

ICAEW Accredited Products Scheme

E-Procurement Evaluation

Best Value Best Practice Software technology from The Probrand Group

- IT Index – Procurement
- KnowledgeBus – Benchmarking
- KnowledgeKube – Business Process & RAD
(incorporating Mercato Solutions aPAAS & SAAS)



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The Prologue

1. Summary

1.1 Introduction

eProcurement is the term used to describe the use of electronic methods in every stage of the purchasing process from identification of requirement through to payment, and potentially to contract management. Electronic enablement of the purchasing process can be more specifically identified as:

- eSourcing - for contractual processes. Tools include eTendering, eRFQs (Request for quotations and evaluations) and eAuctions.
- eProcurement - for transactional processes. Tools include marketplaces using techniques such as eCatalogues and punch-out.
- ePayment - Tools include virtual or embedded GPC (Government Procurement Card), eInvoicing and self-billing.

1.2 Concept of software under evaluation

Fundamentally, an eProcurement solution should:

- Drive efficiency and cost savings for users and suppliers
- Improve commercial relationships with suppliers
- Reduce costs for suppliers dealing with the organisation/government
- Improve supply chain management
- Have a full electronic purchase to pay facility with order tracking, budget control and authorisation capability
- Be capable of supporting the functions for which it was designed
- Be effectively supported and maintained
- Be easy to learn, understand and operate.
- Provide tools to quickly find products or solutions to match the user's needs
- Provide tools to create a targeted user experience

It is also desirable that an eProcurement solution should enable an organisation to achieve "Best Value for Money" using "Best Practice" procedures for procurement.

Best Practice purchasing is buying at Best Value based upon the optimum combination of the product life cycle and specification that meets the customer's requirements along with competitive pricing and stock availability.

It is essential, when any system is implemented, for appropriate support and training to be available.

This evaluation document concentrates on eProcurement - for transactional processes for IT equipment procurement.

1.3 The Product - The IT Index

The IT Index is a simple to use web based purchase ordering system that enables customers to obtain competitive prices on a wide range of computer products from a single source as a result of an automated daily data feed from a selection of mainstream UK based suppliers. The back office tooling configures the products and pricing structures to map against the various customer profiles ensuring each user gets the best pricing and products developed and negotiated by the supply chain. The solutions rely on Mercato technology which was developed by the company to manage, aggregate and analyse product stock and pricing data from disparate sources.

Access to The IT Index is provided free of charge to qualifying customers.

2. Approach to evaluation

2.1 Objective

This evaluation is intended to provide potential users of The IT Index with an independent guide to the features of the system in order that they may assess its suitability for their use.

2.2 Approach, including work performed

The IT Index eProcurement solution was first accredited in 2004. This questionnaire has subsequently been extended to incorporate the concept of best practice best value procurement. In order to assist in the evaluation of The IT Index web based ordering system, The IT Index completed the detailed questionnaire. The evaluator attended the offices of The IT Index to discuss various aspects of the system with a product specialist and to inspect the systems and infrastructure upon which the system is based.

The evaluator tested operation of the system via the internet using a number of test users set up for demonstrating the system, these being “Education Sector”, “Public Sector” and “Private Sector”.

The questions were individually reviewed and the majority of assessments were confirmed. The evaluator discussed the assessments with members of The IT Index staff in order to clarify certain points.

At regular intervals prices for a sample of products based on typical customer mark-ups are compared with those from leading online retailers of computer products with a reputation for competitive pricing. The evaluator also regularly contacts a sample of existing users of The IT Index to discuss their experiences of using the system in a real-life business environment. The results of both aspects of this regular review have in all cases been favourable.

The ICAEW are in the process of defining additional specific security questions for online applications. These will be incorporated within this evaluation document along with responses and confirmation when they become available.

2.3 Software/hardware utilised

The system was tested via a network connection using Mozilla Firefox v36.0.4 on a PC with a Pentium Core i5-3470 3.2Ghz processor, 8Gb RAM and Microsoft Windows v8.1 Enterprise.

3. Matters to consider before purchase

3.1 General overview

The IT Index is an eProcurement marketplace that provides a unique personalised procurement experience for users. The IT Index is Europe's largest specialist B2B online marketplace, supplying hourly updated price and stock levels for over 150,000 products and services from more than 2,500 brands.

It makes use of Mercato data management technology to create user defined product catalogues for particular customers or customer verticals bringing them the best product range, best price and up to date stock levels directly from the supply chain. By design the data management tools can manage supplier data from multiple sources, not just IT, and return the most current information to the user.

Probrand Group claim that the technology behind the IT Index is proven on average to save 10% on ICT budgets and drive value in and cost out of the procurement process. The technology can also offer benchmarking capabilities to ensure the user gets the best value for their budget.

The IT Index also offers unique self-service tools, built using 'KnowledgeKube' technology, and helps narrow choice to complex needs exactly and efficiently. KnowledgeKube simplifies the product selection process by guiding the user through a series of questions, developed in conjunction with industry and product specialists, to help the user make informed selections based on their needs.

3.2 Supplier background

Probrand Group is a leading end to end provider of technology through three multi-award winning businesses specialising in IT products, IT services and software.

With over 20 years of heritage, Probrand Group has a global outlook and now serves an extensive customer base of over 3,500 private and public sector organisations as a Crown Commercial Services framework supplier. The business prides itself on investing in its people, putting value into relationships with its own innovation, commitment and integrity.

Since 1992, Probrand Group has grown from a small Value Added Reseller to a multi-award winning group. Three years of growth spawned specialist IT services business Icomm Technologies in 2000, the launch of online marketplace The IT Index in 2002 and innovative software business, Mercato Solutions in 2005. All three have sustained growth and been acknowledged with numerous awards and listings. The pinnacle of which includes a Queen's Award for Enterprise Innovation.

