

Acceptance Criteria Checker

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DOCUMENT RELATIONSHIP SUMMARY

Uploaded documents and apparent relationships

Document	Purpose	Revision / Date	Apparent authority	Relationship / precedence evidence
agreement.docx	Original service agreement for ongoing maintenance services between Acme Co and Bright Path Consulting	Revision/date not provided in the uploaded summary	Apparent primary bilateral contract	Baseline document evidenced by amendment.pdf, which expressly refers to the original Service Agreement
amendment.pdf	<i>Acme Co Service Agreement - Amendment 1</i> updating selected terms	Amendment 1 stated; effective date referenced but not visible in the uploaded summary	Apparent formal contract amendment	Explicitly amends the original agreement and states: "All other terms of the original Service Agreement remain in full effect and are not affected by this amendment." This is the only explicit hierarchy evidenced
deliverables.xlsx	Schedule/list of recurring deliverables and service notes	Revision/date not provided	Operational/supporting document only on available evidence; contractual authority not stated	No express incorporation, precedence, amendment or supersession wording is evidenced against agreement.docx or amendment.pdf

Confirmed hierarchy from the evidence

1. agreement.docx is the baseline contract.
2. amendment.pdf formally amends specific terms in agreement.docx.
3. No document establishes that deliverables.xlsx is contractually incorporated, has precedence, or varies the agreement.

Important missing references / control gaps

- amendment.pdf refers to an effective date “below”, but that date is not visible in the uploaded summary.
- No clause numbers, page numbers, signature blocks or execution details are available in the uploaded summaries.
- No revision/date/approval metadata is available for deliverables.xlsx.
- No referenced SLA, statement of work, acceptance procedure, KPI schedule, report template, audit scope, or sign-off matrix is included in the uploaded evidence.

Relevant acceptance baseline extracted from the document set

From agreement.docx:

- Ongoing maintenance services for a 12-month term, auto-renewing unless notice is given.
- Supplier obligations include:
 - Monthly maintenance report
 - Quarterly system health review
 - Annual security audit
- Support requests to be acknowledged within 4 business hours.

From amendment.pdf:

- Payment terms revised from 30 to 45 days.
- Liability cap increased from \$50,000 to \$75,000.
- Termination notice revised from 60 to 90 days.
- No acceptance criteria changes are evidenced.
- Timing of those revised terms cannot be confirmed from the uploaded summary because the amendment effective date is missing.

From deliverables.xlsx:

- Maintenance report: monthly, owner Bright Path Consulting, "Delivered by the 5th working day".
- System health review: quarterly, owner Bright Path Consulting, "Includes performance benchmarking".
- Security audit: annual, owner Bright Path Consulting, "Third-party penetration test included".
- Support response: ongoing, owner Bright Path Consulting, "Target: acknowledge within 2 business hours".

EXECUTIVE SUMMARY

Total material findings: 8

- HIGH: 4
- MEDIUM: 3
- LOW: 1

Overall, the document set defines recurring service outputs but does **not** adequately define how key deliverables will be judged complete and accepted. The only explicit document hierarchy is that amendment.pdf amends agreement.docx; the contractual status of deliverables.xlsx is **not established**. As a result, the acceptance baseline is materially incomplete.

HIGH findings

- ACC-001: Conflicting support response threshold: agreement.docx requires acknowledgement within **4 business hours**, while deliverables.xlsx sets a **2 business hour target**.
- ACC-002: Monthly maintenance report has delivery frequency/timing but no objective acceptance criteria, required content, review process or approver.
- ACC-003: Quarterly system health review requires "performance benchmarking", but no baseline, metric set, threshold or acceptance method is defined.
- ACC-004: Annual security audit / penetration test is required, but no scope, methodology, severity threshold, remediation closure standard or acceptance authority is defined.

In practical terms, the current evidence supports that deliverables exist, but not how acceptance will actually be determined in an objective, testable and administrable way.

DETAILED REGISTER

ID	RISK	STATUS / TYPE	REQUIREMENT OR ISSUE	SOURCE REFERENCE(S)	FINDING	PRACTICAL IMPACT	RECOMMENDED ACTION	WHEN
ACC-001	HIGH	CONFLICTING	Support request acknowledgement threshold	agreement.docx - Response time: "acknowledge all support requests within 4 business hours"; deliverables.xlsx - Support response: "Target: acknowledge within 2 business hours"	The documents state different response thresholds, and no precedence or incorporation wording establishes which one governs.	Service level compliance may be disputed; staffing, performance reporting and any acceptance of service responsiveness become unclear.	Issue a signed clarification/addendum confirming the contractual response threshold and whether deliverables.xlsx is incorporated.	IMMEDIATE
ACC-002	HIGH	MISSING	Acceptance criteria for the monthly maintenance report	agreement.docx - Deliverables: "Monthly maintenance report"; deliverables.xlsx - Maintenance report: monthly, "Delivered by the 5th working day"	Timing/frequency is partly defined, but no required content, format, quality standard, review period, acceptance/rejection process or approver is stated.	Supplier can submit a report and claim completion without an objective basis for Client acceptance or rejection.	Agree and control a report template plus acceptance criteria, review period, rejection/rework process and approving party.	BEFORE ACCEPTANCE
ACC-003	HIGH	MISSING	Acceptance criteria for the quarterly system health review	agreement.docx - Deliverables: "quarterly system health review"; deliverables.xlsx - "Includes performance benchmarking"	"Performance benchmarking" is not tied to any defined baseline, KPI set, comparison method, threshold, reporting period or pass/fail measure.	The review may be descriptive only, making acceptance subjective and reducing its value as a contractual deliverable.	Define benchmark source, KPI set, measurement period, pass/fail thresholds, report content and approver.	BEFORE ACCEPTANCE
ACC-004	HIGH	MISSING	Acceptance criteria for the annual security audit /	agreement.docx - Deliverables: "an annual	No scope, environment, testing standard, severity	High risk of dispute over whether the audit is	Issue a defined security audit/penetration test	BEFORE PROCUREMENT

