**Appendix C – Solution Questionnaire**

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| **Software Details** | | Tick as Appropriate |
| 1 | Will the source code of customizations, if any, be provided upon purchase and implementation of the software? | **Yes No** |
|  |  |  |
| 2 | How long has the proposed software version been available for use? |  |
|  | a. 1-3 years |  |
|  | b. 3-5 years |  |
|  | c. Above 5 years (Please Specify) |  |
| 3 | How often are upgrades required for your product?  a. 1-3 years  b. 3-5 years  c. Above 5 years (Please Specify) |  |
| 4 | Do you provide support documentation with your solution? | **Yes No** |
| 5 | Is the software provided with:  a. On-line help facility  b. Context-sensitive help facility | **Yes No** |
|  |
| 6 | Is the software provided with a complete set of user documentation?  a. Electronic  b. Hard copy | **Yes No** |
| 7 | Is the software provided with a complete set of system documentation?  a. Electronic  b. Hard copy | **Yes No** |
| 8 | What development tools are provided with the software (Please Specify) |  |
| **Basic Vendor/Supplier Details** | | |
| 9 | Does your company provide training for users: | **Yes No** |
|  | a. At the implementation stage |  |
|  | b. With each successive upgrade |  |
|  |  |  |
| 10 | Do you provide consultancy services in the areas of: | **Yes No** |
|  | a. Development |  |
|  | b. Capacity Planning |  |
|  | c. Deployment |  |
|  | d. Data Conversion |  |
|  | e. Configuration Management |  |
|  | f. Change Management |  |
|  | g. Training |  |
|  |  |  |