



## Preliminary Market Consultation Warehousing and Distribution Services - Technical Questionnaire

[Instructions: Please provide concise responses to the questions below. You may include screenshots, visuals, diagrams, or links to online documentation as necessary. Once completed, please remove these blue text instructions and convert the document to PDF before submission.]

### 1. Company details

Please briefly present your company and provide contact details.

### 2. Platform overview

- 2.1 Please describe what type of logistics system you use to manage storage and distribution. What type of application/interface do you offer for access to this logistics system? How do you manage access to the application/interface? Can the application/interface and the access to it be customised to clients' needs? Which EU languages does the application/interface support?
- 2.2 Is your solution fully cloud-native and designed as a SaaS product? Please describe its architecture (multi-tenant, microservices-based, containerised, etc.) and any hosting constraints.
- 2.3 Is your data residence in an EU-based data centre?
- 2.4 What is the system's scalability in terms of handling increasing data volumes and user loads? Can the solution auto-scale during peak demand? Is horizontal scaling supported? Please describe any load testing performed.
- 2.5 What are your policies and processes with regard to software upgrades? Can you provide your product roadmap for the next years?
- 2.6 How committed is your company to implementing features and improvements suggested by your customers? Please provide examples.
- 2.7 Are there any innovative features or future developments you would like to highlight (AI or automatization)?
- 2.8 Can you provide a trial access to a test environment for assessing the features of your system? Do you offer a testing environment where customers can try out new features or configurations before implementing them in the production environment?
- 2.10 Does the system support role-based access?

#### Search

- 2.11 What type of search features does your system support?
- 2.12 To what extent can the search interface be customised?

### 3. Core functionalities – software modules

- 3.1 Identifiers reception and metadata management
  - 3.1.1 Can your system work with external identifiers?
  - 3.1.2 Does the system allow importing / exporting and modifying metadata in batch, and which file types does it support (e.g. Dublin core / MS Excel, XML)?
- 3.2 Warehouse management (WMS)
  - 3.2.1 How do you organise warehouse operations and check inventory?
  - 3.2.2 How does your system monitor real-time stock levels, predict the demand to avoid stockouts, prevent over-ordering, allow back-ordering?
- 3.3 Order Management (OMS)
  - 3.3.1 How does the system manage the workflow for the acceptance and execution of orders, including verifying and monitoring of orders? Briefly describe.



- 3.3.2 Which file types are supported for bulk order input?
- 3.3.3 Down to which level can destination addresses be validated: ZIP/postal code, street level, building level? Do you use external databases (e.g., OpenStreetMap, Google Maps API)?
- 3.3.4 Do you require machine-readable identifiers?
- 3.3.5 Do you have experience with deliveries outside of Europe? Which countries do you generally exclude as destinations?

#### **4. Reporting and analytics**

- 4.1 What standard reports does your reporting tool provide? Can custom reports be added?
- 4.2 Is your reporting in real time or delayed?

#### **5. Cybersecurity**

- 5.1. Describe your level of compliance with NIST 800-53?

#### **6. Contractual and financial aspects**

- 6.1 Would you accept the terms and conditions of a European Commission procurement procedure and waive your own general and/or specific terms and conditions, including your standard license agreement and/or service level agreement?
- 6.2 What service level commitments do you offer in a SaaS context (uptime guarantees, incident response times, order accuracy, delivery delays etc.)?
- 6.3 Can your invoicing system automatically split costs across cost centres based on usage (e.g., weight or number of picks)?
- 6.4 Does the system support different fiscal years or budget periods (different validities of different purchase orders per cost centre) for financial tracking?