

Albany ARMA Chapter

**HOW TO EVALUATE
TECHNOLOGY PROCUREMENTS**

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How to Evaluate Technology Procurements

Procuring, updating and upgrading technology and technology components must be done in a non-technologic manner. The old marketing approach wherein one buys something and the vendor comes on-site and shows exactly how it works and then comes back after the sale to make sure it works in your environment -- this is the more prudent approach than some of the slam-dunk mail-order vendors.

The end-users [not the technologists and technocrats] should test and evaluate systems. How to do it:

1. Get familiar with the technology or secure a consultant who is.
2. Write a **performance based RFP** [be sure specific samples of data or documents are defined]
3. Evaluate responses based on:
 - **Five-year cost** of ownership
 - **Compliance with RFP** requirements
 - **Compatibility with existing systems**
 - Graphic, Dollar, and Functional **Analysis**
 - **On-site structured demos**
 - **Off-site structured client visits**
 - **Contract** to ensure and warrant compliance
 - acceptance test
 - payment tied to acceptance
 - big shoe [i.e., performance bond, sub contractor bonds, letter of credit, and liquidated damages
 - **Fit/Gap** analysis
 - Strict **oversight** management and implementation documentation

The **criteria to evaluate the procurement** should be part of the official evaluation report:

- Help the organization function efficiently and cost effectively
- Help increase the productivity of existing personnel
- Provide policy makers with essential management information
- Provide continuity without excessive dependence on individuals
- Save money by not having to hire additional staff to cope with the increased workload which evolves from increased government mandates for more information reporting