The IT Index – IT Products – *Save time and money buying IT*

The IT Index is Europe's largest specialist B2B marketplace online, offering an award-winning personalised and best practice approach that quickly gets IT buyers to the best priced top branded product from almost every category. It helps buyers save time and money through CIPS accredited procurement excellence.

Icomm Technologies – IT Services – *Get more from your IT*

Icomm Technologies provides managed IT services, pro-active IT support and IT solutions, offering decades of award-winning technical service excellence to large organisations and SMEs alike. The business is proud to employ a workforce of over 60% technical professionals, operating out of Birmingham and Manchester. A “best-of-breed” mind set helps customers get more from their IT.

Mercato Solutions – Software – *Transform the way you work*

Mercato Solutions is one of EMEAs fastest growing enterprise application providers. The business helps a global client base transform business processes with bespoke and branded software platforms and applications that drive smarter working.

An award-winning portfolio consists of delivering Private Marketplaces world-wide, KnowledgeKube for automating business processes fast and KnowledgeBus for automated IT benchmarking.

3.3 Product background and Suitability for user

The IT Index takes product data feeds from over 40 UK IT distributors, including major global companies. These feeds are continually fed or gathered by the feed system and consist of a minimum of four fields: manufacturer’s part number, product description, stock availability and price.

Once the data has been received, it goes through a number of different processes:

- As data arrives in a multitude of different formats the first process is to convert it into a standard format. This is carried out in the data conversion and product mapping module.
- The formatted data is passed to the product selection module. The system recognizes the product and passes it on to the next process, or
- The system does not recognize the product and passes it to the content management module. Several automatic data mapping processes are run to try and recommend a match before the data is passed to a management tool for review.
- The “clean” products are then added to the data management module as catalogues where they are configured and aligned to the appropriate user type. Some product lists or pricing structures may be targeted purely for a specific sector or a particular customer, metadata is added to the catalogue (which links to the same metadata assigned to the customer) to ensure only relevant data is visible to the end user.
- The IT Index is designated as a “consumer” of the catalogues created in the data management module. Multiple catalogues from multiple suppliers can be collated to build one master catalogue to be consumed by The IT Index.
- The technology in the “consumer” than automatically analyses the pricing available in the catalogue and publishes the best price with stock appropriate to the user as they log in.
- The data engine is continually looking at the files from the suppliers, every 15 minutes, and updating the pricing and stock levels as they change creating a virtually live marketplace with over 150,000 products from over 2,500 manufacturers.
- The data engine is product agnostic which means that it is possible to add additional suppliers to the process for items outside the IT sector.

The IT Index, in addition to providing one of the biggest on-line IT product ranges in Europe and providing one of the most advanced Private Procurement Hubs available, also has many other benefits for the customer:

- Secure log in for every user and a customer may have as many users as they want
- Every user can have personalised lists of products. This allows the user to save their favourite list of products or regular lists of purchases to make it easier for them to review pricing or repeat regular orders easily. An example of this would be a list for a new starter, a list for the finance departments print consumables etc.
- To prevent “maverick” buying every order a user places can be sent to a central authorization point with or without the user’s knowledge
- Every user’s transactions can be tracked, either at an individual level or departmental/branch level
- Multiple shipping addresses can be assigned to an account. The IT Index has one customer with over 300 shipping addresses
- Complete user activity can be logged and provided to the customer, this can show how often the user has logged on, which day and at what time, what products they put in their baskets and what products they have ordered
- The system is fast and easy to use, the fastest time noted to date is 3 minutes from logging on to placing an order, including doing a search for the product

Because The IT Index takes product data feeds from UK mainline distribution it does not offer end of life product at reduced prices, it is therefore feasible that a competitor could offer a hardware product at a cheaper rate than The IT Index, however these are, in the supplier’s experience, rare and apply only to “headline” offers. The advantage of The IT Index is that it offers consistently competitive prices across its entire product portfolio, not just a few “headline” offers.

Further information on The IT Index including an on-line demonstration and a free 7 day trial is available at www.theitindex.co.uk

3.4 Typical implementation

The IT Index is aimed at end users of computer products who make regular purchases. Typical customers have an annual IT spend in excess of £50,000 and include companies from a wide variety of sectors including retail, manufacturing, service, education, and the public sector.

Users include Purchasing, IT and Finance departments with either a single purchaser or a number of purchasers reporting to a single budget holder.

3.5 Minimum recommended hardware specification

The IT Index can be used on any PC with an Internet connection and is accessed using any modern browser. Probrand Group test major browsers Internet Explorer, Firefox and Chrome, although believe the system will work on most browsers. Any modern browser is covered, Windows or Apple, desktop, mobile and smartphone compatible.

They officially test two major versions back, so for instance at present IE11 is current, so they support IE9+. Again, they believe it will generally work on older versions, although some display

issues may exist. At the date of the review, IT Index had, for example, been testing the new store in IE7 and IE8.

3.6 Limitations

The IT Index is a web based on-line ordering system not an ASP hosted full purchase order processing system.

Furthermore these limitations should be considered in the light of the fact that access to the system is currently provided free of charge to qualifying customers.

No integration is provided with customers' other systems such as purchasing or financial systems. However as the system is able to provide XML output such integration could potentially be facilitated on a customer bespoke basis.

The IT Index is aimed at end users of computer products rather than resellers and as such no integration with stock or back to back ordering systems is provided.

Whilst customers are provided with reports showing departmental ordering activity, full access to underlying records and access logs is not provided as standard.

Whilst The IT Index is not intended as a full purchase order processing system it does provide limited purchase requisitioning and authorisation functionality.

Whilst the system does not support e-Auctions, it is based upon establishing and procuring at the best price available from a large number of distributors with stock.

