



Market Consultation Document

Rijksinkoop samenwerking (RIS)

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Market Consultation

Safes, Laptop/Phone Lockers and Malfunctions MFA

on behalf of

Ministry of Foreign Affairs of the Netherlands

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Date	18 February 2026
Reference	201865003.002.015
Version	1.0

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Appendices in TenderNed

To be completed and/or added electronically by supplier in TENDERED		
Appendix 1	Response template to questionnaire	In accordance with the attached form

1 Introduction

As the Contracting Authority, Ministry of Foreign Affairs of the Netherlands, intends to start a European tender procedure, which must lead to a service for Safes, Laptop/Phone Lockers and Malfunctions MFA. The Contracting Authority would like to prepare this tender properly. As part of this, a number of topics are discussed with the market by means of this Market Consultation.

The Market Consultation benefits all parties concerned. The Contracting Authority ascertains what is possible and impossible and what is going on in the market.

This information is used by the Contracting Authority to assess the feasibility and the conditions for a potential assignment. The Contracting Authority also uses the gained information to determine the most appropriate tendering procedure. Answers provided by the interested Relevant Market Parties are used as one of the sources of information.

1.1 *The Contracting Authority*

The Ministry of Foreign Affairs (MFA) is responsible for coordinating and implementing Dutch foreign policy. The Netherlands is represented in a large number of countries and in many international organizations, which results in an extensive network of embassies, permanent representations and consulates-general abroad. These missions represent the Kingdom of the Netherlands and, by extension, the Dutch government in all its branches. The Ministry operates in a highly dynamic and complex political environment. For more information, see [Ministerie van Buitenlandse Zaken | Rijksoverheid.nl](https://www.ministerievanbuitenlandse-zaken.nl).

The Housing and Facilities Department (DHF) is the Shared Service Organization that delivers products and services to support those working, travelling, and residing abroad on behalf of the Dutch government. DHF connects demand from internal clients with supply from external providers and carries out a significant part of the execution itself. DHF is responsible for new construction, renovations, and the management and maintenance of Dutch consulates-general, embassies and official residences worldwide.

Rijksinkoop samenwerking (RIS) is supervising this Market Consultation

The RIS has been commissioned to supervise this Market Consultation. The RIS is a civil service organization specialized in the procurement of services and products. If you would like to know more about how the RIS works, please read on the [RIS website](#).

1.2 *Contacts*

Your Contact is Tessa Ammerlaan, procurement officer at RIS. For this formal Market Consultation we would like to maintain clear rules, comparable to a tender. This is why we would like you to communicate only with the Market Consultation Contacts and request that such communication is done via TenderNed.

2 Subject of this Market Consultation?

2.1 Background and reason for the Market Consultation

Background

The client intends to launch a tender for the supply of burglary-resistant storage units (safes, key cabinets and custom-made safes), laptop and phone lockers, and support in resolving malfunctions of these storage units abroad.

The purpose of this market consultation is to consult the market prior to the project, in full transparency and without any obligations, on a number of key aspects of the project described above and on the characteristics of the market in which these services are provided.

The information received may, where appropriate, be used by the Contracting Authority to further develop its Programme of Requirements and wishes for the European tender procedure.

Current situation

Currently, the Ministry of Foreign Affairs (MFA) has two contracts in place for the supply of storage units and for resolving malfunctions of storage units. Phone and laptop lockers have been procured separately on a one-off basis.

The storage units concerned are to be delivered to a fixed MFA location in the Netherlands. MFA itself is responsible for worldwide transport and for the installation (or having the installation carried out) of the safes and lockers at the various locations.

The table below shows the historical purchases under the current contract(s). This concerns a snapshot in time. No rights can be derived from this by the tenderer.

Product	2023	2024	2025
Safes	277.000	146.000	437.000
Phone- and laptop lockers			38.000
Malfunctions and maintenance	18.000	2.000	29.000

2.2 What is the context and scope of the Contract?

Scope of the tender

Lot 1 of the contract covers the supply of "burglary-resistant storage units" in the broadest sense of the term:

- Supply of storage units to a fixed location in the Netherlands;
- Supply of spare parts throughout the duration of the contract;
- Design, production and delivery of special products related to burglary-resistant storage units. Special products may include, among others, custom-made items.

