



Ministry of Foreign Affairs

## Market Consultation

Ministry of Foreign Affairs of the Netherlands

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World Wide technical building maintenance  
for  
Ministry of Foreign Affairs / 3W

Contact	Wim Pikaar
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# 1. General

## **1.1. Introduction**

The State of the Netherlands, for present purposes, 3W ( WorldWide Working ) – the shared services organization of the Ministry of Foreign Affairs intends to start a marketconsultation to investigate the opportunity of world wide maintenance of the mechanical- technical- and electrical installations. This document relates to the Market Consultation which is carried out in preparation for the possible contract award procedure.

On July 7<sup>th</sup>, 2016 the announcement of this Market Consultation has been offered for publication in the Official Journal of the European Community to the Office for Official Publications in Luxembourg by means of [www.tenderned.nl](http://www.tenderned.nl).

The contracting Authority invites you to participate in this Market Consultation.

To avoid misunderstandings, it is stipulated that this Market Consultation is not the start of a negotiation process. Participating in this Market Consultation does not entitle you to invoke any right to receive a future contract award procedure, neither is participating in this Market Consultation a prerequisite for receiving such a request. In principle the contribution of participants in this Market Consultation will be treated as confidential.

## **1.2. The Contracting Authority**

Contracting Authority is the State of the Netherlands, for present purposes, 3W ( WorldWide Working) the shared services organization of the Ministry of Foreign Affairs.

3W stand for Working Worldwide, and is the statewide shared services organization that delivers products and services to support those working, traveling and staying abroad for the Dutch government.

The products and services 3W delivers for all Ministries are diverse. Among other things these products and services consist of abroad-allowance, local staff, diplomatic courier service, information to expatriate employees and partners, information about working for the European Union, assistance to brief missions, diplomatic passports and visa, accommodating of embassies and representations.

For more general information about the Ministry of Foreign Affairs, see <https://www.rijksoverheid.nl/ministeries/ministerie-van-buitenlandse-zaken>

## **1.3. Contacts**

Contact for this Market Consultation is:

- Mr. W. (Wim) Pikaar, [wim.pikaar@minbuza.nl](mailto:wim.pikaar@minbuza.nl)

All communication concerning this Market Consultation should be via the above mentioned contacts. Participants are prohibited to contact other representatives of the Contracting Authority concerning this Market Consultation.

## **1.4. Marketconsultation document**

This document describes the procedure for this Market Consultation and contains the applicable rules and regulations. Included herein is a description of the objectives of this consultation and the intentions of the Contracting Authority regarding the prospective contract. Participants are prohibited to contact any other official of the Contracting Authority regarding this Market Consultation.

Chapter 2 provides the objectives of this Market Consultation. Chapter 3 outlines the contract that the Contracting Authority, dependent on the outcome of this Market Consultation, is considering to

tender. Chapter 4 describes the principles, rules and regulations for this Market Consultation, which are intended to properly regulate this Market Consultation and to ensure a level playing field for the future procurement for the desired services. Chapter 5 specifies the terms and conditions applicable to this Market consultation.

In Annex 1 you will find the list of open questions. We request you to answer these questions using the answer form appended to this document as Annex 1, and to return the completed form to the Contracting authority by email.

## **2. General objectives of this Market Consultation**

The Contracting Authority considers to start a contract award procedure for technical building maintenance of the property of the Ministry of Foreign Affairs world wide.

In preparation of this procurement the Contracting authority wants to present interested suppliers some questions. The answers to these questions can contribute to the initiation of a professional contract award procedure, that reflects the reality of the current state of the market.

With this Market Consultation the Contracting authority aims to establish the amount of interest in this tender and the possibilities and impossibilities in the market. Information provided and answers to questions received by participants will serve as one of the sources of information to base the tender documents on. The outlines of the result of this Market Consultation will be made public, however will not be traceable to persons or parties, to guarantee transparency of the tender process that will start after this Market Consultation.