Probrand Group offer a completely separate and fully configurable procurement solution that integrates into the customers back office and links into Probrand Group's ordering process. This tool is provided as a chargeable managed service and offers a role driven procurement process from requester to purchaser. The tool also manages a configured catalogue that provides the user with tailored product content and only shows price and stock dependant on the role

4. Evaluation conclusion

There were no areas of concern. The IT Index is a strong web based ordering system that facilitates best practice best value procurement and which is supported by the supplier with orders being fulfilled by Probrand Limited.

In terms of the functionality that is available in the current version and the target market for this solution, the product has been adequately specified and is easy to use.

Disclaimer

Any organisation considering using Best Value Best Practice Software technology from The Probrand Group should consider their requirements in the light of proposals from The Probrand Group and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither ICAEW nor John Oates, Consultant can accept liability for actions taken as a result of comments made herein.

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
5.1 Security and continuity of processing		
1. Are different levels of security provided to control user access?	Roles are defined using back office tools that limit the ability to place orders and also limit the number of products visible on their view of the site	Each user company has an account manager, who sets up the users and restricts their access appropriately
2. What forms of user authentication are supported e.g. username/password, certificates, tokens, kerberos etc.	User name and password. If a user forgets the password, there is a form where a new password is generated once they have answered a pre-set security question. The user is then prompted to change their password upon logging in.	Where a user forgets their password, an auto-generated email is sent to the user with a one-time only password; then the user resets their password
3. Is each user required to have a unique user account?	Yes	Each business/organisation user is unique, but how the business/organisation chooses to set their users up within that is up to them
4. What is the maximum number of users that can set-up on the system?	No known limit	Noted
5. What is the maximum number of concurrent users using the system?	The system is constantly monitored to ensure performance is maintained as usage grows. The infrastructure is designed to be easily scaled when required	No known limit
6. Can users be grouped for security access, management and control purposes?	This can all be managed by the back office user management systems	The Account Manager has this information. Reports show the Account Manager the current position, and they can amend this if they wish through selecting options from drop down lists
7. What security process is in place to ensure users are profiled into the correct groups?	Security checks using a KnowledgeKube creates a workflow question set that is used by the finance team to do the relevant security checks and profiling before any user is allocated to a customer group	Noted

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
8. Can the system be configured to present relevant information to a user based on their profiling?	Yes, pricing and product catalogues can be linked to customer groups or specific users based on their profile	Noted
9. Can users be delegated specific administrative tasks? If so, briefly describe how delegation works.	Using the back office user management tools users can be allocated the responsibility to place orders or build lists of requirements that can be made visible to users to place orders	Noted
10. What is the lowest level at which access permissions can be set? E.g. system level, menu level, field level, file level.	System level. Everyone's access is role driven, they can only see what we want them to see. The lowest level would be a view only role based on a limited set of data. This would give them access to the system but only to view the limited content we want them to see	Noted
11. Can account policies be set for: 1. Password complexity 2. Periodic forced change of password 3. Lockout policy for failed logins	Yes to all. However, the policy (e.g. level of complexity) is set individually for each customer based on their preference	This is set up in the back office by Probrand Group for each overall business/organisation
12. Can users be granted administrative rights over the system?	A company's "Account Manager" has administrative rights over his/her users and only those	This is set up in the back office by Probrand Group for each overall business/organisation
13. Do the systems access controls integrate or refer to the underlining operating system access controls?	Secure access controls integrate into line of business application and the operating system	Noted

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
14. Can system navigability be configured or personalised by or for users? How is this controlled?	Yes, catalogues of products can be created and linked to the user. This limits the navigation to only categories covered in the catalogue. The admin tool can also restrict access to the basket so a user cannot place orders. Data elements such as Marketing and banners are configured and personalised using meta data that links to the catalogue/ data elements and the customer all controlled by the back office tools	Confirmed
15. What procedures and warnings exist within the system in order to validate user actions?	The user is configured by the Account Manager to restrict their role based on the user rights set up by that Account Manager. The system is compliant with ISO27001 and CESG G-Cloud accreditation	Confirmed
16. Are there any logging facilities provided by the system? If so, what events are logged? Is the level of logging configurable?	Logins are recorded at customer and user levels. Users are tracked through the procurement process, recording searches, baskets filled and orders placed	Confirmed
17. What processes and procedures are in place by the service provider to ensure that data is backed up and can be recovered in emergency?	Currently, regular automated backups are carried out of orders placed. Backup tapes are removed to a remote location each day. IT Index store is backed up 3 times a day using a dedicated back-up server	Noted
18. Can backups be scheduled to run automatically?	As above	Noted
19. Is there a facility for alerting Administrators to failure of these backup services?	Within Probrand Group there are standard back-up email alerts and log files for those managing the system	Confirmed
20. What controls are provided to ensure the integrity of data in storage and during transmission? e.g. encryption	Encryption of passwords in line with ISO 27001 standards	Noted

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
21. What controls are provided to ensure the confidentiality of data in storage and during transmission? e.g. encryption	Encryption of passwords and leading software firewall. Customer data is stored on a separate server in a demilitarised zone	Any account user requiring more detail will be provided with this by Probrand Group
22. Does the system require the use of any technologies that <u>may</u> be considered as a security risk? e.g. ActiveX, JavaScript, Cookies	JavaScript must be enabled and a single cookie is required for active session information. A potential future development may remove the dependence upon JavaScript	Noted

