



Market Consultation Report

Subject: Market Consultation for provisioning of ATA Carnets

Contact person: inkoop@kvk.nl

Date: 04-10-2024

Reference number: T95527

Version: 1.0

Table of Contents

1.	Introduction	3
1.1.	Goal	3
1.2.	Procedure	3
2.	Written summary of the Market Consultation	4

1. Introduction

In July of 2024, the Chamber of Commerce of the Netherlands (hereafter: KVK) has published a Market Consultation for the provisioning of ATA Carnets. This report contains a summary of this Market Consultation. Business sensitive information has not been included in this report.

1.1. Goal

The main objective of the market consultation is to align a potential tender process with the vision and ambition of KVK within the possibilities available in the market.

Additionally, other objectives that can be achieved with the market consultation include:

- Identifying potential suppliers who are capable of providing us with the desired solution.
- Gaining insight into the available solutions and the capabilities of different suppliers.

1.2. Procedure

The Market Consultation has been published on 17 July 2024, on the Merccell platform. The following party has participated in this Market Consultation: UDITIS SE.

2. Written summary of the Market Consultation

Section A - Availability Market Parties, considering the scope of the Assignment

1. What do you think about the requirements of KVK and are you able to fulfil them?

The requirements clearly describe the general needs of an online application for issuing ATA/CPD carnets and managing the associated disputes.

2. Do you have interest and availability of resources to partake in a Tender procedure (start Q3 2024) and following Assignment (start end Q2 2025), should KVK decide to initiate them?

Participant has responded that they are available during the aforementioned time-period.

Section B - Questions about the Market

3. What are the latest trends and developments in your sector?

At business level, customs have launched a project to digitize all customs formalities, including the ATA carnet, at national and international level, with the aim of simplifying trade. At technical level, the main trends in the online application market are the development of web applications in Agile mode, using DevOps methods and operated on secure Cloud infrastructures.

4. What innovations do you expect in the coming years?

In addition to the complete digitization of the ATA Carnet desired by customs, the main innovations in our sector are expected to be in the areas of simplified human-machine interfaces (UX), systems integration via interfaces (API) and artificial intelligence, with the aim of further automating processes, avoiding timeconsuming manual processing and making applications very easy to use.

5. What are differentiating factors between the main providers?

The differentiating factors between today's leading providers of custom online applications lie essentially in their understanding of user needs, their business knowledge and their technical mastery of DevOps and Cloud methods. Another differentiating factor is having a broad customer base using a standardized system, which enables all customers to benefit from a wide range of business and technical experience, backed by a sustainable business model that ensures long-term viability.

Section C - Questions about pricing

6. How are your products and/or services priced?

Some projects are financed on the basis of a traditional investment model, time-and-material with a timeand-material rate, or on a fixed-price basis, while others are financed on a rental basis via a licensing or royalties' model.

7. What factors can influence the pricing?

Market conditions can influence the pricing. The volume of services ordered, an intense business relationship with several projects, or a long-term contract, can naturally entitle the customer to discounts.

8. What can KVK do to receive prices which are competitive and comparable to other Market Parties?

Answer not provided by Participant.

9. Can you provide an indication of the total costs, including any hidden costs?

This is not possible to answer without revealing the prices of KVK's current supplier and is therefore unanswered. An indication of the total costs will always be transparent and the supplier states that therefore there are no hidden costs applicable.

Section D - Questions about references

10. Can you provide examples of similar projects you have executed for clients comparable to KVK in the (semi-)governmental sector?

The clients vary from governmental parties in the EU, EER and North-America.

11. What references can you provide from satisfied clients?

Multiple references have been shared with KVK.

12. What are the main challenges you have encountered in similar projects and how did you solve them?

- Finding conceptual solutions to harmonize practices and effect a real digital transformation;
- The technical problems that had to be overcome to offer easy-to-use, high-performance and reliable platforms;
- Getting users to accept the change.

Section E: General tips and advice

13. What advice and tips, not already mentioned in the questions above or in your answers, would you like to give to KVK?

The only advice we can give is to continue investing in KVK's digital transformation in order to continue modernizing and expanding the range of online services offered to end customers, and to gain in productivity.