

Miles

Sofico

Request for Proposal Template

Part II General Questionnaire



Document History

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1. Company

1.1. Corporate Information

- Full company name
- Legal form
- Address of your head office
- Subsidiaries
- Main shareholders, investors or owners of the company
- Owner of the copyrights, patents, trademarks of the product
- Development centre(s)
- Support centre(s)
- Training centre(s)
- Date of establishment
 - Head office
 - Operational subsidiaries
- Nature of business activities
- Company history and background (brief overview)
- Primary contact
 - Name
 - Position & Title
 - Phone number
 - Facsimile number
 - Mobile phone number
 - E-mail address.

1.2. Organization

1.2.1. Organization Chart and Management Structure

- Organization Chart
- Management structure (name and function)

1.2.2. Staff

- Total number of employees worldwide (between the current date and 3 years ago)
- An overview of the staff split out per department / role for the last 2 years and the current year (planned)
- Geographical spread of resources
- Typical staff training procedure
- Provide an overview of the languages spoken by your staff together with a percentage (how many is speaking that language spread over the different departments)

7.9. User Management and Application Security

- Please provide some general information on the system's User Management:
 - authentication, authorization mechanism
 - set up of user roles/profiles or user groups
 - set up of permissions or validation rules and on which levels (screen, field, menu, ...)
 - password management (changing passwords, managing of password rules, automatic expiration of passwords, temporary passwords, etc)
 - ...
- Possibility to do authentication through an external system
- Provide more information on the support of data encryption (including encryption of passwords)
- How is session management provided
- Can users log out in order to invalidate the session
- Please provide some general information on the system's Security (level of security, role based or user based, ...)
- Possibility to interface with or support 'single sign on'
- Support to four-eye principle (4-eyes double-check routines)
- Describe how protection against malicious use is organized (e.g. brute force attack, denial of service, Trojans, cross-site handling, error handling, weak authentication, ...)
- Possibility for users to work in parallel sessions and see which database environment they are currently working in
- Possibility for users to access the system remotely (e.g. off-site)
- How does the software handle multiple concurrent accesses on the same record (database locking)
- Possibility to link a user to more than one company (e.g. a user working for 2 companies)
- Possibility to block the User ID after a predefined number of failed attempts and allow unblocking afterwards by an admin role
- Ability to lock a user account (if allowed)
- Ability to prompt a user when their password expired and prompt them to change their password
- Guarantee that user accounts are not assigned to different user contacts (no shared accounts)

7.10. User Interface

- Please provide some general information on your client interface
- Provide some more information on data loss prevention when user closes window or application
- Is it possible to open more than one object/window at the same time
- Possibility to search with different criteria and create lists of data
- Availability of keyboard access and shortcut keys
- Does the system provide Automated Client Software distribution and upgrade facility
- Languages and character sets supported on the UI