1. Buyer

1.1 Buyer

Official name:	Ministerie van Buitenlandse Zaken
Legal type of the buyer:	Central government authority
Activity of the contracting authority:	General public services

2. Procedure

2.1 Procedure

Title:	EU Concession award procedure Consular Services
Description:	Grantor is seeking companies specialised in operating as External Service Providers to assist Dutch foreign missions with the handling of visa applications, travel document applications and other Consular Services. Based on the historical average number of visa applications per year (approx. 700,000) and the maximum fee (€45), the contracting authority estimates the contract value at €31,500,000 per year.
Procedure identifier:	74f4e6ce-9ca0-4b3e-848c-b7fd0d1368d5
Internal identifier:	201865003.001.110
Type of procedure:	Negotiated without prior call for competition
Main features of the procedure:	The subject of the assignment involves providing global administrative Consular Services. These Consular Services include: 1. Front office Consular Services for short stay Schengen visas; 2. Front office Consular Services for Caribbean visas for the Caribbean parts of the Kingdom of the Netherlands; 3. Front office Consular Services for Dutch travel documents; 4. Optional: Other Consular Services

2.1.1 Purpose

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

2.1.2 Place of performance

Country:	Netherlands

Anywhere in the given country

Additional information:	Around embassies and consulates worldwide

2.1.3 Value

Estimated value excluding VAT:	31 500 000 Euro

2.1.4 General information

Additional information:	Country-specific solutions are chosen for payments and invoicing due to the global nature of the services. De hieronder genoemde bedragen zijn gebaseerd op een inschatting van de omzet per jaar.

Legal basis:

Directive 2014/24/EU

5. Lot

Rijksoverheid

5.1 Lot technical ID: LOT-0001

Title:	Lot 1: South-east Asia, Oceanic islands, Caribbean islands and North Africa;
Description:	This Lot includes all Consular Services as described in the Tender Documents. Annex X Repository contains the region- and country-specific details of each Lot. Based on the historical average number of visa applications per year (approx. 700,000) and the maximum fee (€45), Grantor estimates the total contract value at €31,500,000 per year. The contract value per Lot is estimated at € 8.000.000 per year.
Internal identifier:	1

5.1.1 Purpose

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

5.1.2 Place of performance

Country:	Netherlands

Anywhere in the given country

Additional information:	Around embassies and consulates worldwide

5.1.3 Estimated duration

Duration:	120 Month

5.1.5 Value

Estimated value excluding VAT:	5 700 000 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

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

5.1.7 Strategic procurement

Aim of strategic procurement:	No strategic procurement

5.1.10 Award criteria

Criterion:

Type:	Quality
Name:	AS-I Gloval Coverage
Description:	Action plan to achieve Global Coverage objectives as described in section 3.2 of the Request for Proposal.
Category of award	

Rijksoverheid

threshold criterion:	Weight (points, exact)
Award criterion number:	16
Criterion:	
Type:	Quality
Name:	AS-II Uniform Customer Process
Description:	Action plan to achieve Uniform Customer Process objectives as described in section 3.3 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16
Criterion:	
Type:	Quality
Name:	AS-III Collaboration
Description:	Action plan to achieve Collaboration objectives as described in section 3.4 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	18
Criterion:	
Type:	Quality
Name:	AS-IV Service Continuity
Description:	Action plan to achieve Service Continuity objectives as described in section 3.5 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16
Criterion:	
Type:	Quality
Name:	AS-V Digitalisation and IT Strategy
Description:	Action plan to achieve Digitalisation and IT Strategy objectives as described in section 3.6 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	18

Rijksoverheid

Criterion:	
Type:	Price
Name:	Pricing Lot 1 (Annex 3.1)
Description:	Pricing for this specific Lot as described and instructed in the Tender documents
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16

