

# Recognition and Rewards Vendor Evaluation Questionnaire and Scorecard



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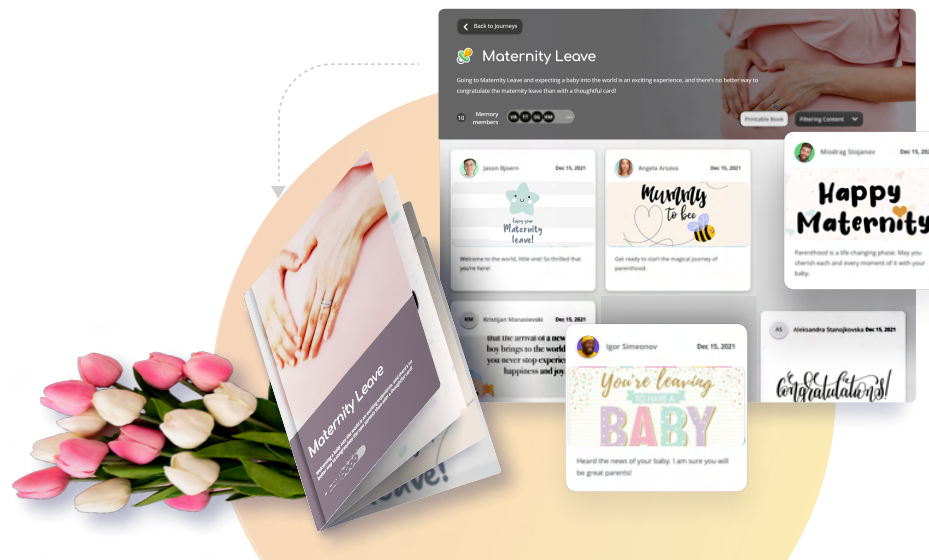
Recognition Functionality	Yes/No	Description
Supports peer-to-peer recognition		
Supports monetary and non-monetary programs (i.e., Cash, "Thank You's", points, etc.)		
Ability to support multiple monetary award programs at the same time - peer to peer, manager to direct subordinate, etc. (If yes, please describe)		
E-cards and e-gif support (ex. Anniversary, Birthday card) (If yes, please describe)		
Send recognition to a dynamic, ad-hoc team that any user or admin can set up and manage		
Ability to set various award levels per monetary recognition program		
Can multiple budgets be created and configured comprehensively based on budget type (global, org, country, manager, employee, nr. of subordinates, etc.)?		
Workflow management (0, 1, 2 or multiple level approvals). Can threshold values also be set up?		
Can managers, upon approval, have the ability to change the award level (increase/decrease/decline)?		
Do managers have access to recognition activity reports with date range and filters in the app, via email, and as exported in excel?		
Align rewards with company values/corporate culture/employee behaviors (If yes, please describe)		
Do you allow the recognition program to have free text (mandatory or not) as an award reason instead of predefined values specified by the sender?		
When setting up new recognition programs, can some programs be available for specific geo regions or job functions like Sales?		
Do you allow users not maintained in the HR system to also be able to access the recognition functionality?		
Do you offer a currency conversion service and the option to integrate with an arbitrary online exchange service?		
Do you offer purchasing power index/standard of living index to provide equally valued awards across the globe?		
Ability to create a non-monetary/monetary voting/ranking program (Employee of the Year/Quarter/Month) that employees can nominate, vote, and rank (If yes, please describe)		
Do you support blue-collar workers (without access to digital means) to do recognition in the system? (If yes, please describe)		
Can you bulk upload recognitions centrally by HR admin for any program configured in the system?		
Do you offer AI-enhanced abuse management functionality to inform and prevent fraud proactively?		
Do you offer incentive-based programs where employees can earn points that are redeemable for rewards?		
Can the employee recognition application also provide a wellness program (measuring physical activity) in some capacity?		
Do you offer employees the ability to share their redeemable points with their colleagues?		
Do you offer a proxy / delegate functionality (ability to allow a dedicated user to be able to login as yourself and perform actions on your behalf)?		
Do you offer the ability for employees to convert their recognitions into digital collectibles (NFTs)?		

