

ICAEW Accredited Products Scheme

[E-Procurement Evaluation]

[Company Name]

[Product Name Version number]

[Company /Product logo]

Evaluation carried out by: [Name of Evaluator]

Date completed:

Signed:

Contents

Section	Page
1 Summary	
1.1 Introduction	
1.2 Concept of software under evaluation	
2 Approach to evaluation	
2.1 Objective	
2.2 Approach, including work performed	
2.3 Software/hardware utilised	
2.4 Report structure	
3 Matters to consider before purchase	
3.1 General overview	
3.2 Supplier background	
3.3 Product background and Suitability for user	
3.4 Typical implementation	
3.5 Vertical applications	
3.6 Minimum recommended hardware specification	
3.7 Operating system supported	
3.8 Databases supported	
3.9 Support/ installation/partners network	
3.10 Software installation & support	
3.11 Limitations	
4 Evaluation conclusion	
Disclaimer	
5 Technical Evaluation Questionnaire Functional Requirements	
5.1 Security and continuity of processing	
5.2 Supplier relationship management	
5.3 Data input	
5.4 Purchase requisitions and order processing	
5.5 Supplier payments	
5.6 Performance of requisite functions	
5.7 User documentation	
5.8 Efficiency/user experience	
5.9 Integration and infrastructure	
5.10 Support, maintenance and service level	
6 Supplemental questions	
6.1 Sales order processing and invoice production	
6.2 Purchase order processing	
6.3 Stock control	

The Prologue – section 1- 4 should follow.

Question**Supplier Response****Evaluation confirmation****5.1 Security and continuity of processing**

1. Are different levels of security provided to control access?
2. What forms of user authentication are supported e.g. username/password, certificates, tokens, kerberos etc.
3. Is each user required to have a unique user account?
4. What is the maximum number of users that can set-up on the system?
5. What is the maximum number of concurrent users using the system?
6. Can users be grouped for security access, management and control purposes?
7. Can users be delegated specific administrative tasks? If so, briefly describe how delegation works.
8. What is the lowest level at which access permissions can be set? E.g. system level, menu level, field level, file level.
9. Can account policies be set for:
 - i) Password complexity
 - ii) Periodic forced change of password
 - iii) Lockout policy for failed logins
10. Can users be granted administrative rights over the system?
11. Do the systems access controls integrate or refer to the underlining operating system access controls?
12. Can system navigability be configured or personalised by or for users? How is this controlled?

Question

Supplier Response

Evaluation confirmation

13. What procedures and warnings exist within the system in order to validate user actions?

14. Are there any logging facilities provided by the system? If so, what events are logged? Is the level of logging configurable?

15. What processes and procedures are in place to ensure that data is backed up and can be recovered in emergency?

16. Can backups be scheduled to run automatically?

17. Is there a facility for alerting Administrators to failure of these backup services?

18. What controls are provided to ensure the integrity of data in storage and during transmission? E.g. encryption

19. What controls are provided to ensure the confidentiality of data in storage and during transmission? E.g. encryption

20. Does the system require the use of any technologies that may be considered as a security risk?
E.g. ActiveX, JavaScript, Cookies

Question**Supplier Response****Evaluation confirmation**

21. Where the system is provided by an ASP:

- i) What are the implications of the Data Protection Act over information held by the ASP?
- ii) What security controls are in place over
 - systems,
 - server,
 - applications, and
 - data, within the ASP?
- iii) What are the Business Continuity plans in place?
- iv) How often are Business Continuity plans tested?
- v) What is the proposed systems availability percentage?
- vi) Is the service available 24x7 or are there downtime periods for maintenance?
- vii) Is the customer made aware of maintenance periods in advance?
- viii) What are the implications if the ASP ceases to exist?
- ix) Is a system log maintained by the ASP that details user activity, error messages and security violations?
- x) Is this log available to the customer?

22. Are there any features provided with the system to help track down processing problems?

Question

Supplier Response

Evaluation confirmation

23. Are system messages clear and are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?

24. What are the procedures for handling dates: (e.g. 2 digit, 4 digit).

- i) In the case of two digits what is the break point for the century?
- ii) Are dates handled consistently throughout the system?

Question**Supplier Response****Evaluation confirmation****5.2 Supplier Relationship Management**

1. Describe briefly how Suppliers are added to the system.
2. Is there a maximum number of suppliers that can be maintained on the system?
3. Can searches be performed by the following criteria:
 1. Geographic location
 2. Product/service type
 3. Name or part name
 4. Post code
 5. Membership body
 6. Supplier Product/Service code
4. Please state any further search criteria available in addition to (3) above.
5. Can search criteria be concatenated?
6. Are search criteria cached so that different users entering the same search criteria will receive the same result?
7. If (5) is available, can the age of these cached results be set (in order to take account of changing prices between searches etc.)
8. Can or have interfaces been built between this system and suppliers stock/SOP systems to provide online stock availability and delivery lead times.
9. Can the system integrate with customers existing logistics, delivery scheduling and back office systems?