Lot 2 Laptop and phone lockers

- Supply of modular laptop and phone lockers with individual keys and a master key, to a fixed location in the Netherlands.

Lot 3 Support and resolution of malfunctions and repairs

- Repair of safes worldwide (by local partners);
- Expert opening of safes worldwide (by local partners) causing little to no damage to the safe or lock;
- Supporting users in case of malfunctions.

The scope of the tender covers the supply of a variety of safes. The need for different types of safes and lockers is driven by the varying quantities of items to be stored and the required classification for storing these items. This has been detailed into nine types that must be supplied. Below, the main categories of safes and locker units required are presented.

	Burglary-Resistance Requirements	Additional requirements	Applications	Features
Key Cabinets	Requirements			
1 Key	Protection against burglary	<15 kg Electronic combination lock		
40 Hooks	Protection against burglary	< 20 kg Electronic combination lock Key hanging system, 40 keys		
5 Hooks	Resistance class RC-4, EN 1627-1630	<30 kg Dimensions: HxWxD 300 mm x 300 mm x 120 mm (170 mm with handle and keypad), with a maximum deviation of 15% Electronic combination lock Key hanging system, 5 keys	Certification	Special
Document Safe (Large)	NEN-EN 14450 Grade II, EN1300-A	< 400 kg (including mounting pedestal) Internal dimensions: HxWxD 1000 mm x 700 mm x 400 mm, with a maximum deviation of 10% Electronic combination lock Double-bitted key lock Tie rods and dead lock 2 shelves Lockable internal compartment Mounting frame	Certification	Special
Document Safe (Small)	NEN-EN 14450 Grade II, EN1300-A	<360 kg (including mounting pedestal) Internal dimensions: HxWxD 650mmx480mmx400mm, with a maximum deviation of 10% Electronic combination lock Double-bitted key lock Tie rods and dead lock 1 shelf Mounting frame	Certification	Special
Tablet Safe	NEN-EN 14450 Grade II, EN1300-A	<400 kg (including mounting pedestal) Dimensions:	Certification	Special

(double-door, pull-out frame)	HxWxD 450mmx1000mmx600mm (excluding handles and keypad), with a maximum deviation of 15%		
	Electronic combination lock		
	Double-bitted key lock		
	Magnetic contact on door		
	Tie rods and dead lock		
	1 (pull-out) shelf		
	Mounting frame, part of the overall height, top of the safe 1000 mm.		
Laptop Lockers	Dimensions of each laptop compartment: HxWxD 360 mm x 280 mm x 200 mm, with a maximum deviation of 15%. Modular system, allowing the number of individual compartments to be adjusted as needed		
	Lockable with individual key and master key		
Phone Lockers	Dimensions of each phone compartment: HxWxD 230 mm x 300 mm x 200 mm, with a maximum deviation of 15%. Modular system, allowing the number of individual compartments to be adjusted as needed.		
	Lockable with individual key and master key		

Out of Scope

The following activities are outside the scope of the contract:

- Transporting and installing burglary-resistant storage units abroad.
- Disposal and destruction of surplus burglary-resistant storage units.

2.3 Purpose of the tender

The purpose of the tender is to conclude three framework agreements with a maximum of three suppliers. The client is looking for one or more partner(s) who, in addition to the above, can also fulfil an advisory role in order to ensure a proper rollout in the coming years.

1. Supply of safes, key cabinets and custom-made safes to a fixed location in the Netherlands;
2. Supply of laptop and phone lockers to a fixed location in the Netherlands;
3. Support and resolution of malfunctions worldwide (remotely via a service desk and on site).

The framework agreements will be concluded for a period of six (6) years, with two options for extension of twelve (12) months each (24 months in total). The intention is for the framework agreements to commence on 1 October 2026.

The main objective of this contract for Lots 1 and 2 is the delivery of the storage units ready for transport, as well as the supply of spare parts during the term of the contract. The storage units are used for the storage of documents, keys, phones, laptops and data carriers.

Lot 3 concerns support and the on-call resolution of malfunctions of storage units worldwide. Please note that we are looking for a supplier with a global network of service partners.

3 What questions does the Contracting Authority have?

The Contracting Authority has several questions. The questionnaire has been drawn up with care and is presented in the first paragraph. Answering this questionnaire requires the necessary time and effort, which we very much appreciate. If this Market Consultation leads to a tender, we expect the tender to be more conformable to the market.