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:	Rijksinkoopsamenwerking (RIS) - Arrondissementsrechtbank Den Haag
Organisation providing additional information about the procurement procedure:	Rijksinkoopsamenwerking (RIS)
Organisation providing more information on the review procedures:	Rijksinkoopsamenwerking (RIS)
Organisation signing the contract:	Rijksinkoopsamenwerking (RIS)

5.1 Lot technical ID: LOT-0002

Title:	Lot 2: South Africa, North and Central America, China and Europe
Description:	This Lot includes all Consular Services as described in the Tender Documents. Annex X Repository contains the region- and country-specific details of each Lot. Based on the historical average number of visa applications per year (approx. 700,000) and the maximum fee (€45), Grantor estimates the total contract value at €31,500,000 per year. The contract value per Lot is estimated at € 8.000.000 per year.
Internal identifier:	2

5.1.1 Purpose

Main nature of the contract :	Services
Main classification (cpv):	75211110 Consular services

Additional

Rijksoverheid

classification (cpv):	75211000 Foreign-affairs services

5.1.2 Place of performance

Country:	Netherlands

Anywhere in the given country

Additional information:	Around embassies and consulates worldwide

5.1.3 Estimated duration

Duration:	120 Month

5.1.5 Value

Estimated value excluding VAT:	8 300 000 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

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

5.1.7 Strategic procurement

Aim of strategic procurement:	No strategic procurement

5.1.10 Award criteria

Criterion:	
Type:	Quality
Name:	AS-I Gloval Coverage
Description:	Action plan to achieve Global Coverage objectives as described in section 3.2 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16
Criterion:	
Type:	Quality
Name:	AS-II Uniform Customer Process
Description:	Action plan to achieve Uniform Customer Process objectives as described in section 3.3 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion	16

Rijksoverheid

number:	
Criterion:	
Type:	Quality
Name:	AS-III Collaboration
Description:	Action plan to achieve Collaboration objectives as described in section 3.4 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	18
Criterion:	
Type:	Quality
Name:	AS-IV Service Continuity
Description:	Action plan to achieve Service Continuity objectives as described in section 3.5 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16
Criterion:	
Type:	Quality
Name:	AS-V Digitalisation and IT Strategy
Description:	Action plan to achieve Digitalisation and IT Strategy objectives as described in section 3.6 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	18
Criterion:	
Type:	Price
Name:	Pricing Lot 2 (Annex 3.2)
Description:	Pricing for this specific Lot as described and instructed in the Tender documents
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

Rijksoverheid

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation:	Rijksinkoopsamenwerking (RIS) - Arrondissementsrechtbank Den Haag
Organisation providing additional information about the procurement procedure:	Rijksinkoopsamenwerking (RIS)
Organisation providing more information on the review procedures:	Rijksinkoopsamenwerking (RIS)
Organisation signing the contract:	Rijksinkoopsamenwerking (RIS)

5.1 Lot technical ID: LOT-0003

Title:	Lot 3: Central Africa, South America, India, Central Asia and parts of the Middle-East;
Description:	This Lot includes all Consular Services as described in the Tender Documents. Annex X Repository contains the region- and country-specific details of each Lot. Based on the historical average number of visa applications per year (approx. 700,000) and the maximum fee (€45), Grantor estimates the total contract value at €31,500,000 per year. The contract value per Lot is estimated at € 8.000.000 per year.
Internal identifier:	3

5.1.1 Purpose

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

5.1.2 Place of performance

Country:	Netherlands

Anywhere in the given country

Additional information:	Around embassies and consulates worldwide

5.1.3 Estimated duration

Duration:	120 Month

5.1.5 Value

Estimated value excluding VAT:	6 000 000 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

Rijksoverheid

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

5.1.7 Strategic procurement

Aim of strategic procurement:	No strategic procurement

5.1.10 Award criteria

Criterion:	
Type:	Quality
Name:	AS-I Gloval Coverage
Description:	Action plan to achieve Global Coverage objectives as described in section 3.2 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16
Criterion:	
Type:	Quality
Name:	AS-II Uniform Customer Process
Description:	Action plan to achieve Uniform Customer Process objectives as described in section 3.3 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16
Criterion:	
Type:	Quality
Name:	AS-III Collaboration
Description:	Action plan to achieve Collaboration objectives as described in section 3.4 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	18
Criterion:	
Type:	Quality
Name:	AS-IV Service Continuity
Description:	Action plan to achieve Service Continuity objectives as described in section 3.5 of the Request for Proposal.

