

RFI Evaluation Checklist

Company Background Information

Rate the company on each of these parameters on a scale of 10 (10 is the highest rating):

1. Focus on learning solutions
2. Relevance of vendor's experience to solution needs
3. Financial stability of the company
4. Revenue distribution across clients
5. Alignment of growth vision with your outsourcing needs
6. Recognition of vendor in the industry
7. Industry networks, partnerships, and alliances
8. Company's ability to innovate
9. Track record in the domain
10. Customer Retention

References

References provided by the vendor (Are they independently verifiable?)

- Reliability
- Relevance

From each reference, elicit information to rate on the following parameters:

- Nature of work done (alignment with your needs)
- Cost effectiveness
- Timeliness
- Output quality
- Project management practices
- Quality of service
- Flexibility
- Innovation
- Inclination to give repeat business

Resources

1. Quality of internal resources
2. Access to subject matter expertise
3. Dual-shore development capability
4. Resource scalability

5. Employee training and development practices
6. Alignment of organizational structure
7. Employee retention

Development Process Maturity

1. Customer engagement
2. Project communication
3. Requirements management
4. Project planning and monitoring
5. Instructional design
6. Risk management
7. Quality assurance
8. Implementation and support
9. Configuration management
10. Business continuity
11. Employee safety
12. Confidentiality and IPR security
13. Infrastructure management

Criterion	Weight
Company Background	30
References	30
Resources	15
Development Process Maturity	25