			penetration test	security audit"; deliverables.xlsx - Security audit: "Third-party penetration test included"	classification, remediation obligation, retest requirement, closure threshold or acceptance authority is evidenced. deliverables.xlsx adds a substantive testing element, but its contractual status is not established.	sufficient for acceptance; possible technical and security exposure if serious findings remain unresolved.	scope and acceptance schedule covering methodology, scope, severity matrix, remediation and retest/ closure requirements, and approval authority.	
ACC-005	MEDIUM	CANNOT VERIFY	Effective date of Amendment 1	amendment.pdf - "effective from the date below" (date not visible in uploaded summary); revised payment, liability and termination terms	The amendment is clearly intended to vary the agreement, but the effective date cannot be verified from the available evidence.	Uncertainty remains over when the revised terms displaced the originals, weakening baseline traceability.	Obtain the fully executed, dated amendment and update the controlled contract register.	IMMEDIATE
ACC-006	MEDIUM	MISSING	Acceptance witness / approval responsibility and sign-off process	agreement.docx - deliverables list; deliverables.xlsx - deliverable rows and owner entries	No document identifies who reviews, witnesses, approves, conditionally accepts or rejects deliverables, or the time allowed for that decision.	Completion may rely on informal practice or silence, causing disputes, delayed closure and inconsistent administration.	Define the reviewing/ approving party, turnaround times, deemed acceptance position (if any), and rejection/rework workflow.	BEFORE ACCEPTANCE
ACC-007	MEDIUM	MISSING	Verification method for service levels and delivery timing	agreement.docx - "4 business hours"; deliverables.xlsx - "2 business hours" target and "5th working day" note	No measurement protocol is evidenced: "business hours" and "working day" are undefined; no source system, timestamp rule, holiday calendar or evidence pack is specified.	Even if thresholds are agreed, compliance may remain unprovable or inconsistently measured.	Add an SLA measurement protocol defining calendars, timestamp sources, clock rules and compliance evidence.	BEFORE MOBILISATION
ACC-008	LOW	CANNOT VERIFY	Document control and authority for deliverables.xlsx	deliverables.xlsx - workbook rows only; no visible revision/date/ approval/incorporation statement in uploaded summary	The workbook contains substantive operational detail, but its revision status and authority are not evidenced.	Traceability is weakened and later disputes are harder to resolve, though this is curable through document control.	Issue a controlled deliverables schedule or formally incorporate the workbook by reference.	IMMEDIATE

MISSING INFORMATION

Related Finding(s)	Item	Why Needed
ACC-001, ACC-008	Executed contract document list / precedence clause / formal incorporation wording for deliverables.xlsx	To confirm whether workbook content is contractually binding and which response threshold governs
ACC-005	Fully executed and dated copy of amendment.pdf	To verify the effective date of revised payment, liability and termination terms
ACC-002	Maintenance report template, required contents, acceptance workflow or SLA schedule	To establish objective completion and acceptance criteria
ACC-003	Benchmark definition, KPI schedule, baseline data source and threshold set for system health reviews	To convert "performance benchmarking" into a testable acceptance requirement
ACC-004	Security audit / penetration test scope, methodology, severity matrix, remediation closure criteria and approver	To determine when the annual audit is complete and acceptable
ACC-006	Sign-off matrix / RACI / approval workflow	To identify the party authorised to accept or reject each deliverable
ACC-007	Measurement method for support response and reporting deadlines, including business-hours and working-day definitions	To make service compliance objectively verifiable
All findings	Full clause/page-level copies of the uploaded documents	To improve traceability beyond summary-level references

PRIORITISED ACTION REGISTER

PRIORITY	WHEN	RELATED FINDING(S)	ACTION	OWNER / PARTY TO CONFIRM
1	IMMEDIATE	ACC-001, ACC-005, ACC-008	Confirm the authoritative contract set: obtain the dated executed amendment, confirm whether deliverables.xlsx is incorporated, and issue a precedence/ clarification note.	Acme Co / Bright Path Consulting
2	BEFORE MOBILISATION	ACC-001, ACC-007	Finalise the support SLA measurement	Acme Co / Bright Path Consulting

			basis, including the single response threshold, business-hours definition, timestamp source and compliance evidence.	
3	BEFORE ACCEPTANCE	ACC-002, ACC-003, ACC-006	Create controlled acceptance criteria, templates and sign-off workflow for the monthly report and quarterly system health review.	Acme Co / Bright Path Consulting
4	BEFORE PROCUREMENT	ACC-004	Define the annual security audit / penetration test scope, method, severity thresholds, remediation/retest requirements and acceptance authority before any third-party engagement.	Acme Co / Bright Path Consulting

FINAL ASSESSMENT

For the purpose of **Acceptance Criteria Checker**, the document set is **not yet acceptance-ready**.

The evidence clearly shows that recurring services and deliverables are intended under agreement.docx, and that amendment.pdf formally changes certain commercial terms. However, the documents do **not** adequately define how core deliverables will be assessed for completion and acceptance. This is most acute for the monthly report, quarterly health review and annual security audit, all of which lack objective pass/fail criteria, review workflow and approval responsibility. In addition, the support response threshold is directly conflicted across documents, and the contractual authority of deliverables.xlsx is not established.

Accordingly, the acceptance baseline is materially incomplete and should be regularised before reliance is placed on it for service administration, performance assessment or dispute resolution.



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