Rijksoverheid

Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16
Criterion:	
Type:	Quality
Name:	AS-V Digitalisation and IT Strategy
Description:	Action plan to achieve Digitalisation and IT Strategy objectives as described in section 3.6 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	18
Criterion:	
Type:	Price
Name:	Pricing Lot 3 (Annex 3.3)
Description:	Pricing for this specific Lot as described and instructed in the Tender documents
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16

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:	Rijksinkoopsamenwerking (RIS) - Arrondissementsrechtbank Den Haag
Organisation providing additional information about the procurement procedure:	Rijksinkoopsamenwerking (RIS)
Organisation providing more information on the review procedures:	Rijksinkoopsamenwerking (RIS)

Rijksoverheid

Organisation signing the contract:	Rijksinkoopsamenwerking (RIS)

5.1 Lot technical ID: LOT-0004

Title:	Lot 4: Sub-Saharan Africa, Central Asia, Russia, Turkey, South Asia and parts of the Middle-East.
Description:	This Lot includes all Consular Services as described in the Tender Documents. Annex X Repository contains the region- and country-specific details of each Lot. Based on the historical average number of visa applications per year (approx. 700,000) and the maximum fee (€45), Grantor estimates the total contract value at €31,500,000 per year. The contract value per Lot is estimated at € 8.000.000 per year. Based on the historical average number of visa applications per year (approx. 700,000) and the maximum fee (€45), Grantor estimates the total contract value at €31,500,000 per year. The contract value per Lot is estimated at € 8.000.000 per year.
Internal identifier:	4

5.1.1 Purpose

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

5.1.2 Place of performance

Country:	Netherlands

Anywhere in the given country

Additional information:	Around embassies and consulates worldwide

5.1.3 Estimated duration

Duration:	120 Month

5.1.5 Value

Estimated value excluding VAT:	3 500 000 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

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

5.1.7 Strategic procurement

Aim of strategic procurement:	No strategic procurement

5.1.10 Award criteria

Criterion:

Rijksoverheid

Type:	Quality
Name:	AS-I Gloval Coverage
Description:	Action plan to achieve Global Coverage objectives as described in section 3.2 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16
Criterion:	
Type:	Quality
Name:	AS-II Uniform Customer Process
Description:	Action plan to achieve Uniform Customer Process objectives as described in section 3.3 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16
Criterion:	
Type:	Quality
Name:	AS-III Collaboration
Description:	Action plan to achieve Collaboration objectives as described in section 3.4 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	18
Criterion:	
Type:	Quality
Name:	AS-IV Service Continuity
Description:	Action plan to achieve Service Continuity objectives as described in section 3.5 of the Request for Proposal.
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16
Criterion:	
Type:	Quality
Name:	AS-V Digitalisation and IT Strategy
Description:	Action plan to achieve Digitalisation and IT Strategy objectives as described in section 3.6 of the Request for Proposal.
Category of	

Rijksoverheid

award threshold criterion:	Weight (points, exact)
Award criterion number:	18
Criterion:	
Type:	Price
Name:	Pricing Lot 4 (Annex 3.4)
Description:	Pricing for this specific Lot as described and instructed in the Tender documents
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	16

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:	Rijksinkoopsamenwerking (RIS) - Arrondissementsrechtbank Den Haag
Organisation providing additional information about the procurement procedure:	Rijksinkoopsamenwerking (RIS)
Organisation providing more information on the review procedures:	Rijksinkoopsamenwerking (RIS)
Organisation signing the contract:	Rijksinkoopsamenwerking (RIS)

