



# EFFECTIVE AGENCY EVALUATION

## ? QUESTIONS

Use these questions to help get the right fit provider for your project

### Basic Information

- When can the agency start?
- What time zones do they cover?
- What industries do they primarily serve?

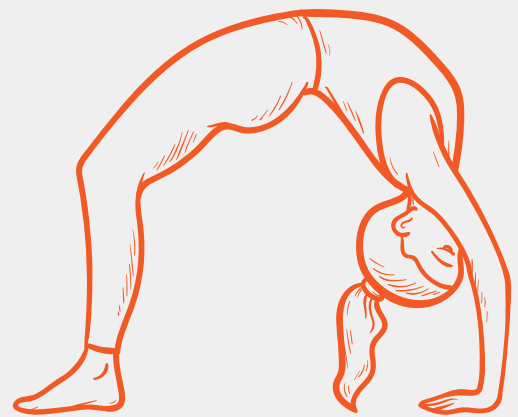


### Project Management

- Do they have a dedicated project management team, or are their projects managed directly by their consultants?
- How do they communicate project milestones and progress?
- What PM tools do they use?

### Flexibility

- Do they provide PTO coverage?
- Can they change up resourcing if priorities shift?



### Expertise and Delivery Practices



- Do they have the expertise required?
- Does the seniority of their staff match the needs of your project?
- Do they have a repeatable process or proprietary tool that adds speed or value?
- Do they subcontract any services?
- How do they provide documentation and wrap-up?

### Pricing

- What is their hourly rate?
- Do they provide fixed-fee quotes?
- Do they only work on retainer?
- How quickly are they able to provide a quote and a proposal?
- Do they work with low-cost offshore resources?
- Do they have minimums you will be required to meet?