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
23. Where the system is provided by an ASP:		
1. What are the implications of the Data Protection Act over information held by the ASP?	The operation of the system complies with the requirements of the Data Protection Act	Noted
2. What security controls are in place over <ul style="list-style-type: none">• systems,• server,• applications, and• data, within the ASP?	Servers are located within a secure server room within a building to which only Probrand Group has access. Normal security arrangements are in place regarding the premises	Seen and noted
3. What are the Business Continuity plans in place?	In addition to multiple off-site back-ups, there are two separate internet feeds plus an ISDN fail-over. Various on-site redundancies are employed along with off-site log shipping. We have a multi-million pound data centre in our Birmingham office. Disaster Recovery is covered by our office in Manchester, all managed by Icomm. The IT Index has appropriate business continuity plans in place and keeps these under constant review as the business develops.	Noted.
4. How often are Business Continuity plans tested?	They are tested in-line with our ISO 27001 standard policies, depending on what operation /function /department /business unit they relate to. This can range from annually to everyday, which crosses over to DR (which is part of BCP)	Noted
5. What is the proposed systems availability percentage?	Historically we have achieved 99.5% availability	Noted
6. Is the service available 24x7 or are there downtime periods for maintenance?	Yes 24x7, no downtime is needed.	Noted
7. Is the customer made aware of maintenance periods in advance?	Yes	Noted

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
8. What are the implications if the ASP ceases to exist?	Customers are not solely reliant on the IT Index. Probrand Group supplies online and offline support	If Probrand Group ceased to exist, the most likely outcome would be that those taking the business on would continue to operate it
9. Is a system log maintained by the ASP that details user activity, error messages and security violations?	The log includes date, time, login name, IP address, pages visited, searches, orders and rejected orders over monthly budget limit	Noted
10. Is this log available to the customer?	Available to the nominated senior user	i.e. the Account Manager
24. Are there any features provided with the system to help track down processing problems?	Customers receive order confirmations, budget holders approve orders and can view order history	Confirmed
25. Are system messages clear and are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	Yes, the IT Index is a simple web based ordering system, very little user input is required	Reviewed and agreed

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
5.2 Supplier Relationship Management		
1. Describe briefly how Suppliers are added to the system.	Suppliers are set up using the Mercato feed management tool. Supplier contact details, feed information and feed mapping is added to the tool as well as any other information to help profile the supplier	This is set up by Probrand Group
2. Is there a maximum number of suppliers that can be maintained on the system?	There is no maximum	Noted
3. What sort of criteria can be used to narrow searches?	Search for suppliers can be narrowed down by product category, brand, product code (manufacturer or supplier) or key word	Confirmed
4. Can or have interfaces been built between this system and suppliers stock/SOP systems to provide online stock availability and delivery lead times.	Yes, this information is collated from feeds updated by the supplier and passed into the system every 15 minutes	Noted
5. Can the system integrate with customers' existing logistics, delivery scheduling and back office systems?	Yes, if the customer provides the information it can be integrated back into our system	Noted

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
6. Are supplier products/services recorded as catalogues in the system? If so,	Yes	Confirmed
1. How are these catalogues maintained?	The catalogues are maintained using the feed management tool but most processes are automated where possible	Noted
2. Can catalogues be imported from supplier systems or files (please briefly outline file formats accepted)?	Supplier catalogues can be taken from their systems and either linked into our systems by mapping their information to our feed management tool or by simply dragging and dropping a spreadsheet of product data provided by a supplier into the tool and once the columns are mapped the information can be loaded into the system. The mapping can be saved so going forward it would not be necessary to map the file every time	Probrand Group carry this out, but if it is customer specific it is charged for
3. Are facilities provided to maintain price changes?	Yes, automated systems manage and maintain price changes	The changes flow through from the supplier, and are automatically updated
4. Are all changes logged by the system?	Yes	Noted
5. Are validity/integrity checks performed by the system?	Yes, there are checks against data integrity and validity. Probrand users are alerted if anything falls outside the norm and they then take this up with the appropriate supplier	Noted
6. Will imports fail if part of the data fails validation?	All feeds run separately so any discrepancy on one file will not affect the system as a whole	Noted
7. Are price changes applied to orders awaiting authorisation or final processing?	Where stock exists prices are fixed at the time of raising the order	Noted
8. Are tools provided to assist with the import and validation of supplier catalogues?	Yes, this is part of our service in the compilation of supplier catalogues	Confirmed

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
9. Does the system facilitate the identification of Government approved suppliers and indicate the applicable framework agreement and the categories of goods and services for which each is approved?	Yes, Probrand Group are themselves a Government approved reseller (CCS) to supply ICT goods and services through their framework. Any preferential pricing or products are highlighted to the customer	Confirmed

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
5.3 Data Input and Management		
1. User interface:		
1. Describe the functionality of the user interface and how the user navigates their way around the system.	The user has a simple windows explorer styled UI that allows them to move from tab to tab and also from folder to folder. They can also access various sections of the tool from smart interfaces that are tabbed down the right hand side. The user can also “dock” multiple screens at the same time allowing them to work across multiple files or UI’s within the same screen.	Confirmed
2. Can users access all areas of the system from a centralised/personalised location?	The UI is role driven but each user can access all information they need from one centralised location	Confirmed. Users can see all their bids

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
2. 1. Is the user required to complete all compulsory fields at each stage of data input before processing?	Yes	Confirmed
2. 2. Does the system provide input validation checks and validity checks?	Yes	Confirmed
3. 3. What is being validated?	The file headers, content within each column, validity date, product information, pricing and stock values	Noted
4. 4. How is the data validated?	The feed management tool is designed to highlight any discrepancies as the data is updated so the user can quickly search or filter by any issues and fix or remove accordingly	Noted
5. 5. Can the validation process be automated?	Where possible the validation process is automated. Rules can be added to accept or reject certain tolerance levels	Confirmed
6. 6. Can the user abort data input at any stage?	Probrand Group manage this and it would not be apparent to any external user	Noted
7. 7. Can the user return to a previous stage of data input to make amendments?	The data is updated every 15 minutes so users can only work on the latest file. If they have mapped the columns then when the new file is added the data can be automatically configured	Confirmed
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?	As we are managing data from the suppliers there is little or no data input required by a user	Confirmed
4. Does the system create a detailed audit trail of all user activity, which can be accessed by the user?	Yes, the system creates a complete audit trail of activity internally. This is not currently available to the customer/user but on request the information can be shared so long as it does not affect the security or integrity of the business	This is at DB (database) level. This process is compliant with Pan-Government Accreditation – certificate reviewed