Question

Supplier Response

Evaluation confirmation

10. Are supplier products/services recorded as catalogues in the system?

If so,

- i) How are these catalogues maintained?
- ii) Can catalogues be imported from supplier systems or files (please briefly outline file formats accepted)?
- iii) Are facilities provided to maintain price changes?
- iv) Are all changes logged by the system?
- v) Are validity/integrity checks performed by the system?
- vi) Will imports fail if part of the data fails validation?

11. Are price changes applied to orders awaiting authorisation or final processing?

12. Are tools provided to assist with the import and validation of supplier catalogues?

Question

Supplier Response

Evaluation confirmation

5.3 Data Input

1. System navigability:
 - i) Is the linking of pages intuitive and easy to use?
 - ii) Can users access all areas of the system from a centralised/personalised location?
2.
 - i) Is the user required to complete all compulsory fields at each stage of data input before processing?
 - ii) Does the system provide input validation checks and validity checks?
 - iii) What is being validated?
 - iv) What type of validation software is used, e.g. PAF, gone aways, deceased, NCOA?
 - v) Can the user abort data input at any stage?
 - vi) Can the user return to a previous stage of data input to make amendments?
3. Are input errors by the user highlighted? Are they rejected and reported on screen? If validation of user input occurs, how is this implemented and why?
4. Does the system create a detailed audit trail of all user activity, which can be accessed by the user?
 - i) Are input sessions allocated a unique reference by the system?
 - ii) Where is this audit trail held?
 - iii) Is this trail adequately protected from deletion?
 - iv) Can previous session details be amended or extended by the user?

Functional requirements questionnaire

Product:

Version:

Question

Supplier Response

Evaluation confirmation

Question

Supplier Response

Evaluation confirmation

5.4 Purchase Requisitions and Order Processing

1. Does the system provide for the raising of purchase requisitions by users?
2. Are authorisation levels applied to limit requisitions? If so,
 - i) What are the limiting parameters that can be set? e.g. monetary, quantity, type of good/service.
 - ii) Can authorisation levels be applied per user and/or group of users
3. Are requisitions for the same good/service combined by the system e.g. to take advantage of quantity discounts.
 - i) How is this process controlled?
 - ii) Can an authorised user override this process?
4. Are requisitions held by the system until minimum order quantities have been achieved?
 - i) How is this process controlled?
 - ii) Can an authorised user override this process?
5. Is a workflow system utilised to streamline the authorisation process?
6. Can the requisitioning system be integrated with Customers existing Purchase Ordering Systems?
7. Can the workflow system cater for more than one authoriser being required for particular type of requisition e.g. capital goods, high value orders?
8. Are orders raised automatically upon authorisation of requisitions?
9. Are orders automatically combined by supplier?

Question	Supplier Response	Evaluation confirmation
10. Can orders be amended or cancelled after authorisation? Is a log of all such amendments maintained?		
11. Are orders submitted electronically to supplier's systems?		
12. Does the system perform budget tracking?		
13. Where an order will result in a budget being exceeded, what additional alerting and authorisation process is initiated by the system?		
14. Can submitted orders be tracked by the system by integration with supplier's systems order tracking facilities?		
15. Does the system provide a delivery scheduling system to enable the planning of the logistics of large deliveries?		
16. Can the system integrate with Customers existing delivery-scheduling system.		
17. Does the system provide alerts to key users for impending deliveries or delays?		
18. Does the system provide for input of delivered quantities against ordered quantity via hand held wireless devices?		
19. i) Are purchase invoices received and registered on the system electronically? ii) What file formats are accepted for this purpose?		
20. Are purchase order, goods received and purchase invoices matched automatically by the system.		

Question

Supplier Response

Evaluation confirmation

21. Does the workflow system enable the authorisation of purchase invoices by appropriate personnel? Briefly explain how this is achieved.
22. Does the system automatically flag discrepancies in the matching process to appropriate personnel?
23. Does the system provide purchase ledger facilities?
24. Can the system integrate with customers existing purchase ledger systems?

Question

Supplier Response

Evaluation confirmation

5.5 Supplier Payments

1. Does the system provide for the payment of Invoices and generation of Remittance advices
2. Does the system produce a suggested payments schedule?
3. Is the payments list passed for authorisation using electronic workflow?
4. Can the list be amended for additions and deletions?
5. Once authorised how are payments made:
 - i) Electronically by BACS
 - ii) Integration with Online banking system
 - iii) Printed cheques
 - iv) Via Merchant bank services
 - v) Other (please specify)
6. How is this process controlled?

