

ERP vendor scorecard

Take this into every demo, including ours. Score each vendor from 1 (no, or only on a slide) to 5 (shown live, in the demo, in Kenya). Write the evidence you saw in the notes.

#	Question to ask	Vendor A	Vendor B	Vendor C
1	Who signs my invoices with KRA on day one? Ask to see a TIMS/eTIMS invoice signed live in the demo, not a slide about a partner add-on.			
2	Show me an M-Pesa payment reconciling itself. From the customer's phone to the ledger, live. Count the manual steps.			
3	What happens when the internet dies at 5 p.m.? Ask them to pull the cable during the demo.			
4	Who answers when I call: a reseller or the developer? And in which timezone? Get it in writing.			
5	What is my true 3-year cost? Licences + implementation + add-ons + payroll + support renewals + customisation backlog. One number, in KES.			
6	Can the AI run without my data leaving the building? If the answer involves a foreign cloud and a shrug, decide if your board is comfortable.			
7	Show my industry workflow, live, not on slides. Your timetable, your yard, your rate board, your warehouse wave.			
Total (out of 35)				

Notes
