch nationals, including foreign tourists, business travellers and students who wish to come to the Netherlands. The ministry, which bears primary responsibility for the processes that make this possible, works with partners within central government and with various other stakeholders to provide an effective service throughout the world for all these global citizens. We are available 24/7 and are always connected. The ministry provides Consular Services through its network of 140 diplomatic missions and delivers consular services via a network of 129 locations managed by external service providers. To further improve services for Dutch citizens and third-country nationals the Ministry wishes to extend the network as well as outsource more products. This is in line with the ministry's consular policy strategy. This document defines the division of Consular Services into 4 Lots comprising all countries as (potential) locations for Application Centres. Next to the visa and travel document services, the ministry intends to outsource certain Consular Services. Not all Consular Services will be outsourced to all Application Centres and not all Consular Services will be outsourced from the start of the contract.

Rijksoverheid

Internal identifier:	2

5.1.1 Purpose

Main nature of the contract:	Services
Main classification (cpv):	75211110 Consular services
Additional classification (cpv):	75210000 Foreign affairs and other services
Additional classification (cpv):	75211000 Foreign-affairs services

5.1.2 Place of performance

Anywhere

Additional information:

5.1.3 Estimated duration

Duration:	5 Year

5.1.4 Renewal

Maximum renewals:	3

5.1.6 General information

Reserved participation:	Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA):	yes

5.1.9 Selection criteria

Criterion:	
Type:	Economic and financial standing
Use of this criterion:	Not used
Criterion:	
Type:	Suitability to pursue the professional activity
Use of this criterion:	Not used
Criterion:	
Type:	Technical and professional ability
Use of this criterion:	Not used

5.1.11 Procurement documents

Deadline for requesting additional information:	02/06/2025 09:00 +00:00
Address of the procurement documents:	https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=431610&B=

Rijksoverheid

5.1.12 Terms of procurement

Terms of submission:

Electronic submission:	Required
Address for submission:	https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=431610&B=
Languages in which tenders or requests to participate may be submitted:	English
Electronic catalogue:	Not allowed
Deadline for receipt of requests to participate:	27/06/2025 13:00 +00:00

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes:	No
Electronic invoicing :	Required
Electronic ordering will be used:	no
Electronic payment will be used:	yes

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation:	District Court The Hague
Information about review deadlines:	The objection period is 20 calendar days
Organisation providing more information on the review procedures :	District Court The Hague
Organisation receiving requests to participate:	RIS
Organisation processing tenders	RIS

Rijksoverheid

:

5.1 Lot technical ID: LOT-0003

Title:	Lot 3. Central Africa, South America, India, Central Asia and the Middle-East (1)
Description:	More than 1 million Dutch nationals live and work worldwide outside of the Netherlands. Each year, the Dutch make around 25 million trips abroad, and hundreds of thousands of visa applications are submitted by non-Dutch nationals, including foreign tourists, business travellers and students who wish to come to the Netherlands. The ministry, which bears primary responsibility for the processes that make this possible, works with partners within central government and with various other stakeholders to provide an effective service throughout the world for all these global citizens. We are available 24/7 and are always connected. The ministry provides Consular Services through its network of 140 diplomatic missions and delivers consular services via a network of 129 locations managed by external service providers. To further improve services for Dutch citizens and third-country nationals the Ministry wishes to extend the network as well as outsource more products. This is in line with the ministry's consular policy strategy. This document defines the division of Consular Services into 4 Lots comprising all countries as (potential) locations for Application Centres. Next to the visa and travel document services, the ministry intends to outsource certain Consular Services. Not all Consular Services will be outsourced to all Application Centres and not all Consular Services will be outsourced from the start of the contract.
Internal identifier:	3

5.1.1 Purpose

Main nature of the contract:	Services
Main classification (cpv):	75211110 Consular services
Additional classification (cpv):	75210000 Foreign affairs and other services
Additional classification (cpv):	75211000 Foreign-affairs services

5.1.2 Place of performance

Anywhere

Additional information:

5.1.3 Estimated duration

Duration:	5 Year

5.1.4 Renewal

Maximum renewals:	3
Other information about renewals:	The agreements can be extended three more times for two (2), two (2) and one (1) years each time.

5.1.6 General information

Reserved participation:	Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA):	yes

5.1.9 Selection criteria

Criterion:

Type:	Economic and financial standing

Rijksoverheid

Use of this criterion:	Not used
Criterion:	
Type:	Suitability to pursue the professional activity
Use of this criterion:	Not used
Criterion:	
Type:	Technical and professional ability
Use of this criterion:	Not used

5.1.11 Procurement documents

Deadline for requesting additional information:	02/06/2025 09:00 +00:00
Address of the procurement documents:	https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=431610&B=

5.1.12 Terms of procurement

Terms of submission:	
Electronic submission:	Required
Address for submission:	https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=431610&B=
Languages in which tenders or requests to participate may be submitted:	English
Electronic catalogue:	Not allowed
Deadline for receipt of requests to participate:	27/06/2025 13:00 +00:00
Terms of contract:	
The execution of the contract must be performed within the framework of sheltered employment programmes:	No
Electronic invoicing :	Required
Electronic ordering will be used:	no
Electronic payment will be used:	yes

