

# The Essential Outsourcing Vendor Checklist

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**Red Flag:** The contract feels like a cut-and-paste from any other program.

**Ask Yourself:** Will the vendor prioritize MY trial?

**Ask The Vendor:**

- How has this contract been adapted to fit the needs of my trial?
- How does my trial fit into your company's business and financial vision?



**Red Flag:** The company makeup feels onerous, with multiple layers of oversight and processes that benefit the vendor but not necessarily my program.

**Ask Yourself:** Will my assigned team have the flexibility and experience to adapt?

**Ask The Vendor:**

- What is the specific experience in this phase and therapeutic area of the people on my team?
- What is your protocol for assembling a crisis team if there are delays or challenges and we need timely intervention?



**Red Flag:** The bid feels inaccurate and is lower than I expected.

**Ask Yourself:** Does this bid include everything that will be necessary for my trial?

**Ask The Vendor:**

- What are common trial challenges or deviations you encounter, and how have you proactively accounted for them in this proposal?
- How frequently do you reconcile billing and what is your communication philosophy in regards to financial transparency?



**Red Flag:** Each bidding CRO is offering a similar approach.

**Ask Yourself:** Did I broaden my prospects enough to get a comprehensive look at my trial?

**Ask The Vendor:**

- What other services do you offer that would allow me to keep my entire program in one place?
- In your opinion, what is the most important component in a relationship between a sponsor and an outsourcing partner?
- Why have you won business? Why have you lost business?

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