

Attachment Two

Questions to ask to gain a better understanding of vendor standing:

1. How long has the vendor been in business?
2. What additional health care-related products does the vendor sell?
3. How many employees does the vendor have?
4. How many sales and support staff are dedicated to your geographic region?
5. How long has the vendor offered this product?
6. How many live sites does the vendor have?
7. Does the vendor provide demonstrations of the practice management system and offer sample reports for review (or is there a fully interactive sample software to download)?
8. What is the vendor's ranking with health information technology review organizations, such as KLAS (www.klasresearch.com)?
9. Is the vendor currently involved in any litigation with a customer?
10. Has the vendor previously been involved in any litigation with a customer?
11. What percentage of the vendor's physician practice customers are from the same or similar medical specialty?