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
1. Are input sessions allocated a unique reference by the system?	Yes	Confirmed
2. Where is this audit trail held?	Tables in the system database	Noted
3. Is this trail adequately protected from deletion?	Yes, backed-up, never truncated.	Noted
4. Can previous session details be amended or extended by the user?	No, the purpose of the audit is to give a true reflection of the activity so it cannot be amended	Noted
5. Once input, how is the data maintained up to date?	As the files are mapped to the feeds from the supplier the data is maintained and updated as the supplier updates their price or stock level at product level by using a GUID for each product	Noted
6. How is the data used?		
1. Can the data be edited or manipulated, e.g. by customer or user type?	Yes, on agreement with the supplier the data can be manipulated to change the cost price to target preferential pricing for particular customer types. The data processing can also be used to add margin or mark up to the feeds to create a "sell" price for a consumer or web site to use	Noted
2. How can the data be output?	The data can be output as a feed that can be linked into an external consumer such as SAP or Oracle, a web site or store or as a csv or excel file dependant on the customers' requirements	Noted

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

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?	Yes	Confirmed
2. Are authorisation levels applied to limit requisitions? If so, 1. What are the limiting parameters that can be set? e.g. monetary, quantity, type of good/service. 2. Can authorisation levels be applied per user and/or group of users	Yes Monetary or product catalogue Per user	Confirmed Confirmed Confirmed
3. Are requisitions for the same good/service combined by the system, e.g. to take advantage of quantity discounts. 1. How is this process controlled? 2. Can an authorised user override this process?	Not currently, but users can save baskets and request discounts from their account manager. The supplier account manager can amend the sell price and save the changes allowing the customer to then place the order	Confirmed
4. Are requisitions held by the system until minimum order quantities have been achieved? 1. How is this process controlled? 2. Can an authorised user override this process?	Not at present, but future developments could configure such restrictions if required and linked to user roles.	Confirmed
5. Is a workflow system utilised to streamline the authorisation process?	Yes	Confirmed
6. Can the requisitioning system be integrated with customers' existing Purchase Ordering Systems?	Not currently but this is in the roadmap for the system as the system is able to output XML data we could facilitate such integration.	Noted
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?	Currently, this functionality is only available in our configured eProcurement solution. Future versions will add levels of authorisation with the flexibility to configure various roles	Confirmed and noted

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
8. Are orders raised automatically upon authorisation of requisitions?	Yes	Confirmed, processed an order through the demonstration system
9. Are orders automatically combined by supplier?	The upcoming “smart basket” process will combine orders by supplier to try and find the cheapest way for the goods to be purchased taking carriage into consideration. Orders are collated currently using “Acumen” giving suppliers the opportunity to bid for orders placed on the day. Acumen is a reverse auction piece of functionality that aggregates all orders place on that day and gives the supplier database the opportunity to re-quote to supply the products. Each user within the supplier is profiled to ensure they only see the products that are applicable to them. The supplier can bid for the order by entering the price they wish to sell for throughout the day and the lowest price at 4pm wins the order	Noted
10. Can orders be amended or cancelled after authorisation? Is a log of all such amendments maintained?	Not via the ordering system but the customer account manager could be contacted to cancel an order prior to shipping. Any changes or amendments are logged	Confirmed
11. Are orders submitted electronically to supplier’s systems?	Yes	Confirmed
12. Does the system perform budget tracking?	Yes	Probrand Group Accounts Department put a limit on the amount a customer can buy before settlement

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
13. Where an order will result in a budget being exceeded, what additional alerting and authorisation process is initiated by the system?	The system prevents a single requisition in excess of the limit being raised and, once smaller requisitions have been authorised, prevents any further requisition that will result in the monthly limit being exceeded	Confirmed
14. Can submitted orders be tracked by the system by integration with supplier's systems order tracking facilities?	An email to the customer is generated on despatch with a link to the courier's website tracking system. Integration with customers' systems can be provided on a customer by customer basis	Confirmed
15. Does the system provide a delivery scheduling system to enable the planning of the logistics of large deliveries?	Not currently, this can be done through the Probrand Group Account Manager who can work with the Purchasing team and supplier to agree a delivery schedule this is then managed by the back office warehouse management systems	Confirmed; sample report reviewed
16. Can the system integrate with Customers existing delivery-scheduling system.	Not currently but the back office systems can supply csv updates to customer systems providing them with updates on orders or delivery schedules if required	Noted
17. Does the system provide alerts to key users for impending deliveries or delays?	An email to the customer is generated on despatch with a link to the courier's website tracking system	Confirmed
18. Does the system provide for input of delivered quantities against ordered quantity via hand held wireless devices?	Not currently, but future developments will allow KnowledgeKube to interface with the system and update warehouse actions	Noted
19. 1. Are purchase invoices received and registered on the system electronically? 2. What file formats are accepted for this purpose?	A PO number is raised and this is electronically interfaced with the customer's financial system in a way agreed with them	Confirmed

