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 straightforward
- 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