

Descriptive Document
Market Consultation E-depot
Municipality of 's-Hertogenbosch



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Date	8 September 2026

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1. Introduction

1.1 General

This is the Market Consultation E-depot document of the Municipality of 's-Hertogenbosch. Prior to a possible formal procurement process, the municipality wishes to obtain non-binding and public information from the market. The information obtained will be used in further specifying the possible assignment(s) and in the choice of procurement procedures and contract forms. In this way, the assignment(s) to be tendered can be aligned with the possibilities available in the current market.

This document contains both the description of the assignment and the procedure according to which the market consultation is conducted.

1.2 Conditions, Principles and Obligations

Participation in the market consultation is not mandatory and creates no obligations for suppliers towards the contracting authority. Likewise, the contracting authority is not obliged to apply the information obtained. No rights may be derived from information made available during the market consultation. If your answers contain confidential information, please indicate this. No compensation is provided for costs incurred in participating. The municipality reserves the right to amend the schedule, temporarily or permanently discontinue the consultation, or decide not to launch a procurement procedure.

1.3 Contracting Authority

's-Hertogenbosch is a vibrant municipality with 160,000 inhabitants. Our organisation employs approximately 2,500 staff members across multiple locations. The municipal organisation is continuously developing and addresses topics such as liveability, sustainability and safety.

1.4 Points of Attention

The municipality of 's-Hertogenbosch strives to ensure that all potential tenderers are informed equally during the procurement procedure of the assignment(s) and will make an anonymized summary of the results of the market consultation available to the participants. In the event of possible procurement procedures arising from this market consultation, a concise summary of the outcomes (anonymized) will also be attached to the relevant procurement documents. If a participant in the present market consultation considers that information provided constitutes commercially sensitive information, this may be indicated by the participant. In such cases, the municipality will not make this information public.

1.5 Written Response to the Questions

Interested parties are requested to complete the questionnaire (in accordance with Annex 1) and submit it via TenderNed no later than Tuesday, 29 September 2026. It is also permitted to submit an incomplete questionnaire should there be questions for which you would prefer not to and/or cannot share the answers.

1.6 Planning

Under the “deadlines” function in the TenderNed notice, you will find a more detailed schedule regarding this market consultation.

Deadline for submission of responses to the questions	29 september 2026
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The municipality reserves the right to deviate from this schedule.

2. Assignment Description

The following sections provide a description of the assignment and all associated objectives.

2.1 Background – Current Situation

The municipality of 's-Hertogenbosch is investigating the possibilities for the acquisition and implementation of a future-proof e-depot solution for the sustainable storage, management, provision, and accessibility of digital archival materials. The municipality currently has an agreement with Preservica for the e-depot solution. Through this market consultation, the organization aims to gain insight into developments within the market, available solutions, innovative functionalities, and the experiences of market parties with comparable implementations.

Digital information management is playing an increasingly important role in the execution of public tasks. At the same time, the need is growing for a reliable facility that can preserve digital information in a sustainable manner, in accordance with applicable laws and regulations and relevant standards in the field of archiving and information management. An e-depot forms an essential component in ensuring the authenticity, integrity, accessibility, and usability of digital archives in the long term.

Through this market consultation, the municipality aims to obtain a clear understanding of the possibilities and limitations within the market. The information obtained will be used to further specify the requirement, assess the feasibility of various solution directions, and support the preparation of a possible procurement procedure. The consultation explicitly does not have a procurement character and does not form part of a formal procurement procedure.

We invite market parties to share their knowledge, experience, and vision regarding e-depot solutions, relevant technological developments, implementation approaches, management and service models, and integration with existing information systems.

2.2 Description of the Assignment – Desired Situation

The market consultation aims, among other things, to obtain insight into:

- The available e-depot solutions and their functional capabilities;
- The extent to which solutions comply with applicable laws and regulations and relevant archival standards;
- Experiences with implementation, migration, and management projects;
- Integration possibilities with existing information and archival systems;
- Innovations and future developments within the e-depot domain;
- Common contract, pricing, and service models in the market.

The outcomes of the market consultation will be used for the further preparation of a possible tender procedure and the formulation of an appropriate request towards the market.

2.3 Questions

In Appendix 1 you will find the questions formulated by us for this market consultation. We request that you fill in the form and submit it via TenderNed. The questions have been prepared on the basis of the principles described in this document. The municipality recognizes that this information is limited but is

currently unable to make more information available. We kindly ask you to take this into account when answering the questions.

Appendix 1 – Questionnaire

Company Details:	
Name	
Address	
City/Town	
Contact Person (regarding this market consultation)	
Position	
Telephone Number	
E-mail Address	
Website Address	

Introduction & Context for the Procurement

This questionnaire has been prepared in preparation for the procurement of our e-Depot solution. As a starting point, the basic requirements of the new Archives Act 2027 and the Metadata Model for Sustainably Accessible Government Information (MDTO) have been used. You are not obliged to answer all questions if you do not wish to do so or are unable to do so.