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
20. Are purchase order, goods received and purchase invoices matched automatically by the system.	This is not applicable as it is managed by the customer's finance system	Confirmed
21. Does the workflow system enable the authorisation of purchase invoices by appropriate personnel? Briefly explain how this is achieved.	There is an option for a customer to have Probrand Group set up KnowledgeKube to create a workflow to allow appropriate users to approve Purchase Orders	Noted
22. Does the system automatically flag discrepancies in the matching process to appropriate personnel?	This is not applicable as it will be managed by the customer finance system	Noted
23. Does the system provide purchase ledger facilities?	This is not applicable as it does not provide a purchase ledger, but rather the links into a customer purchase ledger in their finance system	Confirmed
24. Can the system integrate with customers existing purchase ledger systems?	Yes	This is carried out at customer set up

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
5.5 Supplier Payments		
1. Does the system provide for the payment of Invoices and generation of Remittance advices	This is not applicable as it is managed by the customer's finance system	N/A
2. Does the system produce a suggested payments schedule?	This is not applicable as it is managed by the customer's finance system	N/A
3. Is the payments list passed for authorisation using electronic workflow?	This is not applicable as it is managed by the customer's finance system	N/A
4. Can the list be amended for additions and deletions?	This is not applicable as it is managed by the customer's finance system	N/A
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)	This is not applicable as it is managed by the customer's finance system	N/A
6. How is this process controlled?	This is not applicable as it is managed by the customer's finance system	N/A

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

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
5.6 Performance of requisite functions		
1. 1. What is the typical availability of the system?	99.5% based on 24/7 availability	Noted. See 5.1 23-6
2. How fault tolerant is the system? (Provide details of measurement/service levels)	Very – BladeCenter SAN technology with RAID 5 and multiple network interfaces and internet feeds.	Noted
3. What systems/processes are in place to monitor the infrastructure and maximise availability?	The infrastructure team that manages the hardware and software have the latest system monitoring tools set to alert them if there are any potential issues with the devices. The systems are also backed up to multiple off-site DR solutions so in the event of a failure the down time is minimised	Noted
2. What are the main areas of information covered by the product?	Product content, (multiple images, specification and marketing information) product hierarchy category structure, pricing and stock levels. Full customer and supplier management information to ensure each user is configured to the correct role and can view the correct information	Confirmed
3. What are the main sources of the information provided by the system?	Data feeds from leading UK and global distributors and vendors	Confirmed
4. How frequently is the information provided updated or verified?	The information is checked every 15 minutes and any changes are updated as part of the process. Any values over 24 hours old are ignored unless the “feed” has been configured to have more than a 24 hour validity window. Longer validity periods could be used for build to order products such as notebook charging cabinets that rarely change in price from month to month and	Confirmed

Functional requirements questionnaire

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Question	Supplier Response	Evaluation confirmation
	are built on demand which means that the price and stock level could be the same for months. For commodity or transactional products then we protect ourselves by putting a 24 hour validity period on the values. We have over 750,000 product feeds for over 150,000 products so on most products we still have a legitimate stock and price value as there are multiple suppliers per product in most cases	
5. How does the seller/service provider verify that the information provided is accurate?	Automated comparison with existing data and manual intervention regarding any mismatches	Noted
6. How are updates verified?	Automated comparison with existing data and manual intervention regarding any mismatches	Noted
7. What are the key types of information that can be provided by the product?	Manufacturer product code, supplier product code, description, stock level, price, customer profile, catalogue profile	Confirmed
8. What disclaimers are there in respect of the information provided?	The same disclaimers are used as the suppliers use	Confirmed
9. How is the user notified if the information in the database is significantly updated?	Business reports are generated automatically and reviewed by the Probrand Group data and purchasing teams	Confirmed
10. Are any other related services provided by the seller/service provider?	Probrand Group also offer a benchmarking tool called KnowledgeBus and a data management tool to help build catalogues and manage huge amounts of data	Confirmed

Functional requirements questionnaire

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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.	Yes	Confirmed
2. Is the documentation clearly laid out and understandable?	Yes	Confirmed
3. Is the documentation comprehensive and accurate?	Yes	Confirmed
4. Is it easy to locate specific topics in the documentation when required?	Yes	Confirmed
5. Is it easy to follow through all procedures in the documentation?	Yes	Confirmed
6. Does the documentation include: 1. A tutorial section? 2. A guide to basic functions? 3. Pictures of screens? 4. Completed examples included in the documentation? 5. Frequently asked questions with answers? 6. Specific technical support procedures? 7. Other areas? (List)	Yes to all No other areas	Seen and reviewed Confirmed
7. 1. Are help screens available relating to the task in hand? (Context sensitive help).	The system is intuitive, rather than requiring help screens	Agreed, with examples worked through
2. Do they provide on-line instructions on how to use particular features of the software?	N/A	N/A
8. Will the seller/service provider make the detailed program documentation available to the user, either directly or by deposit with a third party via 1. the source code via an escrow agreement, and/or 2. the detailed program documentation?	This will be addressed on an individual basis with our Legal team	Noted

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

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?	Yes	Confirmed
2. Is the system easy to navigate?	Yes	Confirmed
3. Is data entry easily repeated if similar to previous entry?	Yes, this can be through use of a repeat order, or adding a list to a basket again	Confirmed
4. Detail response time:	This depends mainly on the speed of the customer's internet connection. Typically a user can log on, complete a search and order in less than three minutes	Agreed
1. opening of screens?		
2. in processing data input?		
3. in displaying requisite details?		
4. in searching for information?		

