

Questions for Suppliers

Description	Eusoft Ltd	Supplier 2	Supplier 3
General - Commercial			
Does the supplier have both local sales and technical support			
Is LIMS the core business of the provider. How long have they been providing LIMS			
What quality systems are in place at the relevant Supplier sites?			
LIMS Projects			
Is configuration and implementation of the LIMS done locally or sub-contracted. If subcontracted to which company?			
Please provide details on the programming language used or configuration tools used to make changes to the system. Can end users be trained to use these tools			
Is a proof of concept available and what costs are involved			
General - Technical			
How scalable is the system i.e single users to global			
If the system is web-based was this its original design or has it been adapted to be used in this way			
If we move to a more web based approach how will this be handled?			
Can different workflows be utilised for different user groups Can the database groups have			
Does the system allow selective archiving and re-activation?			

System Configuration/Customisation			
Is your system configured to meet our requirements?			
Is configuration and set up of the system done without the use of coding for all of our requirements			
Can Laboratory staff be trained to use your configuration tools or is it recommended to be IT trained staff			
Are the configuration tools supplied with the basic system or are they an add on			
User Access/Security			
Describe the security access system			
Can specific screens and/or menus be defined for an individual or class of users?			
Sample Management			
Can your system create both single and multiple samples			
Do you have registration templates			
Can you import samples			
What formats can you import Via			
What formats can you export to?			
Sample numbering, can this be sequential and have automatic allocation of these numbers			
How does your system manage Batch numbering			
Can Pick lists be created by sample type, analyst etc			
Can customer details be seen from the sample information			

Can unique sample registration forms be created depending on the sample type			
Is the sample status automatically updated as the sample progresses?			
Can som fields be defined as mandatory			
Can the fields be varied, i.e numeric, alphanumeric, date time etc?			
Can autopopulate be active in some registration screens?			
Can barcodes be created from the system?			
Will the user only see the relevant screens to their user privileges?			
Can default tests be assigned to a sample type?			
Can tests be added or removed by an appropriate user as required			
Are rule based limits supported in the system?			
Can test methods be easily accessed from sample information?			
Are there areas for note pad information available? i.e notes that can both be reported on and notes that wont be reported on?			
Can standard phrases be utilized in order to reduce typing?			
Is a parent-child sample relationship supported in the system?			
Functionality - Result Entry			
Can the system handle both single and multiple sample result entry			
Please give an example of a results entry screen			
Can results be imported from another software system			

Can results be imported Via and instrument			
Can you schedule a test and send for a retest?			
Will out of spec results be hi-lighted?			
Can various limits be associated with a product, test or sample?			
Reporting			
What is the reporting tool that the system uses			
Can reports include Graphical elements			
Can Reports have electronic signatures			
Can reports be edited by us?			
Is the reporting tool a separate licensed product			
Miscellaneous			
Can the system handle all file types and associate them with samples or tests			
Please provide details about how the system can handle complex calculations			
Can I start with a basic system then add other modules later on?			
Am I restricted by Database type?			
Options			
Sample Planning			
Test planning			
Warehouse management			
DMS interfacing			
External access			
Quote Management			
Instrument interfacing module			

Digital signatures			
Quality Management			
Email management tool			
Sample Point management			
Equipment Management			
Waste Management			
Invoicing			
Business Intelligence			
QCP			
System Support			
Is local UK support available			
Please describe your 1st, 2nd and 3rd line support providing relevant documentation			
What is the cost of getting the latest version			
How long will my system be offline during an upgrade			
How will an update effect my current system and data			
It is guaranteed that we will always be offered the latest version of software			
Software/System Lifecycle			
Describe the software development process used including:			
· Coding standards/review			
· Testing			
· Defect Management			
· Quality Risk Management			
· How the development process meets regulatory requirements?			

Electronic Records / Electronic Signatures (if applicable)			
Describe how the system/application complies with electronic records and electronic signature requirements including:			
· Record access and retrieval			
· Security			
· Change Control & Audit Trails			
· Electronic Signatures			
Code Release Process			
Describe the Release process including:			
· frequency of major and incremental releases			
· Version Control			
· Historical version support including SLC documentation			
· Provide a sample of Release Documentation			
If solution is hosted, please provide SLA documentation including disaster recovery and backup capabilities.			
Describe the process for the following:			
· Disaster Recovery and backup			
· Server qualification			
· Security event monitoring and incident response			
· Security vulnerability and patch management			
Compliance			
Please provide or describe your company's information security/incident management policy.			
Please provide or describe your company's Risk Assessment process and/or policy.			

Please provide or describe your company's vendor/supplier management program policy/procedure for establishing third parties.			
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Questions	Answers
Users	
How many site Locations do you need LIMS at	
How many users total need access to LIMS	
How many users concurrently will need access to LIMS	
Technical requirements	
Are you looking for On site or SAAS	
Do you have an internal IT department	
Will your requirements change in time ?	
Will you need to add additional tests in the future?	
Do you want to configure your LIMS in house?	
Do you want to create reports in House with out speaking to the supplier	
Workflow	
Do you need any of the following functionality	
Sample Planning - Configuration of the plans of analytical activities (periodic checks and not, one-off controls, roadmaps, control plans, etc.)	
Test planning - Tabular display and workload graphics for analyst / department • Tabular display and workload graphics tool • Redistributing workload	

Warehouse management - Multiple warehouses management, Product data with an indication of hazard classes, data of suppliers and product catalog for each supplier. Reference Material Management. Under stock Management	
DMS interfacing - Link your LIMS system to your Document Management System (DMS) to help you integrate and manage your documents.	
External access - Management of pre-acceptance of the samples with validation workflow of data entered. Restricted to view only own samples • Display of the progress of the analysis. Consultation and download the test report	
Quote Management - Compilation and printing quotes / offers	
Instrument interfacing module - Acquire	
Digital signatures - Generate a test report in a .PDF or .P7M format and sign it digit	
Quality Management - Not comply products and services management. Management problems and corrective actions. Preventive action management	
Email management - Data management of contacts and association customers' contacts. Configuring e-mail template for sending Send by e-mail of the test report digitally signed	
Sample Point management - Complete control over the characteristics of the sampling points (such as location, height, inner/outer diameter etc) to make sure samples are collected from the right location using the approved methodology	
Equipment Management - Equipment calibration and maintenance module	
Waste Management - Configure hazard statements and the test suite for the characterization and classification of waste, also including automatic linking of tests with the specific hazard	

Invoicing - Creates and issues invoices related to testing activities with the option of transferring data to your accounting software	
Business Intelligence - Management of the main KPI (Key Performance Indicators) for performance control of the main areas of the Laboratory	
QCP - Manage the control samples, control cards and control limits to carry out proficiency tests	
Integration to external systems and equipment	
What external software packages would you ideally like to integrate with	
Do you need to integrate with analytical equipment	
List all equipment you wish to integrate with	

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