6. Results

Value of all contracts awarded in this notice:	23 500 000 Euro
Direct award:	
Justification for direct award:	No suitable tenders, requests to participate, or applications were received in response to a previous notice
Other	Deze procedure op TenderNed is een voortzetting van een eerder aangekondigde opdracht in CTM. Hierin is de selectiefase uitgevoerd en afgerond. Vanwege technische problemen kon deze opdracht niet worden

Rijksoverheid

justification:	voortgezet in CTM. Met de drie geselecteerde partijen is de mededingingsfase vervolgens uitgevoerd in TenderNed.

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:	
Official name:	TLS Group
Tender:	
Tender identifier:	1
Identifier of lot or group of lots:	LOT-0001
Value of the tender:	5 700 000 Euro
The tender was ranked:	no
The tender is a variant:	no
Subcontracting :	No
Contract information:	
Identifier of the contract:	CON-0001
Title:	P1 Lot 1: South-east Asia, Oceanic islands, Caribbean islands and North Africa;
Date on which the winner was chosen:	24/07/2026
Date of the conclusion of the contract:	05/11/2026
Organisation signing the contract:	Rijksinkoopsamenwerking (RIS)

6.1.4 Statistical information

Received tenders or requests to participate:	
Type of received submissions:	Tenders submitted electronically
Number of tenders or requests to participate received:	3
Type of received submissions:	Tenders from micro, small or medium tenderers
Number of tenders or	0

Rijksoverheid

requests to participate received:	
Type of received submissions:	Tenders
Number of tenders or requests to participate received:	3

6.1 Result lot Identifier: LOT-0002

At least one winner was chosen.

6.1.2 Information about winners

Winner:	
Official name:	TLS Group
Tender:	
Tender identifier:	2
Identifier of lot or group of lots:	LOT-0002
Value of the tender:	8 300 000 Euro
The tender was ranked:	no
The tender is a variant:	no
Subcontracting :	No
Contract information:	
Identifier of the contract:	CON-0002
Title:	P2 Lot 2: South Africa, North and Central America, China and Europe
Date on which the winner was chosen:	24/07/2026
Date of the conclusion of the contract:	05/11/2026
Organisation signing the contract:	Rijksinkoopsamenwerking (RIS)

6.1.4 Statistical information

Received tenders or requests to participate:

Type of received submissions:	Tenders submitted electronically
Number of tenders or requests to	3

Rijksoverheid

participate received:	
Type of received submissions:	Tenders from micro, small or medium tenderers
Number of tenders or requests to participate received:	0
Type of received submissions:	Tenders
Number of tenders or requests to participate received:	3

6.1 Result lot Identifier: LOT-0003

At least one winner was chosen.

6.1.2 Information about winners

Winner:	
Official name:	TLS Group
Tender:	
Tender identifier:	3
Identifier of lot or group of lots:	LOT-0003
Value of the tender:	6 000 000 Euro
The tender was ranked:	no
The tender is a variant:	no
Subcontracting :	No
Contract information:	
Identifier of the contract:	CON-0003
Title:	P3 Lot 3: Central Africa, South America, India, Central Asia and parts of the Middle-East;
Date on which the winner was chosen:	24/07/2026
Date of the conclusion of the contract:	04/11/2026
Organisation signing the contract:	Rijksinkoopsamenwerking (RIS)

6.1.4 Statistical information

Rijksoverheid

Received tenders or requests to participate:

Type of received submissions:	Tenders submitted electronically
Number of tenders or requests to participate received:	3
Type of received submissions:	Tenders from micro, small or medium tenderers
Number of tenders or requests to participate received:	0
Type of received submissions:	Tenders
Number of tenders or requests to participate received:	3

6.1 Result lot Identifier: LOT-0004

At least one winner was chosen.