Functional requirements questionnaire

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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.	Microsoft platform used by the provider – users only require a web browser	Web browsers acceptable are covered in section 3.5 in the Prologue, above
2. If a web server is required, what web servers does the system support?	Microsoft web server used by the provider – users only require a web browser	Confirmed
3. What Database management system (DBMS) or data storage mechanism does the system support?	The provider uses MSSQL – no requirements for the user	Noted
4. Does software need to be installed on the client PC? If so please give details of recommended specification requirements.	This is not a requirement as it is browser based	Confirmed
5. If the system is accessed via a web browser, what browsers are supported (type and version)?	Most common web browsers are compatible to the service going back a minimum of two previous versions	Confirmed. Web browsers acceptable are covered in section 3.5 in the Prologue, above
6. Are any specific browser-plugins required?	No	Confirmed
7. Does the application have data driven/interface driven integrations with other databases e.g. accountancy databases?	Not currently, the dynamic capabilities of the solution allow for bespoke integration into third party solutions	Confirmed. A customer would use their own financial systems
8. With what other business applications will the system link? e.g. Email, Office applications, Reporting Tools etc.	Mercato Solution's, part of the Probrand Group, KnowledgeKube technology is used to integrate various workflows from the system into email, office applications, reporting tools and other line of business applications	Noted
9. Does the application allow export/download of data files? 1. What data can be exported/downloaded?	Quotes or orders can be downloaded from the stores, and product catalogues can be downloaded from the feed management tool	Noted

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
2. In what format(s) is the data exported/downloaded?	PDF for the store (for security purposes), xls and csv for the feed management tool	Noted
10. Is the application compatible with XML standards? If so in what respect? (input/ output/ other)?	Yes, it can receive information in XML format or output files in the same manner	Noted
11. What industry-standard design techniques does the system use? (i.e. J2EE, .NET, SQL, UML, XML/XSL/XSD, COM(+), client-server, n-Tier)	SQL	Noted
12. Does the system offer "white labelling", co-branding or re-styling capabilities?	Yes	Examples of white labelling are HSCIC (Health & Social Care Information Centre) and Jardine Lloyd Thompson (Insurers) and the IT Index.Gov store which appears on the GDS G-cloud 6 (cloud store) for Government

Functional requirements questionnaire

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Question	Supplier Response	Evaluation confirmation
5.10 Support, maintenance and service level		
1. Will the seller/service provider provide regular updates?	Yes	The system is continually updated with only the current version in use
2. How much downtime is typical for the system?	Planned downtime is minimal and scheduled for quiet times (weekends or out of normal business hours) when necessary	Noted
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?	Currently free. Normal office hours	Noted
4. Is the seller/service provider capable of giving sufficient ongoing education and training and technical support?	Yes	Confirmed
5. How is training provided?	Online and through help desk guidance	Confirmed
6. Is there seller/service provider support provided by: 1. Telephone 2. Email/Online system 3. Local dealers 4. Remote connection	Telephone, email and on-line training platforms (1, 2 and 4). Local dealers are not used.	Confirmed
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?	The remote session is by invite only and the customer can only view limiting any needs for additional security other than what is provided by the remote session provider	All users access the system through internet log on
8. If support is provided by a dealer network is there a method of accreditation and how is this undertaken and renewed?	Currently the solution is managed by Probrand Group, however there is potential for this capability due to the flexibility of the solution and bespoke development	N/A
9. What is the typical response time for support?	Within 30 minutes if by e-mail, immediately if by telephone	Noted

Functional requirements questionnaire

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Question	Supplier Response	Evaluation confirmation
10. How is training provided?	Online or site visit tutor led if user group is large enough (at least 8 users)	Noted
11. What are the average training needs of an average user?	5 to 60 minutes to run through either a specific requirement or the solution in general	Confirmed
12. Is a warranty offered in respect of specification of the system?	As an online solution managed by Probrand Group, the system is a service and would not require product warranty	The system is in effect “Pay As You Go” as the users pay Probrand Group through the purchase they make, i.e. it is not licensed in advance. This is set out in the Probrand Group Terms & Conditions, so in relation to this question no warranty as such is required
13. Are there any unduly restrictive conditions in the licence for the software?	The conditions are not considered restrictive for normal business purposes	Agreed
14. Would the seller/service provider be prepared to accept the Institute of Purchasing and Supply model contract?	The solution process under Probrand Group is Accredited by CIPS - The Chartered Institute of Purchase and Supply	Noted

Functional requirements questionnaire

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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?	Quotation	Confirmed
2 Are recurring or schedule orders handled ?	Yes, via lists saved by the user	Confirmed
3 At quotation or initial order state how does the system:		
i) check stock availability	Yes, stock levels are checked every 15 minutes	Confirmed
ii) highlight alternative stock	The system updates stock levels and aggregates stock levels from over 40 of the key suppliers in the UK. If we need to source product outside the standard supply chain it is done manually by the purchasing team	Confirmed
iii) check credit status of customer - is this:	Prior to dispatch	Confirmed
a) on receipt of order		
b) prior to dispatch		
4 Can the system block	N/A – this is not a sales order processing system	Agreed
i) customer orders		
ii) deliveries		
iii) invoice production		
5 Where stock is not available is a “back order” raised and a purchase order issued?	Yes	Confirmed
6 Does the system handle forward orders?	The system capability supports this functionality in the Probrand Group procurement via distribution	The purchasing manager within Probrand Group can set this up for customers as required
i) only when stock is now available		
ii to be allocated from future planned stock		

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
7 Can multiple addresses be held for each customer (invoice and delivery address).	Yes	Confirmed
8 Are the following documents produced:		
i) Quotations	Yes, this can either be done either for review in a list or a quote online or as a pdf that can be downloaded	Confirmed
ii) Order confirmation	Yes this is done via email	Confirmed
iii) Picking lists	N/A	N/A
iv) Labels	N/A	N/A
v) Dispatch/Delivery note	N/A	N/A
vi) Invoices	N/A	N/A
9 Are the following reports available:	Yes, these are optional through the use of the KnowledgeKube	Confirmed
i) Quotes for which orders not received	Yes	Confirmed
ii) Orders received (analysis)	Yes	Confirmed
iii) Items placed on backorder and/or purchase orders raised	Yes	Confirmed
iv) Items dispatched not invoiced	Yes	Confirmed
v) Items ordered but not dispatched due to stock out	Yes	Confirmed
vi) Gross margin (by invoice or item)	Yes	Confirmed
10 Are invoice details derived from order input? (e.g. prices, quantity)	Yes, there is connectivity between the transaction on the store and the finance system that generates the pricing and quantities on the invoice	Confirmed

