

# DESKTOP GUIDE TO E-CONTRACT MANAGEMENT SYSTEMS

## Statement of Requirement (SOR) Development Toolkit

### **How to use the toolkit**

This toolkit, which is downloadable from [www.localgov.org.uk](http://www.localgov.org.uk) provides a comprehensive list of typical questions that you may find useful in preparing a tender document for eCMS.

Note that not all of the questions will be applicable either partially or fully for a system to accommodate your specific set of requirements. However, they will offer a good basis for you to develop your own organisation's SOR.

Depending on the final requirements and specification, certain of the features may be mandated or weighted to reflect their composite importance.

The SOR is to be used as an addition to the Authority's standard tender documents requesting: experience, commercial, financial H&S and sustainability statements etc.

## SOR Development Toolkit

### System Mandated Elements

Ref	Requirement	Vendor response and/or comments	Y/N Weighting
1)	The contract management system (eCMS) must not be a bespoke system. It should be a configurable system requiring only minor development work to achieve the implementation within the specified timescales. Which fields are user-defined?		
2)	All records, registrations, search enquiries, tenders, documents, responses, transmissions and histories are to be fully 'e'-enabled and paperless.		
3)	The system must be capable of acting collaboratively with other authorities or partners.		
4)	<p>The application will provide:</p> <ul style="list-style-type: none"> <li>• Contract management and administration</li> <li>• Supplier management, reporting and administration</li> <li>• Tender creation, management and administration</li> </ul> <p>There will be a single entry point with uniform data structure including:</p> <ul style="list-style-type: none"> <li>• Unique supplier name and supplier code,</li> <li>• Unique reference id number</li> <li>• Display of supplier name, address, telephone number and e-mail contact details from any part of the system</li> <li>• A logical flow through following "links" to all sections of the application</li> </ul>		
5)	The application must be a secure 'hosted' solution, by the solution provider that is MS Windows and web enabled. The solution is to be fully maintained by the solution provider.		
6)	Logon including username and password must be secure and user / 'super-user' definable - please provide details.		
7)	Email must be able to refer to the authorities' internal listings to ensure that as much correspondence as possible is directed via email. External emails must be able to be sent using the supplier portal email addresses.		

**NEPP DESKTOP GUIDE TO E-CONTRACT MANAGEMENT SYSTEMS**

**Critical factors checklist**

**System Mandated Elements, cont...**

<b>Ref</b>	<b>Requirement</b>	<b>Vendor response and/or comments</b>	<b>Y/N Weighting</b>
8)	The new database must be able to accept/send batch or real-time data with existing databases.		
9)	The database must have a regular archive functionality and be able to accept on-line user interrogation over a 15 year history.		
10)	All parts of the system have to 'diary' events past, planned or future centrally but with the option of restricted access.		
11)	Reports must be able to be created as a standard or to be user definable. They must have screen options so that the user can easily combine headings and parameters into a unique report.		
12)	A facility to monitor supplier performance must be available and be presented with the suppliers' unique details data and actions taken.		
13)	Suppliers cannot be charged for registering on the system.		
14)	An ESCROW arrangement must be in place - please provide details.		
15)	Is the system fully integrated i.e created from one platform? If no to the above are multiple logins required? Is there one single point of escalation?		
16)	Can the system import bulk contracts i.e import existing data?		

**NEPP DESKTOP GUIDE TO E-CONTRACT MANAGEMENT SYSTEMS**

**Critical factors checklist**

**Application Added-Value Information**

<b>Ref</b>	<b>Requirement</b>	<b>Vendor response and/or comments</b>	<b>Y/N Weighting</b>
17)	Please give details of system security specification with regard to ID and password aspects		
18)	Please detail the levels of security for the hosted service – if your solution has more than one application do all platforms have the same level of security? Please elaborate.		
19)	Please detail the minimum guaranteed (24/7) uptime for the hosted system and operation together with data restoration, disaster recovery procedures and MTC updates.		
20)	A help desk facility must be available Monday to Friday 8:00am to 5:00pm - i.e. a normal business working day. Do you provide an 'out of normal working hours' help desk facility (i.e. between 5:00pm and 8:00am)?  Please provide standard response time for fault reporting and the methods used for defining and correcting the fault.		
21)	Are there any system processes (manual/auto) batch or otherwise that the ITC staff need to run?		
22)	Please provide details of the escalation procedure for unresolved problems and the specific contact details.		
23)	Please provide details of any non standard maintenance and support options.		
24)	What are the product development methodologies/standards adopted, inc. the QA mechanisms used?		
25)	What are the levels of heavy usage that may affect the bandwidth requirement and impact on performance?		
26)	What is the minimum recommended specification of hardware and operating systems needed to run the application?		