Rewards Functionality	Yes/No	Description
Do you offer a global customizable rewards catalog?		
Do you apply any markups or transactional costs to redeem merchandise, gift cards, etc.? Can you provide proof that reward items come with the best price and no markups?		
Do you provide global merchandise redemption catalogs integrated live with leading marketplaces, like Amazon?		
Global gift card/e-gift redemption options		
Global experiences redemption options (If yes, please describe)		
Global virtual card redemption options, such as VISA, American Express, and MasterCard		
Do you offer the ability to employees to top up with a payment card if they have insufficient points to complete their purchase?		
Do you offer the ability for employees to customize and personalize certain physical products?		
Do you perform the management of redemption partners on behalf of a customer?		
Do you support award certificates (printable or digital) for employees? (If yes, please describe)		
Can you also set up points to have non-monetary, digital means like gamification and custom catalogs?		
Can you offer donations on a global scale with local humanitarian projects as a redemption option out of the box?		
Can you create a custom catalog of merchandise that only contains certain specific items (e.g., health and wellness)?		
Can you set up a custom product with custom attributes and delivery addresses?		
Do you offer the ability to customers to set up points cards with unique codes and promote them to use as scratch cards for non-digital employees?		
Can custom vouchers and codes be set up in your system?		
Can you support the management of company-branded merchandise and redemption of physical items? Do you also offer a full concierge service to cover this?		





Celebration Functionality	Yes/No	Description
Congratulating a colleague on a service anniversary and accessing an anniversary wall		
Congratulating a colleague on a birthday and accessing a birthday wall		
Congratulating a colleague on a Moment that Matters and accessing a Moments that Matter wall		
Do you provide an automated service anniversary/birthday capability? Can employees receive an automated congratulatory card without any HR intervention?		
Do you provide the ability for different service anniversary levels (5, 10, 15 years) to be set up in the system? Can different monetary amounts and automated messages be set up for each level?		
Are the employment start date, birthday, etc., all synced in real-time?		
Receive and display an anniversary milestone badge on the user profile		
Celebrating work anniversaries with special custom gifts and swag options (t-shirts, hoodies, duffel bags, tech items, etc.) Can these also be branded with the customer's logo?		
Create a Moment that Matters for a colleague for a specific timeframe and event, and invite participants		
Supporting moments for life events like new baby, wedding, new home, and even community and custom events		
Supporting moments for work events like onboarding of a new employee, job promotion, retirement		
Memory Book as a digital experience showcasing the congratulatory comments managers, peers, and workplace friends submit for any type of Moments that Matter		
Create and manage different templates for Memory Books by admins and managers		
Ability to download and print Memory Books		



Social and Culture Functionality	Yes/No	Description
Social collaboration and gamification (If yes, please describe)		
Leaderboards, levels, and badges		
Do you offer a social wall functionality where distributed organization recognitions can come together in one view?		
Do you have the ability to configure a tiles-based or social feed-based home page to be set up?		
Can managers have the ability to boost monetary recognition seen on the social wall?		
Do you have the ability to configure the privacy per program so approved recognitions get posted or not on the social wall?		
Do you offer the end-user the ability to see approved recognitions received so that they can decide whether or not to publish to the social wall?		
Do you integrate with Microsoft Teams and Microsoft Outlook out of the box for employees to be able to interact natively with the R&R solution?		
Do you integrate with Slack out of the box for employees to be able to interact natively with the R&R solution?		
Do you offer the end-user the ability to share their recognitions on LinkedIn?		

Reports and Analytics Functionality	Yes/No	Description
Describe your reporting and analytics services		
Do you provide Platform and Program Utilization reports?		
Do you offer the ability for employees and managers to see the company culture trends, what the values are, and how they are celebrated in the company?		
Do you offer the ability for employees and managers to see and manage the organizational unit/department culture trends, what the values are, and how they are celebrated in the org unit? Can this aspect be gamified (e.g., which org unit/department has the most received/sent recognitions)?		
Do you offer the ability for employees and managers to see and manage the dynamic team culture trends, what the values are, and how they are celebrated in the ad-hoc team? Is there the option to compare two different dynamic teams (e.g., number of received recognitions)?		
Can managers access recognition analytics with three-level, drill-down KPIs? Do these analytics provide insights on whether and how recognition influences the business objectives? Do managers have an overview of their impact in terms of promoting the culture of recognition through analytics?		
Can employees access their recognition analytics?		
Do you also offer the option of using a BI solution like SAP Analytics Cloud (SAC) to combine and visualize data in stories and dashboards from different HR sources such as SAP SuccessFactors, the R&R system, and other systems? In order to show the impact of all talent key metrics.		
Do you provide a centralized hub that provides a high-level summary of essential metrics and insights for employees. For example, how does recognition influence critical HR metrics such as employee tenure, employee retention, diversity and inclusion, engagement, etc.?		
Do you provide an audit log report that logs and traces every activity performed in the system?		

