



CHECKLIST:
**SELECTING A
SOFTWARE
TESTING
PARTNER**



VENDOR QUESTIONS

PROPOSAL ASSESSMENT

- How will the vendor deliver on the scope of work?
- What is the timeline for delivery?
- What are the resource requirements from both sides?
 - What infrastructure will the vendor provide?
- Does the vendor provide ownership of the test assets (e.g. test scripts, test cases, etc.)?

COMPANY BACKGROUND & EXPERIENCE

- How many years has the vendor been in business?
- How many projects has the vendor completed?
- What are the vendor's core specialties?
- What is the vendor's ability to consult or offer recommendations on best practices? Request examples (e.g. QA process set up, tool implementation, etc.)
- What client references does the vendor have for similar projects. Include:
 - Company
 - Scope of Project
 - Timeline
 - Budget
- Is there an online source for client reviews from an independent third-party? If so, request examples.

ENGAGEMENT MODEL

- What is the process for adjusting the scope or team size partway through the engagement?
- What type of commitments does the vendor require in terms of hours, resources, or term length?

- What is the typical communication process or flow?
- What types of reports are provided? Request examples.

TEAM STRUCTURE

- Are teams professionally trained staff or crowd-sourced?
- Will the vendor use any temporary employees or contractors?
- Are the teams dedicated?
 - What is the annual attrition rate?
- What is the vendor's process for vetting testing team staff? (e.g. background checks, drug tests)
- Who will be leading/overseeing these teams and what is their experience?
- Where is the vendor's testing team located?
 - Onshore or offshore?
 - What is the time zone alignment with the testing team?

PRICING & COST MODEL

- What is the bid on the scope provided?
- What is your pricing model?
- How does adjusting the scope or team size partway through the engagement affect cost?
- If the work is completed in a lesser timeframe than is bid, is the full payment still required?
- Is there anything else that would affect the cost of the engagement?

WHAT THINGS TO LOOK FOR

- Significant history in the software testing business (typically 15+ years is ideal) and demonstration of thought leadership or domain knowledge in the area of testing needed
- Software testing is at the core of the business (or ideally is the exclusive focus of the business)

- Strong references for similar projects, successful outcomes that show breadth of knowledge and thought leadership, and highly positive online client reviews from independent third-party sources
- Highly responsive to questions asked
- Ability to explain what tools should be used and why
- Easy alignment with internal teams
 - Time zone alignment
 - Strong communication practices
 - Ability to use internal tools / systems / languages
 - Flexibility on adjusting team size or scope throughout the effort as needed (ideally no term commitments or commitment to certain number of hours / resources / timeframe)
 - How internal teams feel the vendor would fit based on communications / interactions over email and call
- Quality control
 - Commitment to project deliverables rather than merely to supply staff (managed service vs staff augmentation)
 - Management and leadership of vendor's testing staff provided by vendor
 - The vendor's test team should ideally be full-time, professionally-trained QA staff that are dedicated
 - The vendor's team should be led or managed by people who are highly experienced, can offer thought leadership, and have domain knowledge of the testing space
 - The vendor should have a comprehensive process to vet and train its staff
 - Reporting samples should be provided and should be easy to understand and thorough
 - Low attrition rate
 - Quality guarantees are ideal

- Easy to onboard
 - After initial onboarding, vendor should handle cross-training or training of additional support staff as needed
 - Management of testing team and monitoring of testing team performance should be handled by the vendor
 - Vendor should handle provision of any physical devices or infrastructure used in testing or should be able to assist in setting up any necessary cloud infrastructure (e.g. AWS instance)
- Cost model
 - Should be straight-forward
 - Should be easy to adjust
 - Should not have change fees or require payment for unworked hours
- Miscellaneous
 - Ownership of all test assets (e.g. automation scripts, test cases) should be turned over by vendor

FOR MORE INFORMATION

Visit www.QualityLogic.com, call 208-423-7936, or email us at info@qualitylogic.com