



# VendorVision™ Worksheet

"The Insider's Guide to Negotiating Software Deals"

Mitigo Partners, Inc.

San Diego – (760) 431-5304



## VendorVision™ Worksheet

"The Insider's Guide to Negotiating Software Deals"

This free worksheet outlines the 50+ pricing and business terms that are explored in detail and fully integrated in the **VendorVision™** product. Like most **VendorVision™** users who are experienced IT and sourcing executives, you are likely negotiating the majority or all of these items today, but will appreciate:

- using vendor perspective to improve savings and business terms
- having advanced resources for everyone involved in software negotiations
- receiving continual enhancements and having access to a pool of best practices

Here's what some of Mitigo Partners' customers are saying about the product:

*"VendorVision™ is a good resource for software negotiations while VendorVault™ gives us the financial and strategic data we need without having to do the research."*

*Tom Nimblett – Director of IT Procurement, Lowe's Companies*

*"Having real-time access to vendor specific insight and consolidated supplier data is unique. We find it very valuable."*

*Sue Carmody – Director of Strategic Sourcing and Alliances, CVS Corporation*

*"VendorVision™ is a practical tool and a solid training component for our entire procurement team."*

*John Brown – Manager of Procurement, Mitsubishi Motors North America*

The **VendorVision™** set of tools is continually updated based on changes in the software industry, feedback and content from Global 2000 customers and professionals with domain expertise. Please call Mitigo Partners to review the content that goes with this worksheet and to learn more about vendor specific offerings: (760) 431-5304.



## SOFTWARE LICENSE ISSUES

		VENDOR STARTING POSITION VendorVision™	NEGOTIATED FINAL POSITION	BUYER TARGET POSITION	BUYER STARTING POSITION VendorVision™	BENCHMARK POSITION
Pilot Software						
License Price						
License Model						
License Term						
License Conversion						
Non-Production Licenses						
License Fees for Non-Corporate Use						
Additional Licenses Beyond Initial Purchase						
Embedded Software						
Open Source Software						
Software Acceptance						
License Payment Terms						

## SUPPORT & MAINTENANCE ISSUES



Vendor Vision™ Content	VENDOR STARTING POSITION	NEGOTIATED FINAL POSITION	BUYER TARGET POSITION	BUYER STARTING POSITION	BENCHMARK POSITION
	VendorVision™				VendorVision™

Support & Maintenance Price, 1st Year					
Support & Maintenance Price, 2nd, 3rd & 4th Years					
Support & Maintenance Price, 5th Year & Beyond					
Support & Maintenance for ASP Models					
Support & Maintenance Validity Period					
Software Upgrades Included with S&M Agreement					
Support on Superseded Versions					
Support Phone Hours					
Help Desk Response Time					
Time to Repair without Incurring a Penalty					
Penalty for Overruns on Repair Times					
Support & Maintenance Payment Terms					

## TRAINING & PROFESSIONAL SERVICES ISSUES



Vendor Vision™ Content	VENDOR STARTING POSITION	NEGOTIATED FINAL POSITION	BUYER TARGET POSITION	BUYER STARTING POSITION	BENCHMARK POSITION
	VendorVision™				VendorVision™

Training Cost, Initial					
Training Cost, Additional					
Time & Materials (T&M) Professional Services Rates					
T&M Professional Services Rate Adjustment					
Fixed Bid Implementation Services					
Access to Functionality Created from Services					
Travel & Expenses					
Training & Services Payment Terms					



## GENERAL ISSUES

Vendor Vision™ Content	VENDOR STARTING POSITION VendorVision™	NEGOTIATED FINAL POSITION	BUYER TARGET POSITION	BUYER STARTING POSITION VendorVision™	BENCHMARK POSITION
Warranty					
Documentation of Offerings					
Source Code & Escrow					
Limitation of Liability					
Indemnity					
Software License Compliance Audits					
Auditing the Software Vendor					
Assignment					
Term & Termination					
Participation in Reference Activities					
Sarbanes-Oxley (SOX) & Revenue Recognition					

## SOFTWARE AS A SERVICE (SaaS)



Vendor Vision™ Content	VENDOR STARTING POSITION	NEGOTIATED FINAL POSITION	BUYER TARGET POSITION	BUYER STARTING POSITION	BENCHMARK POSITION
	VendorVision™				VendorVision™

SaaS Introduction					
SaaS Evaluation Period					
SaaS Pricing Model					
SaaS License Term					
SaaS Term & Discounts					
SaaS Set-up Costs					
SaaS Training Costs					
SaaS Configuration Costs					
SaaS Data Considerations					
SaaS Support & Maintenance					
SaaS Service Level Agreement (SLAs)					