

**The Hubble Project**

**Tech supplier checklist**

March 2021

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|  | Digital Social Care |

# Supplier selection – Checklist

This checklist should be adapted to meet your requirements when selecting a tech supplier. Weighting of factors and issues will vary depending on your own priorities and requirements. For example, for small scale, one off projects, the long term relationship with the supplier may not be critical.

Limiting the number of suppliers engaged on any project can help to reduce your own project management requirements. However, this needs to be balanced with the need to bring in specialists. You may wish to have a lead supplier overseeing all sub-contactors - who may be appointed by the main supplier, or selected by you.

All suppliers must be able and willing to work collaboratively in order to understand and deliver to your requirements.

This checklist was developed as part of [The Hubble Project](http://www.digitalsocialcare.co.uk/hubble) to support care providers when introducing tech-enabled care.

## Delivery capability

* Can the supplier provide the complete range of services required for completing the project? Consider the following areas:
* Technical: software design, implementation and documentation
* Typical implementation time for this scale of project
* Project management experience
* Support
* Design creativity
* User experience and interface architecture
* Application hosting
* Can they produce evidence of good quality work?
* Do they have standards, for example, SSADM, CMMI, DSDM, ISO/IEC 15504 etc?
* Do they have the ability to execute within the project time-scales?
* Do you have the capability to interpret and sign off the design documents they will create?
* Can they test in an environment compatible to yours?
* Can they remotely access your networks to speed delivery (with appropriate security arrangements in place)?
* Are their environment and solutions secure?
* Will they go broke during the project/product lifecycle? This can be tested by checking whether they are willing to accept payment at the end of the project.
* Is there a clear agreement about the ownership of any deliverables and their intellectual property?
* Is an appropriate security agreement in place to protect yours and the supplier's interests (e.g non disclosure agreement)

## Supplier status

* How big is the company? Is it big enough to meet your needs, and/or small enough to ensure you are a key customer?
* Where are they based? Will proximity matter to the delivery and maintenance of the service that you need?
* Are any of the individuals critical to the business, and are they likely to stay?
* Are they financially sustainable for at least the lifetime of your project?

## Credibility

* Do they have a good reputation within the market? For example, have they written or spoken publicly about their services and wider technological developments in the care sector?
* Who do they list as clients or provide as referees? Are they credible?
* Who have they worked with before on similar projects? Talk to other clients.
* Are they connected to any industry bodies (eg the TSA)?
* Do they work in partnership with others, including specialist consultants or freelancers? Are they reliable and credible?

## Relationships

* Does another team within your organisation work with them already? What is their experience of working with them?
* Do they appear to understand your business, objectives and culture?
* Do you need to develop a long-term relationship with this supplier? If so, do they have the vision to innovate in the way you would like?
* How well will they handle schedule upsets, changes to requirements etc? This may be best judged in informal discussion and by checks with reference clients.
* How honest are they about problems they have faced and had to overcome?
* Are they suitably discrete about their other clients?
* Do you feel comfortable with them?
* Do they appear to communicate openly and freely internally?
* Do they offer sensible and appropriate advice on potential solutions?

### Resources

* Are there enough people to execute the work?
* Is it clear what dependence there is on key people? Would they be able to deal with the unexpected, for example, loss of a key person?
* Is there contingency in the resource planning?
* Are specific, named, resources allocated? For example is it clear who you will liaise with during the course of the project including:
* Account manager for day to day activities
* Functional consultant
* Technical consultant
* Training and ongoing customer support lead

## Processes

* What project management arrangements are in place? For example:
* A formal methodology, for example, PRINCE2
* Resource management within projects
* Project tracking and progress reporting procedures
* Change management and control processes
* Complains and problem escalation procedures
* Do they fit with your own project control procedures, or can they be modified to do so?

## Pricing

* Are their costs transparent and comprehensive?
* Consider daily rates, and how these may vary.
* Headline rates are not the whole story - consider ability to execute.
* Trade off fixed price against time and materials.
* Consider balance between cost, time and quality.

## Support

* What maintenance or back up support will be available during and after roll out? For example, will there be a help desk and if so, is this included in maintenance costs?
* Will the supplier train your team – and if so how? Esnure this is costedwill require during and after roll-out?
* What will the user help desk role be?
* Is there a standard SLA with various levels of service?

## Other

List any other factors, in relation to suppliers that are important for the success your project.