1. Buyer

1.1 Buyer

Official name:	Schiphol Nederland B.V.
Activity of the contracting entity:	Airport-related activities

2. Procedure

2.1 Procedure

Title:	Market consultation - Advisory services relating to the wayfinding vision
Description:	English Schiphol Nederland B.V. (SNBV) intends to launch a European public tender for advisory services relating to the vision, application, further development and optimisation of the current wayfinding system. The assignment is primarily advisory in nature, with the selected party acting as a subject-matter expert and strategic sparring partner for Schiphol. The aim is to deploy the existing wayfinding system – both physical and digital – as effectively, consistently and future-proof as possible within a dynamic airport environment. The assignment includes assessing proposed changes, safeguarding clarity, comprehensibility and predictability for passengers, and contributing to safety and a consistent passenger experience. In a subsequent phase, the scope may be extended to include advisory services for the development of a new wayfinding system. Dutch Schiphol Nederland B.V. (SNBV) is voornemens een Europese aanbesteding te starten voor adviesdiensten met betrekking tot de visie, toepassing, doorontwikkeling en optimalisatie van het huidige wayfindingsysteem. De opdracht betreft primair een adviesrol, waarbij de geselecteerde partij fungeert als inhoudelijk expert en sparringpartner voor Schiphol. Doel is het bestaande wayfindingsysteem – zowel fysiek als digitaal – zo effectief, consistent en toekomstbestendig mogelijk in te zetten binnen een dynamische luchthavenomgeving. Onderdeel van de opdracht is het toetsen van voorgenomen aanpassingen, het borgen van begrijpelijkheid, duidelijkheid en voorspelbaarheid voor de reiziger, en het bijdragen aan veiligheid en een consistente passagiersbeleving. De scope kan in een latere fase worden uitgebreid met advisering over de ontwikkeling van een nieuw wayfindingsysteem.
Internal identifier:	775feefc-5b24-49f0-b223-9b4a0199c94a

2.1.1 Purpose

Main nature of the contract:	Services
Main classification (cpv):	79400000 Business and management consultancy and related services
Additional classification (cpv):	71240000 Architectural, engineering and planning services
Additional classification (cpv):	79415200 Design consultancy services

2.1.2 Place of performance

Postal address:	Evert van de Beekstraat 202
Town:	Schiphol
Postcode:	1118 CP
Country subdivision (NUTS):	Groot-Amsterdam (NL32B)
Country:	Netherlands
Additional	

Rijksoverheid

information:	See documentation

2.1.3 Value

Estimated value excluding VAT:	0 Euro

2.1.4 General information

Legal basis:

Directive 2014/25/EU

3. Part

3.1 Part technical ID: PAR-0000

Title:	Market consultation - Advisory services relating to the wayfinding vision
Description:	English Schiphol Nederland B.V. (SNBV) intends to launch a European public tender for advisory services relating to the vision, application, further development and optimisation of the current wayfinding system. The assignment is primarily advisory in nature, with the selected party acting as a subject-matter expert and strategic sparring partner for Schiphol. The aim is to deploy the existing wayfinding system – both physical and digital – as effectively, consistently and future-proof as possible within a dynamic airport environment. The assignment includes assessing proposed changes, safeguarding clarity, comprehensibility and predictability for passengers, and contributing to safety and a consistent passenger experience. In a subsequent phase, the scope may be extended to include advisory services for the development of a new wayfinding system. Dutch Schiphol Nederland B.V. (SNBV) is voornemens een Europese aanbesteding te starten voor adviesdiensten met betrekking tot de visie, toepassing, doorontwikkeling en optimalisatie van het huidige wayfindingsysteem. De opdracht betreft primair een adviesrol, waarbij de geselecteerde partij fungeert als inhoudelijk expert en sparringpartner voor Schiphol. Doel is het bestaande wayfindingsysteem – zowel fysiek als digitaal – zo effectief, consistent en toekomstbestendig mogelijk in te zetten binnen een dynamische luchthavenomgeving. Onderdeel van de opdracht is het toetsen van voorgenomen aanpassingen, het borgen van begrijpelijkheid, duidelijkheid en voorspelbaarheid voor de reiziger, en het bijdragen aan veiligheid en een consistente passagiersbeleving. De scope kan in een latere fase worden uitgebreid met advisering over de ontwikkeling van een nieuw wayfindingsysteem.
Internal identifier:	4b983722-589a-4ac4-94d6-71b86044fb1c

