

Key points to consider when sourcing providers for Innovative Solutions Support

Before you approach the provider:

1. What have you heard about the providers and the services that they provide? Do they have a website? Have you read testimonials/reviews?
2. What is the organisation's experience with providing the type of support you are requesting? Do they have the skills and knowledge you require?
3. Does the provider have an ABN number?

When discussing the support and quote with the provider:

4. Is the organisation willing to negotiate and be flexible to meet the needs of your specific service and intended outcomes of your project?
5. Do the proposed costs seem reasonable and in line with your expectation?
6. Are there other providers in the area who offer similar support to what is being requested? Consider contacting alternate providers. How do they compare in terms of quality offered and cost?

When you receive the quote:

7. Does the organisation provide an itemised list which outlines each cost, including an hourly rate, and each specific item of support being requested?
8. Does the financial quote support the information being requested in the Business Case and intended outcomes of your project?
9. Are all costs outlined in the quote necessary? Can any costs be reduced?
10. Before deciding on a preferred provider, consider the reasons why you are selecting a particular provider.

Please Note: Provide information in the Business Case on the providers considered. Outline the reason/s, relating to availability, cost and quality of service, the provider was selected for this Innovative Solutions Support project.