3.1 Which questions does the Contracting Authority want to receive an answer to?

Based on the questions below and their answer, we want to achieve the set goals as stated in this Market Consultation Document. We request that you use Appendix 1 when answering the questions.

Market Consultation Questions

General

- Which of the products and services listed above can you supply?
- The contract consists of three lots. For which lot(s) would you submit a bid? If you do not submit on all three lots, please explain your choice.
- Are the requirements we have set realistic? Do you have any recommendations for us?
- What lead times should we allow for the delivery of purchased storage units?
- What lead times should we allow for the first delivery of purchased certified storage units after the contract has been awarded?

Safes

- Can you guarantee that spare parts will be available throughout the contract period? What lead times should we allow for these?
- MFA has set specific requirements for certain storage units (see "specials" in the overview on page 5-6). Can you supply these according to the specified requirements, or do you have comparable products available?

Malfunctions and Repairs

- Which information in the tender documents is essential for providing malfunction and repair services on site?
- Based on the project description, what risks do you foresee? Where do you see potential difficulties, and how could these be mitigated in the tender?
- What would be the differentiating factors in this contract? On what aspects would you like to be evaluated in the contract award criteria for the three lots?
- What trends and developments are currently affecting the market, and what do you foresee in the next five years?

Sustainability

- Most safes and lockers will be installed abroad. Do you see opportunities for a sustainable concept, such as "safe/locker as a service"?
- Is it possible to obtain a materials passport for the safes and lockers?
- What developments are taking place in terms of sustainability? Consider climate impact, social value/impact, and the Dutch ISV requirements (responsible supply chain / human rights due diligence).

- Is there anything else you would like to share with us that has not been covered by the questions above?

Other questions

- Would you like to discuss this Market Consultation with the Contracting Authority?
- What do you think of this Market Consultation? What can we do better in the future?

4 What is the course of the procedure?

This chapter describes everything about the procedure of the Market Consultation. You will be given an overview of the planning. Each step is then explained briefly. This chapter also describes how you can ask questions.

4.1 The Market Consultation

Every Relevant Market Party may participate in this Market Consultation

For more general information please visit the following website:

www.rijksoverheid.nl/onderwerpen/aanbesteden.

The Dutch Government Terms and Conditions (ARVODI-2025) apply to the proposed assignment.

This Market Consultation concerns services with the following CPV codes:

- Bewaarkluizen 44421600-3
- Kluizen 44421300-0
- Gepantserde of gewapende kluizen, brandkasten en deuren 44421000-7
- Diverse reparatie- en onderhoudsdiensten 50800000-3

The Market Consultation has been published on www.TenderNed.nl.

This Market Consultation consists of two phases, a written phase and an informational interview. Based on the answers to the questions, parties may or may not be invited to an interview.

4.2 Market Consultation planning

This Market Consultation was published via TenderNed. From that moment on, The Market Consultation officially started. Below is the planning of the remainder of the procedure. The following sections provide a brief explanation at each part.

Activity	Date and time
Submission of responses to the Market Consultation questions	March 10, 2026, 12:00 CET
<optional> Invitations sent for individual interviews	The end of March
<optional> Conducting individual interviews	The end of March
Making final report available to interested Market Parties	April 2026

We will only provide you with information via TenderNed

If you receive information in a different way, then no rights can be derived from it. This also applies if you get information from your MFA and/or RIS Contacts outside TenderNed.

4.3 Submission of response to Market Consultation

Submit your response to the Market Consultation

You can only submit your response via TenderNed. This is done by adding your response in a message to us in TenderNed. It helps if your response meets the following conditions:

- You submit your response in a Microsoft Word file, Microsoft Excel file, Open Text file and/or in PDF format.

If you do not want to answer a certain question, then please let us know why, so that we can understand the underlying reasoning. By submitting a response to this Market Consultation you

agree to all the terms and conditions (chapter 5) of this Market Consultation. You are free to add any additional documents to your response.

