



Division of Information Technology & Services
Vendor Questionnaire

All information provided shall be considered confidential.

Firm Name:

Product or Service:

Person completing this questionnaire and title:

Thank you in advance for taking the time to complete this questionnaire. Your answers will be an important factor in our decision process regarding your product or service. Please complete the questionnaire as fully as possible. Indicate questions that are not relevant with "N.A."

Security

1. Does the software support encrypted versions of all network protocols that it uses, such as sftp, ssh, https, etc?
2. Does the software allow us to use secure ldap to perform authentication of our users (applicable to applications hosted both within and outside of Loyola)?
3. What is the preferred method of remote access for maintenance?

If VPN, are there any specific firewall requirements?

4. What ports will you need to open in our firewall for maintenance?
5. What is your process for approving security patches to your operating system, both those directly impacting your application and those impacting underlying components, such as Windows or Oracle patches?
6. What is the average turnaround time between a patch being released and your application certifying compatibility with the patch (for instance, how many days after Microsoft releases a patch does it take before we can install the patch without violating our warranty / support agreement)?

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Environment

1. What are the disk space requirements of the application?
2. What is the minimal network speed requirement?
3. What are the minimum hardware requirements?
4. Does the application require its own server or can it exist with other applications on the same server or with a virtual server?
5. What operating system and service pack does the application require/support?
6. What major operating systems will it not run on?
7. Is there a recommended or preferred platform and configuration?
8. What percentage of customers use each supported operating system and database?
9. Are there plans to discontinue support for any platforms?
10. What platform do the developers use?
11. How scalable is this application on the various platforms it runs on
12. What language is the product written in?
13. Do you provide the source code?
14. What technical skills are required to support this application post-deployment?



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Database

1. What type of databases does your application use, if any?
2. Does the product require its own database instance or can it exist in a schema environment?
3. Do you offer any data conversion programs for data from other systems?
4. Do you provide any interfaces between this product and other products on the market?
5. What version of RDBMS?
6. Do you provide entity relationship diagrams for you database, and if so, what is the cost?



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These questions pertain to Hosted solutions

1. What are your disaster recovery and business continuity plans for this application?
2. What are the RTO and RPO objectives for this application?
3. Do you provide clients access to their data?
4. Do you provide periodic data backup extracts?
5. Do you have procedures for delivering data to clients in the event of a termination of the contract?



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Pricing

1. What is the cost of this software (including maintenance), and what are the terms and conditions of usage (such as an increase in maintenance fees or the addition of more users or customers)?
2. Are product upgrades/new releases included in maintenance/licensing fees?
3. Are there additional licensing fees or charges to set up and maintain test and staging environments?

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Implementation

1. What are the major human inputs to the implementation process?
2. What are the major technology components of the implementation process?
3. What support from IT will this application require after implementation?
4. What is the appropriate mix of skills for the project team during the different phases of implementation?
5. What packaged capabilities do you offer to speed implementation?
6. What in-house professional services do you provide?
 - Do you provide them?
 - What services are included?
 - What purchases are required?
 - Do you recommend any third party providers?
7. Which professional-service organizations have experience deploying this application in our industry and geography?
8. What resources will we need to upgrade to the next few versions in terms of hardware, software (including operating systems), technical personnel, and time?

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Support

1. What levels of support do you offer, what are the target response times, and what are the associated fees?
2. What is the level of expertise and role of the support personnel who answer the initial call for service?
3. What is the average response time to product questions and production problems?
4. Do you offer both technical and functional support?
5. Is there an additional cost for on-site support?
6. What are the background and training of your customer service and support personnel?
7. What customer networking facilities are available to facilitate the exchange of best practices (for example, user group meetings)?



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Training

1. What documentation is provided for the product, and what is its cost?
2. What skills or experience do most users of this application have, and what training is recommended?
3. What types of training are available?
4. Is there any on-demand training via the product?
5. Do other companies provide training for your product?



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Product Enhancements

1. Are upgrades to the product released for all supported platforms at the same time?
2. How are customers notified of product upgrades and/or new releases?
3. Are upgrades rolled out sequentially or in a consolidated package?
4. How is it determined what new functionality is added to the product?
5. Are there user groups for this product?
6. Does the user group make recommendations for product enhancements? Do you implement them?
7. How often are new versions released?
8. What implementation support do you provide for upgrades and new releases?
9. What support will you require from Loyola ITS to implement upgrades and new releases?

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Visibility, Market Commitment, and Company Viability

1. What are your sales for this product line relative to other product lines (both revenue and percentage of revenue), and what are your expectations for future sales success?
2. What are the major categories of company (for example, by size, industry or geography) that are using this application?
3. What distribution partners do you have for this application?
4. What products do you considered your main competitors in this market?
5. How much incremental development effort are you putting into this application?
6. To what products does your company current provide, and what do you plan for the future.
7. How long has your company been in business?
8. How many employees do you have?
9. How many developers?
10. How many customer support staff?
11. What is the history of the product we are evaluating (when was it first released? Was it purchased from another company?
12. Do you still employ the original developers?
13. Do you provide source code to clients in the event your company discontinues the product or its operation as a business entity?



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Client References

Please feel free to provide