

14 February 2024

## Preliminary Market Research – Questionnaire for Invoice to Cash providers

### Introduction

European Chemicals Agency, ECHA, is inviting you to reply to this questionnaire by **22/03/2024 by 14.00 Helsinki time (EET)**, via e-mail addressed to the functional mailbox [procurement@echa.europa.eu](mailto:procurement@echa.europa.eu).

This questionnaire is meant for market consultation conducted by the Agency in order to better appreciate the current market offering on Invoice to Cash solutions.

In accordance with the principles of non-discrimination, equal treatment and transparency, a Prior Information Notice for this contract has been published in the Official Journal of European Union including the invitation to participate in this market consultation.

**Important:** Before answering the questions, please read carefully the background information provided below.

ECHA will preserve the confidentiality of the information provided in response to this questionnaire. Your data will be processed in accordance with [ECHA's privacy rules](#).

## 1. General Information

- The information included in this questionnaire is only indicative; it is meant to give context for the respondents to provide their answers, but does not commit or bind ECHA, i.e. with regard to any procurement launched by the Agency in the future.
- The responses do not bind the respondents in any way. The information to be collected through this questionnaire will not be considered by ECHA in the evaluation of request to participate or tenders submitted during an eventual procurement procedure launched by the Agency.
- The identity of the companies that will respond to this questionnaire will not be disclosed to any third party except the European Court of Auditors, the European Anti-Fraud Office or, for the processing of personal data, the European Data Protection Supervisor if requested for the performance of audits and checks.
- The responses to be provided in the free text fields of this questionnaire should be clear. If deemed useful, links to the providers website may be provided.

## 2. Background Information

To support our regulatory activities, ECHA needs to collect fees from industry. This is currently done through ECHA's two main legacy applications, REACH-IT and R4BP 3. Each legacy application has its own – bespoke – invoicing component. ECHA is looking into the possibility of replacing these two invoicing components by a single market tool. The invoicing components mainly have those functionalities which can be found in an Invoice to Cash application. The main functionalities which ECHA would need are:

- Creating and managing invoices, including automation
- Calculating the invoice fee (optional requirement)

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- Integrate with other ECHA applications through web services
- Upload and clean-up of Bank statement transactions
- Configurable 3-step approval workflow
- Sending reminders

The invoices will be provided to industry through ECHA's new industry portal, hence it is unlikely that industry users will access the Invoice to Cash application to view their invoices. Internal ECHA users will access the Invoice to Cash application directly to create and manage invoices/credit notes.

The aim of this market survey is to validate the availability of offerings on the market covering Invoice to Cash. ECHA reserves the right to contact the respondents of this survey in order to organise one or more rounds of demos and perform a detailed gap analysis of the solution(s). It is expected that any contact will be organised remotely, via Teams or Webex, either during the time of this market consultation or after its closure. Based on the outcome of the gap analysis, ECHA will decide on the need and channel for a future procurement procedure.

### 3. Questions

1. Please give a brief description of your solution/service offering related to Invoice to Cash. If possible, explain at a high level how it can address ECHA's presented hereabove.
2. What is the pricing of the offering? Is the cost structure based on number of ECHA internal users or per invoice?
3. ECHA has regional constraints as to where the data can reside, i.e. the data must reside within the EU.
  - a. Does your service offering include hosting options within the EU?
  - b. This also means that support needs to be provided from within the EU. Does your service offering include support from within the EU?
  - c. Does your service offering also include hosting in ECHA's Microsoft Azure tenant? If so, how is the tool updated/maintained/supported (by your organisation or a partner)?
4. As mentioned in the background section, ECHA needs to calculate the invoice fees. These are sometimes complex calculations based on many parameters. These parameters are stored in various other applications. Some of these parameters are classified as sensitive non-classified information, which means they can only be stored when certain security measures are taken.
  - a. Does your service offering provide a way for calculating fees? How complex can such calculations be and how many parameters can be used? If calculation is possible, does it store the parameters used in the calculation?
  - b. Sensitive non-classified information needs to be stored using customer-managed keys. Does your service offering support the use of such keys or can the service offering be hosted on a platform supporting customer-managed keys?
5. What is your approach to migration of already existing invoices from other applications?
6. Do you have previous experience working with public institutions? If possible, please provide examples.
7. Any other information regarding your solution