

# 12 Questions About Communication and Documentation to Ask in an RFP

When evaluating an assessment solution vendor, you can gauge their readiness and ability to ensure a smooth transition by asking insightful questions about their collaboration style, including how they handle communication and documentation at different stages of the process. Here are several important questions to consider:

 <b>PLANNING</b>	 <b>IMPLEMENTATION</b>	 <b>LAUNCH AND POST-LAUNCH</b>
<p><b>1</b> What are the steps involved in transitioning from our current system to your assessment solution?</p> <p><b>2</b> What is your process for scoping out the implementation work required for a new client?</p> <p><b>3</b> What examples can you provide of previous successful transitions you have facilitated for similar clients?</p> <p><b>4</b> What kind of timeline do you expect for this project?</p> <p><b>5</b> How do you share task and project updates with stakeholders?</p>	<p><b>6</b> How will you assist with building and enacting a communication plan?</p> <p><b>7</b> How will your implementation team or point of contact be involved in providing assistance and support throughout the transition phase?</p> <p><b>8</b> What onboarding materials are available to help our team understand and adapt to your assessment solution?</p> <p><b>9</b> How do you handle potential issues or challenges that may arise during the transition?</p>	<p><b>10</b> What communication channels or tactics would you suggest we use to keep test-takers and the public informed about the transition?</p> <p><b>11</b> How do you handle feedback and requests for enhancements or modifications during and after the transition? Is there a formal process for submitting and tracking these requests?</p> <p><b>12</b> What training or technical support resources do you provide once the transition is complete?</p>

There are many more questions you can—and should—ask during the vetting and selection process, but these ones will help ensure effective communication and support for all your stakeholders, including test-takers.

To learn more, watch



**What Makes a Great RFP in Online Testing**