3.1.1 Purpose

Main nature of the contract :	Services
Main classification (cpv):	79400000 Business and management consultancy and related services
Additional classification (cpv):	71240000 Architectural, engineering and planning services
Additional classification (cpv):	79415200 Design consultancy services

3.1.2 Place of performance

Postal address :	Evert van de Beekstraat 202
Town:	Schiphol
Postcode:	1118 CP
Country subdivision (NUTS):	Groot-Amsterdam (NL32B)

Rijksoverheid

Country:	Netherlands
Additional information:	See documentation

3.1.3 Duration

Other duration :	Unknown

3.1.4 Value

Estimated value excluding VAT:	0 Euro

3.1.5 General information

Reserved participation:	Participation is not reserved.
The procurement is covered by the Government Procurement Agreement (GPA):	yes
This procurement is also suitable for small and medium-sized enterprises (SMEs):	yes

3.1.6 Procurement documents

Languages in which the procurement documents are officially available:	English, Dutch
Address of the procurement documents:	https://s2c.mercell.com/today/209138 ,
Deadline for requesting additional information:	18/05/2026 08:00 +00:00

3.1.7 Terms of procurement

The execution of the contract must be performed within the framework of sheltered employment programmes:	No

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3.1.8 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

3.1.9 Further information, mediation and review

Mediation organisation:	Rechtbank Den Haag
Review organisation:	Rechtbank Den Haag
Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed:	Rechtbank Den Haag
Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed:	Rechtbank Den Haag
Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed:	Rechtbank Den Haag
Organisation	

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providing additional information about the procurement procedure:	Schiphol Nederland B.V.
Organisation providing offline access to the procurement documents:	Schiphol Nederland B.V.
Organisation providing more information on the review procedures:	Schiphol Nederland B.V.

8. Organisations

8.1 ORG-0001

Official name:	Schiphol Nederland B.V.
Registration number:	34166584
Postal address :	Evert van de Beekstraat 202
Town:	Schiphol
Postcode:	1118CP
Country subdivision (NUTS):	Groot-Amsterdam (NL32B)
Country:	Netherlands
Contact point:	Nishant Raghoenath
Email:	nishant.raghoenath@schiphol.nl
Telephone:	+31612059742
Internet address:	https://www.schiphol.nl
Buyer profile:	https://s2c.mercell.com/buyer/31189

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation providing more information on the review procedures

8.1 ORG-0002

Official name:	Rechtbank Den Haag
Registration number:	82946175
Town:	Den Haag
Postcode:	2595 AJ
Country subdivision	Agglomeratie 's-Gravenhage (NL361)

Rijksoverheid

(NUTS):

Country: Netherlands

Email: info.gerechtshofdenhaag@rechtspraak.nl

Telephone: +31883616161

Roles of this organisation:

Review organisation

Mediation organisation

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed

Notice information

Notice identifier /version:	42ed417a-e173-4d22-8690-8ea6a9a0dbe1 - 01
Form type:	Planning
Notice type:	Prior information notice or a periodic indicative notice used only for information
Notice dispatch date:	21/04/2026 14:25 +00:00
Notice dispatch date (eSender):	21/04/2026 14:40 +00:00
Languages in which this notice is officially available:	English Dutch
Estimated date of publication of a contract notice within this procedure :	01/09/2026

Rijksoverheid