4.4 <optional> Individual interviews

The Contracting Authority has the option to conduct individual interviews with Relevant Market Parties

Based on the given answers, the Contracting Authority decides whether conducting individual interviews will be worthwhile. If the Contracting Authority considers it worthwhile, then it selects a number of Relevant Market Parties to take part. The Relevant Market Party may consider the individual interview as an informational interview. If the Contracting Authority has additional questions as a result of responses received, these will be dealt with during the interview.

A summary will be drawn up of the individual interview, which is presented to the person interviewed for assessment.

If you are selected, an invitation for an interview will be sent to you via TenderNed no later than the end of March. Individual interviews will take place in the period at the end of March. An interview is expected to last one hour. The invitation will state what is expected from you during the interview. In any event, the interview will comprise the following components:

- presentation of the Relevant Market Party; and
- explanations to given responses.

4.5 A final report will be made available to interested Relevant Market Parties

The report will be shared with the Relevant Market Parties

An anonymised summary report will be drawn up of both the round of written questions and the round of interviews. You will receive a message via TenderNed. You will be able to download the report on TenderNed.

The report will not contain information on prices and/or rates. Neither will the report show any questions and/or answers, nor any problem-solving approaches, for which the participating Relevant Market Party explicitly requested confidentiality. This will be at the discretion of the Contracting Authority.

If there is a follow-up to the Market Consultation in the form of a tender, then the final report will be included in the tender documents.

4.6 Contracting Authority reservations

The Contracting Authority may stop this Market Consultation at any time

Should it be decided to do so, you will be notified via TenderNed. In addition, the Contracting Authority has the right at all times to amend, alter and/or expand the Market Consultation.

The Contracting Authority does not reimburse costs

All costs associated with this Market Consultation are for your own account. Any loss caused due to participation in this Market Consultation is at your own risk.

Participation in the market consultation is voluntary. You do not acquire any rights or obligations by participating. We will not reimburse any costs related to this market consultation.

5 Starting points and limiting conditions for this Market Consultation

This chapter describes the starting points and limiting conditions applicable to this Market Consultation. By participating in this Market Consultation, you agree unconditionally with reservations, starting points and limiting conditions as stated in this Market Consultation Document. The starting points and limiting conditions have been listed below:

- In this Market Consultation procedure, the Contracting Authority will observe the principles of non-discrimination and transparency, as meant in the Public Procurement Act 2012;
- This Market Consultation Document is solely intended for Market Consultation purposes;
- This Market Consultation will explicitly not be used to make a pre-selection of candidates or interested Relevant Market Parties in the context of an intended tender;
- Relevant Market Parties who do not participate in the Market Consultation will not be excluded from further participation in a potential procurement procedure. Relevant Market Parties who do participate in the Market Consultation do not exclude themselves in any manner whatsoever, nor do they advantage themselves in any way for any participation in a procurement procedure;
- The Market Consultation is free of obligation both for any Relevant Market Parties and for the Contracting Authority;
- Participating Relevant Market Parties can derive no rights or obligations from this Market Consultation against the Contracting Authority;
- Participation by a Relevant Market Party to this Market Consultation does not give any right to acquiring an assignment;
- The participating Relevant Market Parties agree that the Contracting Authority may incorporate the information provided by the Relevant Market Parties anonymised in the schedule of requirements still to be determined by the Contracting Authority;
- Information provided in the context of the Market Consultation might deviate from the information still to be issued in the tender;
- To the extent possible, the Contracting Authority will deal with input from the Participating Relevant Market Parties confidentially, in which, in any event, the Contracting Authority will keep account of the legitimate business interests of parties;
- The language to be used in this Market Consultation is English on TenderNed;
- The Contracting Authority is not bound in any way whatsoever by the results of the Market Consultation, nor is it obliged to realisation and/or tendering of the project to which this Market Consultation relates;
- Under no circumstances will the Contracting Authority honour any claims for the use of information, confidentiality, or requests for remuneration;
- The documents submitted by participating parties will be considered to be public documents and exempt of copyright. If copyrights are applicable, then that Participating Company or those Participating Companies indemnify the Contracting Authority;
- The Contracting Authority places no value judgment on the answers given by you to the questions; and
- The Contracting Authority reserves the right to:
 - amend the planning as stated in this document;
 - implement the intended tendering procedure in terms of format and content in a manner other than the procedure that has possibly been notified; and
 - discontinue this Market Consultation tentatively or definitely.