The Market Consultation is beneficial to all parties concerned. The Contracting Authority verifies what is possible in the market, and what the sentiments are. This way it is possible to give direction to the formulation of requirements in the future contract award procedure and which properties the required service should entail. For participants in this Market consultation the benefit is that they have an impression of the Contracting Authority and the objectives set for this project beforehand.

The insights in the current market gained in the Market Consultation by the Contracting Authority will have influence on the intended procurement process. For instance on aspects such as the formulation of suitability requirements and contractual aspects. This way participants to the Market Consultation contribute to the increased success rate of the intended contract award procedure.

The objective of this Market Consultation consists of the following aspects:

- to ensure early market involvement and market interest in the possible contract award procedure;
- to test principles and assumptions;
- to test ideas and solutions;
- to gain insight in existing suppliers in the market of International relocation services.;
- to get an idea of the view, suggestions and ideas of suppliers;
- to get an idea of the interest of suppliers for an intended contract;
- to help determine the procurement strategy.

### 3. Content of the intended contract

#### 3.1. Objective of marketconsultation

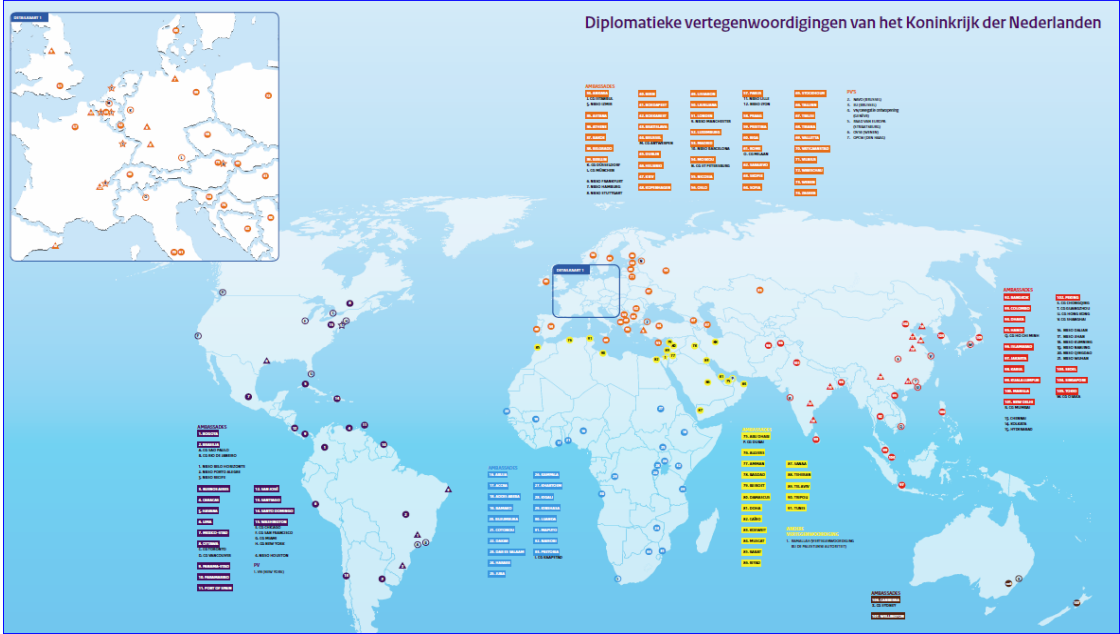
With this market consultation has the Ministry of Foreign Affairs the objective insight to the market and the possible solutions for technical building maintenance world wide. Partly on the basis of the marketconsultation the Ministry of Foreign affairs determine of this is feasible and what the right procurement strategy will be.

The purpose of this market consultation is retrieve information worldwide to start a tender to select certified suppliers who have proven knowledge and experience in this field worldwide.

#### 3.2. About world wide maintenance

The Ministry of Foreign Affairs of the Netherlands is examining the possibility of outsourcing for its embassy buildings and residences abroad for the mechanical- technical- and electrical installations maintenance worldwide. The Ministry has entrusted the maintenance tasks to 3W World Wide Working. The housing abroad and maintenance organization is one of the main responsibility of 3W.