Note: If the system under evaluation contains an integrated financial accounting suite the full accounting evaluation questionnaire will need to be completed.

Question**Supplier Response****Evaluation confirmation****5.6 Performance of requisite functions**

1. i) What is the typical availability of the system?

ii) How fault tolerant is the system? (provide details of measurement/service levels)

iii) How robust is the system?
2. What are the main areas of information covered by the product?
3. What are the main sources of the information provided by the system?
4. How frequently is the information provided updated or verified?
5. How does the seller/service provider verify that the information provided is accurate?
6. How are updates verified?
7. What are the key types of information that can be provided by the product?
8. What disclaimers are there in respect of the information provided?
9. How is the user notified if the information in the database is significantly updated?
10. Are any other related services provided by the seller/service provider?

Question**Supplier Response****Evaluation confirmation****5.7 User documentation**

1. Is documentation provided in the form of a download and/or by on-screen help files? Does it include interactive elements? E.g. Flash etc.
2. Is the documentation clearly laid out and understandable?
3. Is the documentation comprehensive and accurate?
4. Is it easy to locate specific topics in the documentation when required?
5. Is it easy to follow through all procedures in the documentation?
6. Does the documentation include:
 - i) A tutorial section?
 - ii) A guide to basic functions?
 - iii) Pictures of screens?
 - iv) Completed examples included in the documentation?
 - v) Frequently asked questions with answers?
 - vi) Specific technical support procedures?
 - vii) Other areas? (List)
7.
 - i) Are help screens available relating to the task in hand? (Context sensitive help).
 - ii) Do they provide on-line instructions on how to use particular features of the software?
8. Will the seller/service provider make the detailed program documentation available to the user, either directly or by deposit with a third party?

Question

Supplier Response

Evaluation confirmation

5.8 Efficiency/ User experience

1. Are the various functions of the system menu-driven, or otherwise is it possible for an inexperienced user to initiate?
2. Is the system easy to navigate?
3. Is data entry easily repeated if similar to previous entry?
4. Detail response time:
 - i) opening of screens?
 - ii) in processing data input?
 - iii) in displaying requisite details?
 - iv) in searching for information?

Question

Supplier Response

Evaluation confirmation

5.9 Integration and Infrastructure

1. What operating systems is system able to run on? Please provide details for both server and client components.
2. If a web server is required, what web servers does the system support?
3. What Database management system (DBMS) or data storage mechanism does the system support?
4. Does software need to be installed on the client PC? If so please give details of recommended specification requirements.
5. If the system is accessed via a web browser, what browsers are supported?
6. Are any specific browser-plugins required?
7. Does the application have data driven/interface driven integrations with other databases e.g. accountancy databases?
8. With what other business applications will the system link? e.g. Email, Office applications, Reporting Tools etc.
9. Does the application allow export/download of data files?
 - i) What data can be exported/downloaded?
 - ii) In what format(s) is the data exported/downloaded?
 - iii) What options over export/download format are there?
10. Is the application compatible with XML standards? If so in what respect? (input/ output/ other)?

Functional requirements questionnaire**Product:****Version:****Question****Supplier Response****Evaluation confirmation**

11. What industry-standard design techniques does the system use? (i.e. J2EE, .NET, SQL, UML, XML/XSL/XSD, COM(+), client-server, n-Tier)

12. Does the system offer "white labelling", co-branding or re-styling capabilities?

Question**Supplier Response****Evaluation confirmation****5.10 Support, maintenance and service level**

1. Will the seller/service provider provide regular updates?
2. How much downtime is typical for the system?
3. Will “hot line” support be provided to assist with immediate problem solving? If so, at what cost? At what times will this support be available?
4. Is the seller/service provider capable of giving sufficient ongoing education and training and technical support?
5. How is training provided?
6. Is there seller/service provider support provided by:
 - i) Telephone
 - ii) Email/Online system
 - iii) Local dealers
 - iv) Remote connection
7. If remote connection is used, what method/technology is used and how is this connection controlled and secured at the providers end and at the customers end?
8. If support is provided by a dealer network is there a method of accreditation and how is this undertaken and renewed?
9. What is the typical response time for support?
10. How is training provided?
11. What are the average training needs of an average user?
12. Is a warranty offered in respect of specification of the system?

