**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 yearsb. 3-5 yearsc. 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 facilityb. Context-sensitive help facility | **Yes No**[ ]  [ ] [ ]  [ ]  |
|  |
| 6 | Is the software provided with a complete set of user documentation?a. Electronicb. Hard copy | **Yes No**[ ]  [ ] [ ]  [ ]  |
| 7 | Is the software provided with a complete set of system documentation?a. Electronicb. 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 | [ ]  [ ]  |
|  |  |  |