User and Employee Experience	Yes/No	Description
Program customization such as branding, theming, and layouts		
Can page banner images be set up as part of the program customization?		
Can pop-up sliders on the landing page be set up as part of the program customization?		
Do you have the ability for HR Admins to create an R&R solution tile embedded in SAP SuccessFactors and navigation?		
UI Integration with your SAP SuccessFactors Employee Management System		
Do you offer the ability for employees to set up and modify their own profile information (e.g., address)?		
Do you offer the ability for employees to set up their own privacy settings and opt out of anniversaries, birthdays, and leaderboards?		
Does your solution offer a Chat Bot service?		
Do you offer the ability for employees to submit a support ticket?		
Can you extend the UI and UX easily to fit all customer requirements and desires (beyond theme and logo change)?		
Can the same desktop UI be accessed on a mobile browser without any limitations in the experience?		
Can your R&R app be called directly from a custom domain/vanity URL?		
Can you offer a single, seamless experience for digital redemption without opening a new window and going to a 3rd party site?		
Can you change the background images and colors on the UI?		
Can you add your own CSS to completely skin the experience to match the customer brand and UI guidelines?		
Can you change standard texts to reflect the company language and culture?		
Do you support high-definition TVs and large displays out of the box to showcase recognitions? (If yes, please describe)		
Can you inform non-digital workers (no access to email) via other means like SMS text messages for new recognition awards?		



Enterprise Qualities	Yes/No	Description
Support for global currencies		
Describe your internationalization and localization capabilities (If yes, please describe languages supported, UI translations, etc.)		
Do you have certificates and proof that the application is certified and runs on secure platforms like SAP Business Technology Platform?		
How do you manage data retention and deletion?		
Can you manage users, dynamic teams, approvers, admin roles, privileges, and exclusions?		
Can managers use their manager statements via email or application to access and export organizational reports and digital certificates?		
Do you support GDPR compliance and EU access?		
Admin center with access to admin tools for optimizing the programs in a self-service way		
Do you offer a single tenant instance the provider hosts and manages or the option to deploy on customer platform resources?		
Do you support enterprise SLAs with adequate response times and in-app ticketing solutions?		

Integration	Yes/No	Description
Describe your integration with SAP SuccessFactors. Is this an OData API or a file-based (SFTP) integration? Do you require any middleware for integration?		
Do you have proof of certified integration with SAP SuccessFactors?		
Is the synchronization of the employee data in real-time?		
Integration with SAP SuccessFactors Employee Central (If out-of-box, please describe)		
Integration with SAP SuccessFactors Performance and Goals (If out-of-box, please describe)		
Integration with SAP WorkZone (If out-of-box, please describe)		
Integration with SAP SuccessFactors intelligent services and events (If out-of-box, please describe)		
Ability to push recognition data back in SAP SuccessFactors employee profile		
Do you provide data for SAP Payroll (without EC, e.g., on-premise HCM) and other payroll systems (e.g., ADP) for cash awards?		
Do you authenticate with SAP IAS out of the box to enable SSO using SAML?		
Do you authenticate with Azure Directory Service out of the box to enable SSO for customers who use ADS?		
Can you synchronize and integrate employee data maintained in the Oracle HCM Cloud solution?		



Solution Extensibility	Yes/No	Description
Describe your solution customization capabilities (If out-of-box, please describe)		
Can you add arbitrary HTML pages in the app based on customer requests to fulfill specific experiences?		
Can you add any additional automation jobs if customers need to automate certain notifications or checks in the system?		
Can IT have the flexibility to deploy the solution in any SAP and non-SAP Data Centers like AWS, Azure, Google Cloud Platform or Ali Cloud?		
Do you offer custom development for customers to extend and fulfill their cultural or industry needs?		
Do you have ability to deliver AI / ML pipelines and workloads to provide better intelligence in the processes like context recognition for skills, projects, profanities, quality of system adoption, intelligent nudges, and next-best actions?		
Do you provide an AI-enhanced recognition message quality indicator to assess the quality of messages, thereby ensuring clarity, relevance, and coherence?		