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
11 i) Can picking lists /dispatch notes be amended for non availability of stock?	N/A	N/A, as the customer is the receiver of the items
ii) Is this reported?		
iii) Items dispatched reflect in final invoice?		
12 Is there one dispatch note and invoice per order?	This is managed by the Probrand Group account manager and based on the customer requirements. Some customers want a single invoice where others want to be invoiced as the goods are shipped. All of this is managed through the Probrand Group finance system and visible on the store	Confirmed
13 How does the system ensure all dispatches are invoiced? e.g. where multiple dispatches are raised per order, or several orders on a single dispatch note.	This is managed by the finance and purchasing systems which update the store and the customer via email	Confirmed
14 Can manual invoices be raised (i.e. without a sales order)?	This is done through the finance system	Confirmed
15 Does the system produce proforma invoices as required?	This is done through the finance system	Confirmed
16 i) Can returned goods be processed to produce credit notes?	This is done through the finance system and references to the original invoice are maintained	Confirmed
ii) Are these referenced to the original order/invoice?	See above	Confirmed
17 i) Will the product accept orders from the Web?	The product is an order processing tool via the web. These are then passed into the internal SRM and finance system to be processed	Confirmed; this is all carried out via the web
ii) How are Web orders integrated with the sales order processing ledgers?	See above	Confirmed

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation	
6.2 Purchase Order Processing			
1	Order generation -		
i)	Does the system generate suggested orders?	This is done via the list functionality	Confirmed
ii)	Can orders be generated by the user?	Yes	Confirmed
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?	Yes	Confirmed, very easy to move around
iv)	Can more than one supplier be allocated to each product?	Yes	Confirmed
v)	Does the system hold details of substitute products if applicable?	Yes	Confirmed
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?	The user can build lists and add them to the basket where they can amend and edit as they see fit	Confirmed, very easy to use
3	Is stock availability updated for stock on order?	Stock is checked every 15 minutes	Confirmed
4	Can the system handle partially completed orders and returns?	The current process has no requirements for this. The flexibility of the solution would allow for this functionality to be built if there was a desire for the requirements from users of the system	Confirmed
5	Are receipts checked to orders and discrepancies reported?	The current process has no requirements for this. The flexibility of the solution would allow for this functionality to be built if there was a desire for the requirements from users of the system	Confirmed
6	Are purchase invoices	The current process has no	Confirmed

Functional requirements questionnaire

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Question	Supplier Response	Evaluation confirmation
checked to purchase orders, confirmed receipts and discrepancies reported?	requirements for this. The flexibility of the solution would allow for this functionality to be built if there was a desire for the requirements from users of the system	
7 Are the following reports available:	Yes, these are optional through the use of the KnowledgeKube	Confirmed
i) Purchase Orders raised (analysis)?	Yes	Confirmed
ii) Purchase Orders not received?	Yes	Confirmed
iii) Goods received discrepancies?	Yes	Confirmed
iv) Invoice to goods received discrepancies?	Yes	Confirmed
v) Goods received not invoiced?	Yes	Confirmed
8 Can the system handle “back to back” ordering?	Yes	Confirmed

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

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	Yes	Confirmed
ii) Location(s)	Yes, by supplier not warehouse location	Confirmed
iii) Quantity, (available, allocated, on order)	Quantity only	Confirmed
iv) Minimum and maximum stock levels	Yes, by supplier not warehouse location	Confirmed
v) Reorder lead times	The current process has no requirements for this. The flexibility of the solution would allow for this functionality to be built if there was a desire for the requirements from users of the system	Agreed
vi) Supplier(s)	Yes	Confirmed
vii) Prices/cost/discount details	RRP and cost price	Confirmed
viii) Other stock information such as batch/serial number, weights, etc.	This could be pulled through to the customer via linking the order detail directly to the purchase order information from the supplier	Confirmed
2 How is stock updated?	This information comes from the suppliers linked to the system. When they update information on their feeds it is reflected on the store	Confirmed
i) Dispatch of goods	This information is provided by the supplier and the customer is updated via email	Confirmed
ii) Receipt of goods	As we do not hold stock this is not applicable	N/A
iii) Adjustments	As we do not hold stock this is not applicable	N/A
iv) Transfers between locations	As we do not hold stock this is not applicable	N/A
3 Is negative physical stock allowed?	Our systems will not allow negative stock values	Confirmed

Functional requirements questionnaire

Product: Best Value Best Practice Software technology from The Probrand Group

Question	Supplier Response	Evaluation confirmation
4 Can the system handle “sale or return” stock?	The current process has no requirements for this. The flexibility of the solution would allow for this functionality to be built if there was a desire for the requirements from users of the system	Noted
5 Can the system handle variations to a standard pack of products?	Yes	Confirmed
6 What methods of stock valuations are allowed? (e.g. average, FIFO, LIFO, standard, etc).	As we do not hold stock this is not applicable	Agreed, N/A
7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.	As we do not hold stock any stock enquiries are done via the supplier	N/A
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?	As we do not hold stock any stock enquiries are done via the supplier	N/A
9 Does the system facilitate the regular counting/inspection of physical stock? (e.g. by producing random/defined stock check lists)? Please define.	As we do not hold stock this is not applicable	N/A
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.	As we do not hold stock this is not applicable	N/A