Functional requirements questionnaire

Product:

Version:

Question

Supplier Response

Evaluation confirmation

13. Are there any unduly restrictive conditions in the licence for the software?

14. Would the seller/service provider be prepared to accept the Institute of Purchasing and Supply model contract?

Question	Supplier Response	Evaluation confirmation
6	Supplementary questions if applicable	
6.1	Sales Order Processing and Invoice Production	
1	Does the system start with a quotation or the sales order?	
2	Are recurring or schedule orders handled ?	
3	At quotation or initial order state how does the system: i) check stock availability ii) highlight alternative stock iii) check credit status of customer - is this: a) on receipt of order b) prior to dispatch	
4	Can the system block i) customer orders ii) deliveries iii) invoice production	
5	Where stock is not available is a “back order” raised and a purchase order issued?	
6	Does the system handle forward orders? i) only when stock is now available ii to be allocated from future planned stock	
7	Can multiple addresses be held for each customer (invoice and delivery address).	
8	Are the following documents produced: i) Quotations	

Question	Supplier Response	Evaluation confirmation
<ul style="list-style-type: none"> ii) Order confirmation iii) Picking lists iv) Labels v) Dispatch/Delivery note vi) Invoices 		
<p>9 Are the following reports available:</p>		
<ul style="list-style-type: none"> i) Quotes for which orders not received ii) Orders received (analysis) iii) Items placed on backorder and/or purchase orders raised iv) Items dispatched not invoiced v) Items ordered but not dispatched due to stock out vi) Gross margin (by invoice or item) 		
<p>10 Are invoice details derived from order input? (e.g. prices, quantity)</p>		
<p>11 i) Can picking lists /dispatch notes be amended for non availability of stock?</p> <p>ii) Is this reported?</p> <p>iii) Items dispatched reflect in final invoice?</p>		
<p>12 Is there one dispatch note and invoice per order?</p>		
<p>13 How does the system ensure</p>		

Functional requirements questionnaire**Product:****Version:****Question****Supplier Response****Evaluation confirmation**

all dispatches are invoiced?
e.g. where multiple
dispatches are raised per
order, or several orders on a
single dispatch note.

14 Can manual invoices be
raised (i.e. without a sales
order)?

15 Does the system produce
proforma invoices as
required?

16 i) Can returned goods be
processed to produce
credit notes?
ii) Are these referenced to
the original
order/invoice?

17 i) Will the product accept
orders from the Web?
ii) How are Web orders
integrated with the sales
order processing
ledgers?

Question**Supplier Response****Evaluation confirmation****6.2 Purchase Order Processing**

- 1 Order generation -
 - i) Does the system generate suggested orders?
 - ii) Can orders be generated by the user?
 - iii) Is the system easy and efficient to use, i.e. scroll backwards and forwards in the product file, tagging more than one item per order?
 - iv) Can more than one supplier be allocated to each product?
 - v) Does the system hold details of substitute products if applicable?
- 2 Based on automatic and manual order generation (above) does the system produce a list of proposed purchase orders, if so, can these be easily amended?
- 3 Is stock availability updated for stock on order?
- 4 Can the system handle partially completed orders and returns?
- 5 Are receipts checked to orders and discrepancies reported?
- 6 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?
- 7 Are the following reports available:
 - i) Purchase Orders raised

Question	Supplier Response	Evaluation confirmation
(analysis)?		
ii) Purchase Orders not received?		
iii) Goods received discrepancies?		
iv) Invoice to goods received discrepancies?		
v) Goods received not invoiced?		
8 Can the system handle “back to back” ordering?		

Question**Supplier Response****Evaluation confirmation****6.3 Stock Control**

- 1 What information is held in respect of stock (and are there any limits):
- i) Item numbers/description
 - ii) Location(s)
 - iii) Quantity, (available, allocated, on order)
 - iv) Minimum and maximum stock levels
 - v) Reorder lead times
 - vi) Supplier(s)
 - vii) Prices/cost/discount details
 - viii) Other stock information:
 - Batch/serial number
 - Weights etc.
- 2 How is stock updated?
- i) Dispatch of goods
 - ii) Receipt of goods
 - iii) Adjustments
 - iv) Transfers between locations
- 3 Is negative physical stock allowed?
- 4 Can the system handle “sale or return” stock?
- 5 Can the system handle variations to a standard pack of products?

Question**Supplier Response****Evaluation confirmation**

- 6 What methods of stock valuations are allowed? (e.g. average, FIFO, LIFO, standard, etc).
- 7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.
- 8 Does the system track orders and enable enquiries by date, e.g. list of all stock due on a particular day; stock to be dispatched on a set date?
- 9 Does the system facilitate the regular counting/inspection of physical stock? (e.g. by producing random/defined stock check lists)? Please define.
- 10 Can the system handle more complex situations such as:
- i) Bill of Materials
 - ii) Links to CAD/CAM systems
 - iii) Job costings to collate and value WIP.