5.1.15 Techniques

Rijksoverheid

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation:	District Court The Hague
Information about review deadlines:	The objection period is 20 calendar days
Organisation providing more information on the review procedures :	District Court The Hague
Organisation receiving requests to participate:	RIS
Organisation processing tenders :	RIS

5.1 Lot technical ID: LOT-0004

Title:	Lot 4. Sub-Saharan Africa, Central Asia, Russia, Turkey, South Asia and the Middle-East (1)
Description:	More than 1 million Dutch nationals live and work worldwide outside of the Netherlands. Each year, the Dutch make around 25 million trips abroad, and hundreds of thousands of visa applications are submitted by non-Dutch nationals, including foreign tourists, business travellers and students who wish to come to the Netherlands. The ministry, which bears primary responsibility for the processes that make this possible, works with partners within central government and with various other stakeholders to provide an effective service throughout the world for all these global citizens. We are available 24/7 and are always connected. The ministry provides Consular Services through its network of 140 diplomatic missions and delivers consular services via a network of 129 locations managed by external service providers. To further improve services for Dutch citizens and third-country nationals the Ministry wishes to extend the network as well as outsource more products. This is in line with the ministry's consular policy strategy. This document defines the division of Consular Services into 4 Lots comprising all countries as (potential) locations for Application Centres. Next to the visa and travel document services, the ministry intends to outsource certain Consular Services. Not all Consular Services will be outsourced to all Application Centres and not all Consular Services will be outsourced from the start of the contract.
Internal identifier:	4

5.1.1 Purpose

Main nature of the contract:	Services
Main classification (cpv):	75211110 Consular services
Additional classification (cpv):	75210000 Foreign affairs and other services
Additional classification (cpv):	75211000 Foreign-affairs services

5.1.2 Place of performance

Anywhere

Additional information:

Rijksoverheid

5.1.3 Estimated duration

Duration:	5 Year

5.1.4 Renewal

Maximum renewals:	3
Other information about renewals:	The agreements can be extended three more times for two (2), two (2) and one (1) years each time.

5.1.6 General information

Reserved participation:	Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA):	yes

5.1.9 Selection criteria

Criterion:	
Type:	Economic and financial standing
Use of this criterion:	Not used
Criterion:	
Type:	Suitability to pursue the professional activity
Use of this criterion:	Not used
Criterion:	
Type:	Technical and professional ability
Use of this criterion:	Not used

5.1.11 Procurement documents

Deadline for requesting additional information:	02/06/2025 09:00 +00:00
Address of the procurement documents:	https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=431610&B=

5.1.12 Terms of procurement

Terms of submission:

Electronic submission:	Required
Address for submission:	https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=431610&B=
Languages in which tenders or requests to participate may be submitted:	English
Electronic catalogue:	Not allowed

Rijksoverheid

Deadline for receipt of requests to participate:	27/06/2025 13:00 +00:00
Terms of contract:	
The execution of the contract must be performed within the framework of sheltered employment programmes:	No
Electronic invoicing :	Required
Electronic ordering will be used:	no
Electronic payment will be used:	yes

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation:	District Court The Hague
Information about review deadlines:	The objection period is 20 calendar days
Organisation providing additional information about the procurement procedure:	RIS
Organisation providing offline access to the procurement documents:	RIS
Organisation providing more information on the review procedures :	District Court The Hague
Organisation receiving requests to participate:	RIS
Organisation processing tenders :	RIS

8. Organisations

Rijksoverheid

8.1 ORG-0001

Official name:	RIS
Registration number:	50555596
Postal address:	Wilhelmina van Pruisenweg 52
Town:	Den Haag
Postcode:	2595 AN
Country subdivision (NUTS):	Agglomeratie 's-Gravenhage (NL332)
Country:	Netherlands
Contact point:	Caroline Smit
Email:	caroline.smit@rijksoverheid.nl
Telephone:	+31 707000521

Roles of this organisation:

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

8.1 ORG-0002

Official name:	District Court The Hague
Registration number:	82946175
Postal address:	Prins Clauslaan 60
Town:	Den Haag
Postcode:	2595 AJ
Country subdivision (NUTS):	Agglomeratie 's-Gravenhage (NL332)
Country:	Netherlands
Email:	voorlichting.rb.den.haag@rechtspraak.nl
Telephone:	+31 883622200
Internet address:	https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Den-Haag

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1 ORG-0003

Official name:	Ministry of Foreign Affairs
Registration number:	27366538
Postal address:	Rijnstraat 8
Town:	Den Haag
Postcode:	2515 XP
Country subdivision (NUTS):	Agglomeratie 's-Gravenhage (NL332)
Country:	Netherlands
Email:	caroline.smit@rijksoverheid.nl

Rijksoverheid

Telephone:	000
Roles of this organisation:	
Buyer	

Notice information

Notice identifier /version:	7c8b32da-09d0-4a81-9f85-785f21cab125 - 01
Form type:	Competition
Notice type:	Contract or concession notice – standard regime
Notice dispatch date:	15/05/2025 12:06 +00:00
Notice dispatch date (eSender):	15/05/2025 15:00 +00:00
Languages in which this notice is officially available:	English

Rijksoverheid