Contract, Implementation and Service	Yes/No	Description
Do you provide a full BPO model for the implementation, support, maintenance, and optimization of the R&R program with a dedicated Customer Success Manager and a Professional Services team?		
As a customer, can I sign just one (1) contract with one vendor and use the same vendor for recognition, rewards, and implementation?		
Do you offer hands-on implementation support and a project management tool with best practices to manage every step of the project?		
Do you offer professional services and automated tools for internal communication, rollout support, announcements, and ongoing engagement?		
Do you offer the ability to create surveys and reports for managing stakeholder feedback on R&R challenges, pain points, and opportunities?		
Do you offer premium support for rewards handling (return, issues, etc.) and billing for customers?		
Do you offer a single (1) ticket management solution integrated with the R&R product to manage and track open tickets and resolutions?		
Will the employees receive their points back once redemption is returned? Can there be returns?		
Do you offer customers visual design and UX services to fulfill their programs?		
Do you offer services to shape the rollout and communication of the program?		
Do you train the managers and the leaders to buy into the program and create the necessary materials?		
Do you support customers when it comes to measuring the success of the R&R program?		
Do you support customers with multiple environments for dev/quality and production system landscapes?		

## Scorecard

*Depending on the priorities, your company can assign varying significance levels (in %) to each subcategory. Utilize the RFP template sheet with questions in each subcategory to evaluate the vendor rewards & recognition solution.*

Category: Functional Scope	Description	Significance Level
Recognition Functionalities	The rewards & recognition solution should offer recognition program flexibility. (Peer-to-peer, top-down, bottom-up recognition programs, monetary or non-monetary, nomination, earn-points campaign, global or local programs & dynamic teams.)	10%
Rewards Functionalities	The rewards catalog is an essential part of the rewards & recognition platform and key to the employee experience. Employees prefer having options and meaningful gifts (merchandise, custom gifts, e-cards, experiences, etc.).	10%
Celebration Functionalities	The employee journey includes many important moments, with service anniversaries being some of the most critical moments for employees. Having a rewards & recognition solution that can automate the process while offering a great employee experience for these important events will go a long way toward creating a thriving workplace, and possibly removing one of the biggest pain points in HR.	10%
Social and Culture Functionalities	In order to enable better adoption of the rewards and recognition platform, the solution must feature fun elements and ways to engage employees, such as a social wall, including more employees (like, comment, nominate, vote), and increase connection with the organization and belonging.	10%
Reports and Analytics	To track the solution's impact, the rewards & recognition tool must offer various reports to compare recognitions sent over time and how they connect with the company values.	10%
Category: Enterprise Services	Description	
User and Employee Experience	The implemented rewards & recognition solution must be user-friendly, social, engaging, and representable for the company brand. Most companies implement the best-of-breed strategy (being where employees are) by using an R&R tool that is mobile-friendly (mobile app) and enables SMS recognitions. Because the average workplace uses at least seven communications tools, it is essential to be where employees are and not disturb their daily workload. That's why JobPts integrates well with collaboration tools the organization is using (such as Microsoft Teams, Slack, Sharepoint, etc.).	10%
Enterprise Qualities	Companies that operate in more than one country face language and currency challenges. The solution must be flexible and provide a great user experience for the global workforce having this in mind. To ensure the experience is top-notch for employees, the solution should comply with the highest data privacy and security standards and provide seamless reporting to measure the ROI of the program adoption and make strategic decisions.	10%
Integration	Most rewards & recognition vendors state that they provide integration services. However, there are different types of integration services. Depending on the desired results, the solution should integrate well with the Core HR System the organization is using. All-data integration with the Core HR system can enable process automation (for example, notifications for employee work anniversary) and seamless data transfer between the systems.	10%
Solution Extensibility	Each organization has different needs and goals. The solution provider must understand all the requirements and program expectations to offer an agile and flexible solution that best fits the specific use case of the client.	10%
Contract and Implementation	Goals and priorities change over time. Naturally, the implemented rewards & recognition solution will evolve. Partner with a highly-specialized team that will guide you all the way and offers the support you will need as your needs change over time.	10%
<b>Total:</b>		<b>100%</b>

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