

Appendix 6 – Solution Questionnaires

Bidder Profile

Software Vendor Profile

General	
Company Name	
Holding Company or Parent Company (if any)	
Company local address	
Phone	
Please provide details of ownership: private/public; ultimate parent; major shareholders. Any significant changes in ownership in the last two years?	
Years in business	
Account Representative	
Phone	
Financial Background	
Annual Revenue	
Annual Net Income	
Please provide a brief history of sales figures during the past five years.	
Please attach most recently available annual report, and audited balance sheets and income statements for previous three years.	
Certifications	
Please provide details of any quality process certifications (e.g. SEI CMM etc.)	
Any other certifications, please specify	
Staff	
Total number of employees	
<p>Please provide a break-up of the number of employees by function, e.g. Sales/marketing</p> <ul style="list-style-type: none"> • Administrative staff • Research & Development • Implementation staff • Technical Support staff • Other 	

Number of installations within Africa of the offered software solution	
General Product Information	
System name	
Date of launch	
Date when first client went live	
Current version and release date	
OS platform required to port the software and its version (it should be latest version)	
Number of <ul style="list-style-type: none"> • Clients using this software in Central Banks • Clients using this software in Other Banks 	
Largest customer for this product by <ul style="list-style-type: none"> • number of customers • transaction volume • number of branches 	
If there are any other features that will be useful in evaluating the product(s) / solution, please state them	
What major enhancements are planned?	
Describe any limitations on the use of the proposed products.	
What is the road map of your product for the next 3 to 5 years? Please discuss in detail. Use additional sheets if required.	
How many releases of your product have been produced during the last five years?	
What is the next scheduled major release of your software?	
How often are new versions released?	
Indicate contractual agreements, which would be applicable, if your proposal is ultimately accepted. Sample copies should be attached. Software purchase () Software license () Software maintenance IAMC * () * Indicate clearly if up gradation to new versions is a part of AMC?	
Has there been a major rewrite of the proposed systems since the original?	
The more the information the Bidder is able to provide the more it will assist us in making the appropriate package selection. The items below would be beneficial in completing the evaluation process.	Yes No

Please designate which of the following you have included.	Contract	()	()
	Sample Print outs	()	()
	Sample Scanned report	()	()
	Sample screens	()	()

Support Questionnaire

Please describe the problem reporting and resolution mechanism that would be used if BSS's identifies a problem with the package. Does the Bidder have dial-up capability into the BSS's system to correct application program bugs?

Availability: Hours/day (specify time) - Does this include weekends?

Specify service outside the normal office hours and at weekends. Also specify if the number to be dialed.

What is the maximum response time?

Specify service outside the normal office hours and at weekends.

What is the maximum response time?

How many releases of your product are currently supported? Please identify

Do you provide support for system customization?

What is the change management policy?

Please discuss your policy regarding releasing future application software versions to users who have modified software (modified either for implementation at BSS's by implementer or a 3rd party). In case modifications/customizations are carried-out by yourself for BSS's, please indicate your policy regarding supporting these modifications/customizations in subsequent versions/enhancements.

What facilities do you have for clients to test sample data while reviewing the product? What kind of benchmark performance testing are available? What are the procedures?

Is web-based support available? What features are supported?

Bidder Supplied Training

What amount of training is included with the acquisition of the proposed systems, in terms of number of people, type of course/agenda and number of man-days?

Describe all pertinent Bidder supplied training courses in an Appendix. For each course, include the following information:

Cost of course in the commercial section

Location

Duration

Frequency of offering

Prerequisites

General description

Documentation

Please list the availability of various documentation provided with your product(s)?

- User manuals
- System Administration manual
- Security
- System manuals - Architectures, Entity-Relationship diagrams, Source code

etc.

- On-line Help

How many copies of related software user documentation are provided with the software purchase?

How many copies of related software technical documentation are provided with the software purchase?

Can additional copies be made by BSS's in-house or must additional manuals be purchased?

- a) Is documentation provided in loose-leaf format for ease of updating?
- b) Are documentation updates available in an electronic form? If yes, please provide details.

Does the Bidder provide documentation updates to correspond with each software release?

On what fee basis are additional documentation updates provided? Provide these details in the commercial section.

Does the Bidder provide for downloading documents or white papers from its website?

Note: All costs should be for door delivery inclusive of all related taxes/levies payable, e.g. customs, excise, transportation, insurance, etc.

Implementation Approach

Describe the phases of application installation. What are the average timeframes for each phase for clients similar to BSS's?

Describe how the software will be installed initially. Who will be responsible?

How will the databases be sized and populated? Who will be responsible?

Describe how data conversion is handled. What utilities are available? What assistance will you provide?

What additional technical support will be provided during implementation?

How many and what types of employees will typically be required at the client to implement the software?

What implementation services do you provide?