

1. Market dialogue purpose

The purpose of the market dialogue is to support the project in the preparation for the acquisition of a Control & Risk Management System that has to be compliant with the legal demands of UCC and MASP. The Control & Risk Management System will enable different functionalities in regard to Customs Control, such as *Risk Assessment*, *Control and Enforcement* and *Post-audit control*.

The overall focus of this market dialogue is functionalities relating to *Control and Enforcement*. The objective of the market dialogue is to gain insight into the cost level of these applications and in particular your proposal regarding the complexity and its impact on cost.

Previously two market dialogues have been conducted, where the main objectives were to gain insight into the vendors' knowledge of UCC, their current product portfolio and experience with implementation of Customs Control. During these market dialogues, the project also received an estimate of the cost level of The Control & Risk Management System. Since the last market dialogue, several important developments have occurred with regards to the legal demands of UCC, specifically in regards to ICS2. This includes considerations such as:

- Legal demands regarding EU's data model (EUCDM) and the WCO data model
- Integrations to EU systems and accompanying services
- Customs processes the project is required to consider, including the different roles of Danish customs in relation to the EU

Due to these considerations, the project wishes to gain renewed insight and a renewed assessment regarding the cost level. Additionally, the project asks the vendors to validate the previous cost level in light of new insights - in particular in relation to UCC legal demands, including ICS2.

1.1 Market dialogue objectives

The objectives of the market dialogue are:

- Explore the cost level of the future solution, which should facilitate and enable the implementation of the UCC and MASP requirements.
- Explore the impact of the complexity on the cost level of the applications *Control and Enforcement*
- Explore the markets understanding of the complexity in the *Control and Enforcement* business processes and associated business rules.

2. Applications

This section contains a brief description of the applications this market dialogue focuses on.

2.1 Control and Enforcement

Case management application supporting control, clearance and enforcement of goods as well as means of transportation with effective reporting capability. The component should be able to:

- Report results from completed controls, including reporting of post clearance controls

- Support risk assessment with the possibility of attaching documentation of decisions about retention or releases of controls
- Collect and store of documentation in regard to physical-, document- or post clearance control
- Ensure that documentation is managed according to our journaling practices potentially seamless leveraging case management functions in other systems.
- Reporting has to be enabled in the field on mobile devices
- Support complex processes operating within a context of both legal and illegal surveillance and control; fiscal, safety & security and supervision
- Handle a complex workflow with a wide sample space and heavily rule based
- Compliance with UCC, the EU data model (EUCDM), GDPR, the Public Administration Act¹ and the Access to Public Administration Files Act².
- Integration to a number of national and EU systems, including source systems and integration to risk analysis

¹ Forvaltningsloven

² Offentlighedsloven

3. Questions

This section contains questions related to *Control and Enforcement*, including the cost level of these components.

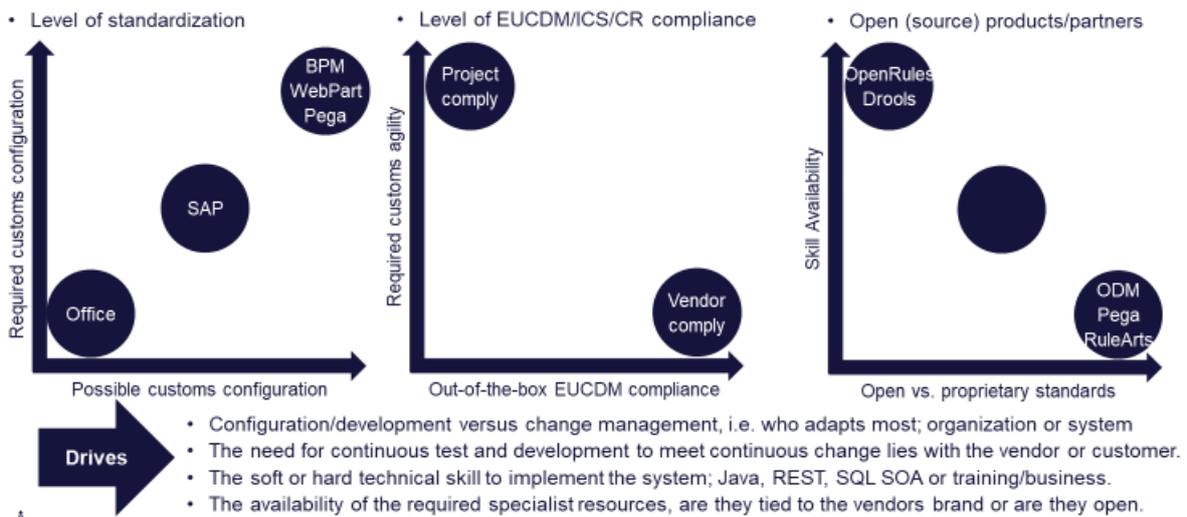
Questions	Answers
1. Describe how you understand the topics/terms Control and Enforcement.	
2. If you can break down UI, Common system administration and necessary software and hardware – how would you describe them? E.g. would you segregate user interface, process flow, business rules, integration services, data and solution management in separate components (wholly or in part)?	
3. What is your price model for Control and Enforcement? If you can break down the cost in subtopics under Control and Enforcement – please do so. E.g. software licenses, operations, development, configuration, code/development, analysis, project management, test, etc.	
4. Create a percentage wise breakdown of cost elements – a deeper breakdown of cost elements	
5. Describe the greatest risks/ uncertainties in your delivery of those cost elements	
6. How do you picture your staffing setup, and which hourly rates (or consultant category) are expected for your employees on a project like this?	
7. How do you expect to balance the amount of project staff between yourself and the project/Customs? What critical skills and proficiencies must be present for the project to be a success (both with the client and the solution vendor).	
8. What is the expected level of license cost to be purchased in connection with the project? How and when should license fees be incurred?	
9. What remuneration model would you follow?	

10. There are different license models that are based on customers, GDP, users, servers, etc. Which models do you support?	
11. What is the level of costs for the configuration and customization of the solution and integration work in relation to the impending project?	
12. Do you see other supplier costs in the project phase?	
13. What is the level of running operating costs as well as ongoing support and maintenance costs? What is covered by license fees, and what is in extent of this?	

14. How would you position your solution in the following matrixes?

Bespoken vs. Standard systems defines the project type

... and the cost drivers in the implementation project...



Potential extra questions

Questions	Answers
1. Do you have a roadmap to achieve and maintain UCC compliance? If so, please attach. <i>This includes EUCDM adherence, including data formats and attribute names, declaration data model compliance, authorization data model compliance (Annex A and B), ICS2/CR service compliance, etc.</i>	
2. Do you have a roadmap outlining changes to the solution and how it aligns with the MASP? Please describe.	
3. Describe in which ways the solution allows for scalability in case of increase data volumes, trade volume, etc.? The product(s) ability to support both horizontal and vertical scaling?	
4. Describe your integration architecture, use of integration middleware and how data can be accessed from the outside, e.g. through API's or GUI interfaces.	
5. Provide a description of your proposed project organization and collaboration model	

Questions	Answers	
	Standard	Custom build
1. What type of solution do you currently provide for control and enforcement?	<i>(if yes + where it is implemented in / no)</i>	<i>(if yes + where it is implemented in / no)</i>