The Kingdom of the Netherlands has about 140 diplomatic Missions worldwide. Embassies and Consulates Generals generally have an office building, a house of the Ambassador and/or Consul Generals and in some cases staff housing in ownership. On the image, the diplomatic represent displays of the Kingdom of the Netherlands.



The 3W property portfolio consists of some 377 properties with the following breakdown:

### **Office objects**

- 49 Office objects in ownership with a total gross floor area of 91.786 m<sup>2</sup> gross.  
The maintenance obligation is the responsibility of the Ministry.
- 73 rental office objects with a gross floor area of 79.514 m<sup>2</sup> gross.  
The maintenance obligation is partial or limited under the responsibility of the Ministry.

### **Residential objects**

- 176 residential properties in ownership with a gross floor area of 67.091 m<sup>2</sup> gross.  
The maintenance obligation is the responsibility of the Ministry.
- 79 residential properties in rent with a gross floor area of 41.429 m<sup>2</sup> gross.  
The maintenance requirement is very limited or no responsibility of the Ministry.

In general, the following technical installations are maintained:

Both simple and sophisticated air-conditioning systems in the field of heating and cooling. central air conditioning systems, cold water aggregates, multi-split unit systems, water systems with pressure boosting and filtering, buffering systems, boiler systems, plumbing and sewage systems, fire prevention and suppression systems, elevators. The electrical installations consist of high-voltage equipment, transformers, UPS and emergency power generators, low voltage installation, lightning systems, lighting systems, building management, fire alarm intrusion systems, CCTV, access and evacuation system.

### **3.3. The main policy principles for technical building maintenance**

The main policy principles for this market consultation:

- The client 3W worldwide unburden in the plant-engineering, electrical engineering and transportation (elevators) maintenance for the worldwide embassy premises;
- A customizable and specific maintenance methodology developments for a unique quality of maintenance on the aspects of health, safety, reliability and investment;
- A customizable and specific maintenance methodology developments for a uniform quality of maintenance on the aspects of health, safety, reliability and investment;
- The buildings maintained to a standardized condition method (NEN 2767 or equivalent) and the client in a uniform and unambiguous reports;
- The portfolio maintenance information should be unambiguous and digitally processed in a software system that progress can be consulted by the ministry through internet;
- Preparation of risk analysis in the field of management and maintenance and inform the client proactive about planned activities and identification of major repairs;
- Generate global real estate analysis and investment models for maintenance.

## 4. Procedure Market Consultation

### 4.1. General

This Market Consultation consists of (possibly) three phases:

1. written question round
2. interview round (possibly)
3. written report

The announcement of this Market Consultation has been published on [www.tenderned.nl](http://www.tenderned.nl) on 7<sup>th</sup> july, 2016.

### 4.2. Phases

#### *Phase 1, Written question round*

Phase one consists of a written question round. All interested parties are requested to participate in this Market Consultation after consulting the document enclosed as annex 1.

Participants are asked that if, for any reason, a participant does not want to answer a question, to specify why they do not want to answer the specific question. Answering questions in the Market Consultation has to be done digitally using the document enclosed as annex 1 which can be sent by email after completion to [wim.pikaar@minbuza.nl](mailto:wim.pikaar@minbuza.nl) Deadline date for replying is **July 28th, 2016**.

After the answers to the questions given by the participants are received, an analysis is conducted by the Contracting Authority.

#### *Phase 2, Interview round*

Depending on the content and extent of the answers received, the Contracting Authority decides if they will have an Interview round, which participants will be asked to participate and how the Interviews will take place (by telephone conference call, whether or not display screen supported or perhaps face-to-face in a personal meeting).