Nr.	Question	Answer
Company, Market Position & Localisation		
1.a.	How many operational customers use your e-depot solution? What proportion belongs to the Dutch government and specifically Dutch municipalities? Which functional components (such as pre-ingest, ingest, preservation and access) do they purchase from you?	
1.b.	What concrete benefits does your solution provide for statutory quality management and the preservation of the characteristics of government information (readability, availability, reliability, authenticity and integrity)?	
1.c.	What requirements are necessary for your solution to achieve its full potential (technical, organisational, management-related, etc.)?	
1.d.	Which formal certifications and standards does your solution and organisation possess?	
1.e.	What do your current customers consider areas for improvement within your system?	
Vision, Developments & Roadmap		
2.a	What does the strategic development of your e-depot solution look like for the next 3 to 5 years? Do you have a roadmap you can share?	

2.b.	Which roadmap developments contribute to automated sustainable accessibility and preservation and to reducing manual management effort?	
2.c.	How flexibly can your system support splitting, merging or transferring archival collections while preserving historical context?	
2.d.	Which roadmap developments contribute to achieving the optimum for this solution?	
2.e.	What advice would you provide concerning relevant trends, developments and the intended procurement?	
SaaS, Architecture & Components		
3.a	Do you offer your application as a SaaS service? How do you guarantee that the municipality retains complete legal and operational ownership and control of archived records and metadata?	
3.b.	Do you use third-party software, components or infrastructure providers such as AWS or Azure? If so, which parties and how do you guarantee continuity if one of these partners ceases to operate?	
3.c.	Is your application monolithic or based on a microservices architecture? How does this architecture contribute to scalability when processing very large volumes of data?	
3.d.	Which components make up your application and how do these relate to the OAIS entities Ingest, Data Management, Archival Storage, Preservation Planning, Administration and Access?	
3.e.	How is authorisation organised? What Single sign on (SSO) options are available?	
3.f.	Do you use third-party software within the service?	
Information Security & Privacy		
4.a.	Which specific security standards and frameworks does your organisation and SaaS service comply with?	
4.b.	Where exactly is data stored, both primary and backup locations?	
4.c.	How are data-at-rest encryption, data-in-transit encryption, network security (fire walls, DDoS protection) and multi-tenancy separation arranged?	
4.d.	How does your authorisation model support security settings for (temporarily)	

	restricted access, pseudonymisation and partial disclosure?	
Metadata		
5.a.	Which metadata schemas are supported natively?	
5.b.	How does your application support the MDTO metadata scheme?	
5.c.	How do you support changes in national schema specifications or international standards without costly customisation?	
5.d.	Can organisations independently add local or sector-specific metadata profiles?	
5.e.	How is the integrity of data and metadata guaranteed from ingest onwards?	
Preservation		
6.a.	How are integrity and authenticity guaranteed using checksums, fixity checks and immutable audit trails?	
6.b.	Which tools are integrated for identification and validation of file formats during pre-ingest and ingest?	
6.c.	How is preservation metadata recorded when conversions or migrations occur?	
Web Archiving		
7.a.	What experience does your organisation have with ingesting and preserving websites, subsites and social-media channels? Which tools are used?	
7.b.	How do you ensure compliance with international web-archiving standards such as WARC?	
Integrations & Interoperability		
8.a.	With which records management and archival systems does your e-depot already have operational integrations?	
8.b.	Are integrations implemented through open APIs (e.g. REST) and compliant with Dutch standards?	
8.c.	Do APIs comply with applicable standards within the domain?	
8.d.	Are integrations implemented through controlled service layers (API's) supporting modern authentication?	
Data Migration & Exit Strategy		
9.a.	What support do you provide during migration of existing archives and what are the average one-time costs?	
9.b.	Can archives be exported and imported into another e-depot environment while preserving all content and metadata in open standards?	

9.c.	What is the expected lead time for migration and validation of approximately 35 TB of archival content?	
9.d.	Which contractual, technical and operational guarantees do you provide for a complete migration at contract termination?	
9.e.	How do you guarantee loss-free export of all content and metadata?	
Costs & Financial Transparency		
10.a.	How is your licensing model structured and what are the annual licence costs?	
10.b.	How are hot and cold storage costs structured and how do they scale to 35 TB?	
10.c.	Do you provide support for pilots and ingest tests and what costs are involved?	
10.d.	What are the estimated one-time implementation, integration and migration costs?	
10.e.	Are there any additional costs that should be taken into account?	
Business Continuity & Escrow		
11.a.	How is operational continuity of the SaaS service guaranteed? Do you maintain a SaaS escrow arrangement?	
11.b.	Where is the source code deposited and how often is the escrow updated?	
Procurement		
12.a.	Do you have recommendations regarding award criteria, selection criteria and requirements?	
12.b.	Do you foresee technical, legal or financial bottlenecks, risks or reservations regarding participation in a future procurement?	
12.c.	Have we overlooked any crucial questions, functional components or technological developments?	