

Vendor Assessment Questionnaire for Software Suppliers

A **vendor assessment questionnaire** for software suppliers is a crucial tool to evaluate the reliability, security, and compliance of potential vendors. It helps organizations gather detailed information about software capabilities, risk management practices, and support services. Using this questionnaire ensures informed decision-making and fosters stronger vendor relationships.

Vendor Information

- Company Name:
- Contact Person:
- Address:
- Email:
- Phone:
- Website:

General Company Details

1. How long has your company been in business?
2. Please describe your core business areas.
3. List notable current or past clients.
4. Have you provided similar software to other organizations in our sector?

Software Solution Details

1. Please provide a brief description of the software solution.
2. Is the software cloud-based, on-premises, or hybrid?
3. What operating systems and platforms are supported?
4. How frequently is the software updated?
5. Describe the process for handling software bugs and vulnerabilities.

Security and Compliance

1. What security standards and certifications does your company adhere to (e.g., ISO 27001, SOC 2)?
2. How is customer data protected, encrypted, and stored?
3. Do you conduct regular security audits or assessments?
4. How do you comply with relevant data protection regulations (e.g., GDPR, CCPA)?
5. Describe your incident response process in case of data breach.

Risk Management

1. Do you have a documented business continuity and disaster recovery plan?
2. How are third-party risks managed within your organization?
3. Describe your software patch management policy.

Support and Maintenance

1. What are your service-level agreements (SLAs) for support?
2. Describe the available support channels (email, phone, portal, etc.).
3. What is your typical response and resolution time for critical issues?
4. Are software upgrades and maintenance included in the contract?

References and Additional Information

1. Can you provide customer references upon request?
2. Please include any additional information or documentation relevant to your software and services.

End of Questionnaire