6.1.2 Information about winners

Winner:	
Official name:	VF Worldwide Holdings Ltd.
Tender:	
Tender identifier:	4
Identifier of lot or group of lots:	LOT-0004
Value of the tender:	3 500 000 Euro
The tender was ranked:	no
The tender is a variant:	no
Subcontracting :	No
Contract information:	
Identifier of the contract:	CON-0004
Title:	P4 Lot 4: Sub-Saharan Africa, Central Asia, Russia, Turkey, South Asia and parts of the Middle-East.
Date on which the winner was chosen:	24/07/2026

Rijksoverheid

Date of the conclusion of the contract:	05/11/2026
Organisation signing the contract:	Rijksinkoopsamenwerking (RIS)

6.1.4 Statistical information

Received tenders or requests to participate:

Type of received submissions:	Tenders submitted electronically
Number of tenders or requests to participate received:	3
Type of received submissions:	Tenders from micro, small or medium tenderers
Number of tenders or requests to participate received:	0
Type of received submissions:	Tenders
Number of tenders or requests to participate received:	3

8. Organisations

8.1 ORG-0001

Official name:	Rijksinkoopsamenwerking (RIS)
Registration number:	1543030
Postal address :	Wilhelmina van Pruisenweg 52
Town:	Den Haag
Postcode:	2500 EA
Country subdivision (NUTS):	Agglomeratie 's-Gravenhage (NL361)
Country:	Netherlands
Contact point:	Caroline Smit
Email:	contact.ris@rijksoverheid.nl
Telephone:	+31 0707585678
Internet address:	https://www.rijksinkoopsamenwerking.nl/

Other contact points:

Rijksoverheid

Official name:	Arrondissementsrechtbank Den Haag
Postal address :	Prins Clauslaan 60
Town:	Den Haag
Postcode:	2595 AJ
Country subdivision (NUTS):	Agglomeratie 's-Gravenhage (NL361)
Country:	Netherlands
Contact point:	Arrondissementsrechtbank Den Haag
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:

Procurement service provider

Organisation providing additional information about the procurement procedure

Review organisation

Organisation providing more information on the review procedures

Organisation signing the contract

8.1 ORG-0002

Official name:	Ministerie van Buitenlandse Zaken
Registration number:	5910447
Postal address :	Schedeldoekshaven 101
Town:	Den Haag
Postcode:	2511 EM
Country subdivision (NUTS):	Agglomeratie 's-Gravenhage (NL361)
Country:	Netherlands
Email:	FSO-Tendering@minbuza.nl
Telephone:	+31 703486486
Internet address:	https://www.rijksoverheid.nl/ministeries/ministerie-van-buitenlandse-zaken

Roles of this organisation:

Buyer

8.1 ORG-0004

Official name:	VF Worldwide Holdings Ltd.
Size of the economic operator:	Large
Registration number:	1512062
Postal address :	Plot No: JLT-PH1-L2A 1804A
Town:	Dubai

Rijksoverheid

Postcode:	114100
Country:	United Arab Emirates
Internet address:	http://www.vfsglobal.com
Roles of this organisation:	
Tenderer	
Winner of these lots:	LOT-0004

8.1 ORG-0003

Official name:	TLS Group
Size of the economic operator:	Large
Registration number:	1512264
Postal address :	21-25 rue Balzac 21
Town:	Paris
Postcode:	75008
Country subdivision (NUTS):	Paris (FR101)
Country:	France
Contact point:	Catherine Debeaumarche
Internet address:	https://www.tlscontact.com/en/
Roles of this organisation:	
Tenderer	
Winner of these lots:	LOT-0001LOT-0002LOT-0003

Notice information

Notice identifier /version:	5e90e8b3-a22a-4508-977a-5e8068072816 - 01
Form type:	Result
Notice type:	Contract or concession award notice – standard regime
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Languages in which this notice is officially available:	English

Rijksoverheid