**NEPP DESKTOP GUIDE TO E-CONTRACT MANAGEMENT SYSTEMS**

**Critical factors checklist**

**Application Added-Value Information, cont...**

<b>Ref</b>	<b>Requirement</b>	<b>Vendor response and/or comments</b>	<b>Y/N Weighting</b>
27)	Please explain how the system provides a workflow solution detailing how it generates automatic workflow for specific projects and how it notifies individuals of the outcomes.		
28)	Please explain how the system administration and configuration operates.		
29)	What document formats for attachments are accepted?		
30)	Please provide details of any document management functionality that is integrated within the solution.		
31)	How does the system manage discrete contract areas that are accessible to different user groups, both internal and external to the Council?		
32)	Please describe the communication methods for automatic notifications and alerts.		
33)	Please describe any online links to access to Project management, Word or Excel documents held on the authorities intranet sites.		
34)	Please describe the options that users have available provide feedback on project/procurement progress.		
35)	Please outline how the system offers the ability to produce ah-hoc or bespoke management information reports. Please describe how access to construct such reports is restricted by individual or group user access rights.		
36)	What facility exists to view the audit trail of a specific user or stakeholder group?		
37)	How are issues such as EU directives, government legislation managed and maintained? How are the authorities' internal procedures and regulations maintained on the system?		

**NEPP DESKTOP GUIDE TO E-CONTRACT MANAGEMENT SYSTEMS**

**Critical factors checklist**

**Application Added-Value Information, cont...**

<b>Ref</b>	<b>Requirement</b>	<b>Vendor response and/or comments</b>	<b>Y/N Weighting</b>
38)	Please explain how the system provides a workflow solution detailing how it generates automatic workflow for specific projects and how it notifies individuals of the outcomes.		
39)	Please explain how the system administration and configuration operates.		
40)	What document formats for attachments are accepted.		
41)	Please provide details of any document management functionality that is integrated within the solution?		
42)	How does the system manage discrete contract areas that are accessible to different user groups, both internal and external to the Council.		
43)	Please describe the communication methods for automatic notifications and alerts.		
44)	Please describe any online links to access to Project management, Word or Excel documents held on the authorities intranet sites.		
45)	Please describe the options that users have available provide feedback on project/procurement progress.		
46)	Please outline how the system offers the ability to produce ah-hoc or bespoke management information reports. Please describe how access to construct such reports is restricted by individual or group user access rights.		
47)	What facility exists to view the audit trail of a specific user or stakeholder group?		
48)	How are issues such as EU directives, government legislation managed and maintained? How are the authority's internal procedures and regulations maintained on the system?		

**Critical factors checklist**

**Application Added-Value Information, cont...**

Ref	Requirement	Vendor response and/or comments	Y/N Weighting
49)	The application must be structured for public sector procurement and have the ability, as a minimum to; <ul style="list-style-type: none"> <li>• Alert users of any contract values exceeding the EU threshold for each type of procurement taking into account the cumulative value (inc aggregation within existing contracts) term and category;</li> <li>• Allow coding of contracts using UNSPSC Categories and CPV codes.</li> </ul>		
50)	How is the notification to suppliers managed and is there a direct link to supplier registration portal? What means are used for the notification?		
51)	What links are available for other online databases or systems as listed below and others as they are generated. <ul style="list-style-type: none"> <li>• Marketplaces</li> <li>• Regional portals</li> <li>• OGC Contracts databases</li> <li>• Supply2Gov etc</li> <li>• SIMAP, TED etc</li> <li>• @UK SME database</li> </ul>		

**Critical factors checklist**

**Supplier management**

Ref	Requirement	Vendor response and/or comments	Y/N Weighting
52)	The database must support supplier information including but not limited to: <ul style="list-style-type: none"> <li>• Co. Name Address contact and financial details</li> <li>• Approval status, H&amp;S, Equality, Ins</li> <li>• Supplier category by code</li> <li>• References</li> <li>• Business classifications</li> <li>• E-mail details</li> <li>• Past and existing contracts</li> </ul>		
53)	Supplier database to be self registered and maintained.		
54)	Existing and future contracts capable of being reviewed and downloaded by potential vendors prior to expression of interest.		
55)	Auto requests for products/services questionnaires etc.		
56)	Auto reminders for annual insurance & accounts details etc.		
57)	Supplier - tender, award & performance history.		
58)	Auto generated correspondence by email, letter or mail merge.		
59)	Advanced search facility and report generation in MS Office format.		
60)	Interoperability with back office systems.		
61)	Fully configurable to suit the authorities supplier strategies.		
62)	Fully integrated with Sourcing, Managing contracts and Supplier Performance activities.		

