



Dienst Justitiële Inrichtingen
Ministerie van Justitie en Veiligheid

Summary of responses

Market consultation In-cell entertainment devices

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Stephan van Ruitenbeek, Ronald Vroom



1. What solutions does the provider offer for securing a device for an untrusted user group?

The majority of the respondents offers a combination of a rugged handheld device with a closed operating system that is managed by means of a Mobile Device Management system.



2. What options are available to protect the device from tampering or (unintentional) damage?

Respondents reacted differently:

- *Do not use casings or similar solutions but use a device that is rugged by design.*
- *Tamper proof casings for standard devices are a perfectly working solution.*
- *We offer a custom built tampering proof device.*



3. What are the possibilities for re-imaging the device after each use to erase manipulation?

Respondents suggest the use of a Mobile Device Management system in combination with OS specific functions. Imaging can be performed by means of a central application or a local solution.



4. How can internet roaming be prevented if the device breaks out of the Mobile Device Management system?

Respondents reacted differently with (combinations of) the following responses:

- *Access to settings is fully restricted via Mobile Device Management.*
- *The device can only access known networks such as dedicated VLANs.*
- *Our devices have no cellular capabilities as they use an independent network.*



5. How does the provider plan to ensure device availability during office hours?

Respondents reacted differently with (combinations of) the following responses:

- The service-level agreements (SLAs) include remote monitoring and proactive maintenance.*
- We advise to have a pool ($\sim 5\%$) of ready-to-use devices available*
- Overnight centralized charging for availability during office hours.*



6. What content does the provider envision? What questions do you have about this?

Respondents reacted differently with combinations of the following responses:

- We are able to deliver all content categories outlined in your scope, including films, music, games, e-books, and general education (e-learning)*
- Content is sourced from third parties*
- Do you want content to be hosted on the tablet or streamed to it?*



7. What is your vision for a charging cabinet that allows quick intake and distribution?

Respondents acknowledge that charging is crucial for the successful use of the devices and mention different solutions:

- *Centralized charging in boxes and/or carts.*
- *Wireless charging in cells.*
- *Wired charging in cells.*



8. Can you provide all three components—Device, Content, and Management—as one service? If not, which parts can you deliver?

All respondents acknowledge that they can provide all three components, all but one provide them as one service.



9. What is a realistic monthly price per device (excluding VAT) for the requested service?

- *Some respondents are not able to indicate a realistic price without further information.*
- *Some respondents indicate prices or ranges that will not be disclosed for reasons of commercial confidentiality.*



10. Are there market interests the contracting authority should consider?

- *Some respondents indicate the benefits of in-cell entertainment devices with regard to various costs.*
- *Some respondents stress the importance of using Total Cost of Ownership for pricing.*



11. What sustainability options do you see in this market?

Respondents reacted differently with (combinations of) the following responses:

- *Sustainability should not be a key criterion in this procurement.*
- *Modularity of the device and energy efficiency of the device and the charging solution.*
- *The importance of using Total Cost of Ownership for pricing.*



12. Do you have any other comments or suggestions (e.g., price-quality ratio, award criteria)?

Respondents reacted differently with (combinations of) the following responses:

- Price should not be too important as differences in price are relatively small.*
- Do not use more than 3 sub-award criteria for quality as most requirements will be equally met by competitors.*
- Let innovation be a part of the sub-award criteria for quality.*