



## Site Visit Questionnaire for Vendors

This deliverable documents questions to ask a vendor so that more detailed information may be obtained about the vendor, vendor organization, and packaged software. Use during the conduct of vendor site visits.

<b>I. IPT Name:</b>		
<b>II. Deliverable Name:</b>	Site Visit Questionnaire for Vendors	<b>Date Completed:</b>
<b>III. Contact Information</b>		
	Name	Channel Unit
IPT Sponsor		
Channel Task Manager		
CIO Task Manager		
Contractor Task Manager		
<b>IV. Task Order Number:</b>		

### Follow-up Questions from Vendor Demonstrations

*List specific questions related to tool functionality and theory driving tool operation.*

#### Customer Support

What are your hours of operation?

How many personnel make up your customer support group?

Are representatives assigned to individual accounts?

How familiar are your customer support personnel with the industries in which your customers operate?

Do you offer on-site support?

Do you have user group meetings? If so, how often?

Do you have any customer support groups that focus on cultural issues resulting from packaged software implementation?

What type of documentation do you produce to support the use of your packaged software?

How do reported "bugs" affect the evolution of your packaged software?



## **Training Facilities**

Do you have any training centers?  
What type of on-site training do you offer?  
What other methods of training do you use?  
What are the costs of your various training opportunities?

## **Vendor Customers**

What is your current customer base in terms of numbers and industries?  
What kind of information exists from your customers on specific improvements in on-time performance?

## **Executive Team Competence**

What background and experience do the members of executive management possess?  
What background and experience do your developers possess?

## **Vision and Direction in Relation to Business Needs**

How do you decide on packaged software enhancements?  
Do your customers have any input to influence the future development of your packaged software?  
What are your primary company goals over the next five years?  
What are your primary goals for the evolution of your packaged software over the next five years?