



Evaluation criteria

Capability

Solution capability

Does the solution meet the needs of the business, including functions, processes, data capture and reporting.

Service capability

Does the service meet the needs of the business, including processes, reporting and account management

Colleague experience

How aesthetically pleasing, simple-to-use the system is; Seamless access to multiple systems; Smooth usability on various devices with intuitive functions and minimal clicks.

Overall feel/supplier fit

Your overall feel of the total solution, company size, CSR and values

0 Does not meet current requirements

1 Barely meets current requirement
(clunky usability or needs manual work around)

2 Meets current requirements
(or will meet within time of implementation)

3 Exceeds current requirements
(will improve our processes)

4 Meets/Exceeds current requirements and roadmap
is aligned to future requirements

Opportunity

Flexibility/configurability

How well the solution and service can be configured to adapt to new requirements without customisation.

Roadmap alignment

The alignment of the product roadmaps and current unused features to our future direction.

Cost of change

The relative cost to make changes to the solution to meet future requirements.

Total cost of ownership

The Total Cost of Ownership (TCO) for a 5 year period to meet the stated requirements (implementation, roll out, service, hosting and support).

0 Weak opportunity - approach to be avoided

2 Reduced opportunity - an approach for consideration

4 Strong opportunity - a preferred approach

Scores of 0 or 4 will need written justification

Risk

Commercial complexity

The number and complexity of the suppliers and services.

Architecture complexity

The number of 'moving parts' to the solution for systems, integrations, etc.

Supportability

The ability for HR and IT to introduce, manage and decommission the solution to the business for the duration, either directly or via 3rd parties

Scalability/financial Stability

The ability for the supplier and solution to adjust to an increase (or decrease) in business demand, financial stability and future Growth

Business change

The level of change which would be required for the Organisation (e.g. Training, Communication)

0 High Risk – Do not recommend

2 Medium Risk - Recommend as long as mitigations are undertaken

4 Low Risk - No mitigations



Solutions comparison: average score

Vendor	Capability				Opportunity			Risk				
	Solution Capability	Service Capability	User Experience	Overall Feel	Roadmap Alignment	Flexibility/Configurability	Cost of Change	Business Change Impact	Supportability	Solution Complexity	Architecture Complexity	Scalability
Vendor 1	2.8	3.1	3.2	3.1	2.7	3.0	3.0	2.8	3.0	3.0	3.0	3.0
Vendor 2	3.3	1.5	4.0	4.0	4.0	4.0	4.0	3.0	2.0	3.0	3.0	3.0
Vendor 3												

KEY Low risk / strong opportunity. A preferred approach. Some risk / reduced opportunity. An approach for consideration. High risk / weak opportunity. Approach to be avoided. Not applicable to that particular group of evaluators.



Solutions comparison: comment

	Capability				Opportunity			Risk				
	Solution Capability	Service Capability	User Experience	Overall Feel	Roadmap Alignment	Flexibility/ Configurability	Cost of Change	Business Change Impact	Supportability	Commercial Complexity	Architecture Complexity	Scalability
Vendor 1	Scores lowered by no Payroll and Reward capability	Excellent fit of our requirements they understand how we work	Very intuitive	"Really felt they understood our culture"	Some missing scores due to roadmap not being shown in SME session	Good workflow functionality	Roadmap aligned with Retail Good workflow functionality	"Very similar to our processes"	Covers non-operational time as well business as usual	Clear pricing model	Cloud based SaaS service, existing proven integrations.	Tech solution scalable and proven
Vendor 2	Excellent fit of our requirements at a detailed level	Slight concerns about service offering	Usability was excellent, looked good on mobile / tablet - extremely responsive. Branding was a great fit for us. Lots of options around SSO	Vendor both passionate and knowledgeable about system. Really good cultural fit for us, understands our business and proven success in our markets.	New functions are available for us to switch on at the pace we desire and once we get there will be more new features.	Flexibility of landing page was superb. Facility to add new fields and be able to report on them immediately is very powerful.	So much can be done via configuration due to the way the product has been built. This will allow the HR function to continue to evolve the product without incurring high costs	Some change, but out of the box largely aligned with our processes. Only vendor with potential to have 'big bang' roll-out.	Good mitigations around codebase and size of org demonstrated. Size of org would be the key risk	Clear pricing model	Cloud based SaaS service, existing proven integrations.	Tech solution scalable and qualified.
Vendor 3												

- Low risk / strong opportunity. A preferred approach.
- Some risk / reduced opportunity. An approach for consideration.
- High risk / weak opportunity. Approach to be avoided.
- Not applicable to that particular group of evaluators.



Cost and time comparison

Solution Option	Category of Delivery Risk / Opportunity		
	Set-up (Median) Cost*	x Year Median RUN Cost (excludes Setup, incl. WO / depreciation)*	Delivery Duration
Vendor 1	£xm	£xm	3-9 months 2 months (commercials - in parallel) 3 months (configuration) 2 months (deployment)
Vendor 2			
Vendor 3			

* All costs are indicative and used for comparison

KEY

<div></div>	Strong opportunity. A preferred approach.	<div></div>	Reduced opportunity. An approach for consideration.	<div></div>	Weak opportunity. Approach to be avoided.	<div></div>	Not applicable
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