**NEPP DESKTOP GUIDE TO E-CONTRACT MANAGEMENT SYSTEMS**

**Critical factors checklist**

**Sourcing**

<b>Ref</b>	<b>Requirement</b>	<b>Vendor response and/or comments</b>	<b>Y/N Weighting</b>
63)	Does the system allow users to create user-defined fields to capture additional contract detail?		
64)	Does the system have Decision Analysis/Optimisation capability i.e compare different decision scenarios?		
65)	What bespoke reporting does your system deliver? Is it fully integrated?		
66)	How does the system guide buyers intuitively through the correct sourcing, e.g: <ul style="list-style-type: none"> <li>• Estimated contract value</li> <li>• Category of goods/services</li> <li>• Appropriate EU and non-EU procedures</li> <li>• Council procedures and regulations</li> </ul>		
67)	Please explain the auto-scheduling of key workflow actions throughout tender preparation stages		
68)	Does the system manage tender templates for rapid tender generation based on criteria including contract value, procedure, etc? Are standard templates available?		
69)	Does the system source appropriate suppliers <ul style="list-style-type: none"> <li>• By category</li> <li>• By approval criteria</li> <li>• By previous performance</li> <li>• By rotation from framework agreements</li> <li>• Below financial approval limits set by buyer</li> <li>• Above minimum limits set by supplier</li> <li>• Other methods</li> </ul>		
70)	Explain the system for generation of OJEU notices for PIN, Contract Notice and Contract Award Notice		
71)	Are auto-generated pre-qualification questionnaires (PQQs) for on-line completion by suppliers; (Document-based PQQs) also supported?		

**NEPP DESKTOP GUIDE TO E-CONTRACT MANAGEMENT SYSTEMS**

**Critical factors checklist**

**Sourcing, cont...**

<b>Ref</b>	<b>Requirement</b>	<b>Vendor response and/or comments</b>	<b>Y/N Weighting</b>
72)	Is auto-evaluation of PQQ and tender responses part of the system and what are the working parameters?		
73)	How does the system manage secure e-tenders to attract expressions of interest over the web?		
74)	Do all document and email transmissions automatically send or receive a receipt notice for project log and audit purposes?		
75)	Does the system allow copies of working documents for internal reference (e.g. letters, pricing schedules, tender evaluations and assessment reports) as attachments?		
76)	Does the system allow for internal publishing and approval of documents before allowing access for suppliers?		
77)	Does the system auto-generate key correspondence by email, mail-merge letter, e.g. for successful/unsuccessful letters; and maintained for full correspondence audit trail?		
78)	How does the system assign and control tender ownership and edit rights		
79)	Does the system maintain audit trail of tender changes?		
80)	What is the capability for interoperability with Purchase Requisitioning and Purchase Order systems? (note the council currently uses xxx FMS)		

**NEPP DESKTOP GUIDE TO E-CONTRACT MANAGEMENT SYSTEMS**

**Critical factors checklist**

**Management of contracts**

<b>Ref</b>	<b>Requirement</b>	<b>Vendor response and/or comments</b>	<b>Y/N Weighting</b>
81)	The system must use a central repository of data to form a Contract Register. Typical data to include: <ul style="list-style-type: none"> <li>Contract title, type, description, key dates &amp; departmental responsibility; contract values and savings; measures of implemented savings i,e measure leakage; contracted supplier details</li> </ul>		
82)	How does the system provide advance warning of contract renewals, review meetings, poor performance etc?		
83)	Is support for all contract types including supply frameworks, service framework agreements, call-downs, projects, single-purpose contracts, etc, available?		
84)	Is the facility to Identify and locate contracts by corporate category coding (providing a link to supplier profiles in the Supplier Management module) available?		
85)	Are auto-reminders for contract payments available?		
86)	Is tracking of contract variations and projected contract value managed?		
87)	Is tracking and reporting on contract savings a feature?		
88)	Does the system manage risk and to assist contract retention and performance?		
89)	Are contract documents: such as contract terms & conditions available for recall?		
90)	How does the system prompt for key contract tasks to be managed?		
91)	Does the system allow teams to control contract ownership and access rights?		
92)	Is contract correspondence auto-generated and audit trail maintained?		
93)	Is an audit trail of contract changes maintained?		
94)	What facilities exist for contract search, report generation and export to Excel, Word, Access		

**Critical factors checklist**

**Performance monitoring**

Ref	Requirement	Vendor response and/or comments	Y/N Weighting
95)	Is a repository of on-line performance reports for active and completed contracts available?		
96)	Can a tender list be selected based on overall and category-specific performance scores?		
97)	Can the system identify and restrict usage of poorly performing suppliers?		
98)	What audit trails of poor performance available to support supplier suspension procedure?		
99)	Can aggregated supplier performance reports be grouped by individual, department or sector?		
100)	Is the system fully customisable for configuration of performance criteria for supply, service, consultancy and works-based contracts?		
101)	Does the performance methodology include input from stakeholders and the contracted supplier? Is this a standard feature of the workflow?		

**Critical factors checklist**

**Costs**

<b>Ref</b>	<b>Description</b>	<b>Term</b>	<b>Cost £ ex Vat</b>
102)	System implementation to enable the authority's requirement, including training and skills transfer	Three years cost Annual thereafter costs	£
103)	Hosting and Maintenance including licence costs	Three years cost	£
		Annual thereafter	£
104)	Optional additional consultancy costs	per day (please state experience, competence grade etc)	£
105)	Any other costs (please specify)	Initial three years	£
		Per annum thereafter	£