

Choosing a Vendor: Questions to Ask

- How long have you been in business?
- How long have you been providing each of your marketed ediscovery services?
- How many salaried employees do you have on staff for each of the services lines?
- What types of experience do the employees have in each service area?
- What is the rate of turnover among permanent employees?
- How do you use contract employees? What roles do they play?
- What is the rate of turnover among contractors?
- Is your company financially stable?
- Can you provide references? Provide both law firm (professional) and corporate references.
- How does the vendor identify and handle potential conflicts of interest?
- What protections for client confidentiality are in place?
- What types of physical and cyber security efforts are employed?
- What policies and technologies are in place to protect systems and information?
- Does the vendor have a disaster recovery plan?
- What is the vendor's capacity to handle projects? What are the largest projects they can handle? What are the smallest projects they will accept? How fast can projects be started?
- What type of reporting is in place so that you will have sufficient information regarding your project?
- Will you be given a single point of contact to handle your concerns?
- Does the vendor have procedures and processes in place for quality assurance? What are they?
- What is the pricing model for each service offered?