#### *Phase 3, Reporting*

Phase 3 consists of drawing up and publishing of the report. The Contracting Authority will treat all the reactions received as confidential, these reactions will not be published traceable to any participants in the consultation – in accordance with requirements of public procurement law. The outline of this consultation will be made public, not traceable to any participants or parties in the consultation to ensure the transparency of the possible tender after this consultation. Prices and/or rates are excluded from publishing. Also excluded from publishing are the questions and answers explicitly specified as confidential by participants or for instance solutions to problems as indicated. The Contracting authority will decide on matters of publication only after close consideration.

### 4.3. Planning

For this Market Consultation the Contracting Authority is planning as follows:

Activiteit	Einddatum
Publishing / start Market Consultation	July 7, 2016
Submitting answers	July 28, 2016
Analyses and possible Interviews	August 5, 2016
Reporting	September, 2016

## 5. Terms and conditions for this Market Consultation

The following terms and conditions apply to this Market Consultation:

1. The Contracting Authority will comply with the principles of non-discrimination and transparency;
2. This document is intended solely for Market Consultation purposes;
3. This Market Consultation is not part of a possible tender but merely a Market Consultation;
4. This Market Consultation is explicitly not meant to pre-select or disqualify any candidate in the context of a possible tender procedure;
5. Not participating in this Market Consultation by any party will not result in a sanction such as being excluded from participating in the contract award procedure. Participants in this consultation will not be excluded or privileged concerning the participation in the contract award procedure.
6. This Market Consultation is noncommittal for all participants as well as for the Contracting Authority;
7. The Contracting Authority reserves all rights with regard to this Market Consultation;
8. Participating in this Market Consultation does not constitute any right to any assignment;
9. Cost for participating in this Market Consultation will not be compensated by the Contracting Authority;
10. Participants accept that information provided to the Contracting Authority may be used without disclosing participants identity to formulate its requirements in a possible contract award procedure;
11. Information provided by the Contracting Authority in this Market Consultation may differ from information provided in a possible contract award procedure;
12. The contribution of participants will be treated confidential as much possible, considering in any case the legitimate (commercial) interest of participants;
13. This Market Consultation is conducted in the English- as well as in the Dutch language;
14. The Contracting authority is in no way bound to the outcome of this Market Consultation or committed to realizing and/or contracting a project regarding the subject of this Market consultation;
15. Claims concerning the use of the information provided, confidentiality, or claims for compensation in this regard will not be accepted;
16. All documents sent to the Contracting Authority by respondents will be considered as public documents, free of copy right or intellectual property. If copyrights apply, the Contracting Authority will be safeguarded by the participants for infringement of copyright or intellectual property;
17. The Contracting Authority will impose no value judgment to answers given by participants;
18. The Contracting Authority reserves the right:
  - o to change the planning as included in this document;
  - o to modify the form or content from the description of the possible contract award procedure in this document;
  - o to temporarily postpone or abandon this Market Consultation.
19. By participating in this Market Consultation participants acknowledge to accepts all terms and conditions of this Market consultation.
20. This Market Consultation is governed exclusively by Dutch law. Disputes regarding this Market Consultation can only be tried at the Rechtbank of Den Haag (judicial court in The Hague).

## **6. Questions**

The questions in annex 1 have been formulated with care. The Contracting Authority acknowledges that responding to each question might require a substantial amount of time and thanks each respondent in advance for his contribution. The responses that are given will be used by the Contracting Authority to calibrate and where possible achieve the goals as set out in chapter 2 of this document. You are requested to respond by using Annex 1 by inserting your answers under each question. You may enclose additional information in the form of annexes to your response.

The questionnaire has been carefully composed by the Contracting Authority. Answering these questions will require a substantial amount of time and effort of you. The Contracting Authority appreciates that you will take the time and put effort in answer our questions.

The Contracting Authority means to achieve the goals set out in chapter 2 of this document using the answers you gave in response to our questions.

We request you to answer the questions using the answering form enclosed as Annex 1. In the answering form you may refer to additional Annexes and send these Annexes to us along with the answering form.