Vendor Questions

Proto Labs requests that each vendor provide a brief response to the questions below to help us understand your capabilities and fit with our organization's needs.

QUESTIONS FOR VENDORS

Questions	Vendor Response
Company Introduction	
What type of services do you provide? Protolabs is looking for Staff Augmentation to support the following areas (Software Development, Dev Ops, System Admin, Network Engineers, Quality Assurance and Automation)	
Company Size and locations with size per location	
How reliable are your internet services. Please provide your uptime for last 6 months	
What is your pricing model and rates per different roles (Software Development, Dev Ops, System Admin, Network Engineers, Quality Assurance and Automation)	
What is Service Focus and Portfolio of clients	
Please include Introduction slides for your company	
Staffing and Resources	
Briefly describe your vetting and hiring process	
What is the average length of tenure with the company	
What is the turnover rate within employees	
What is the average time to fill different roles (Software Development, Dev Ops, System Admin, Network Engineers, Quality Assurance and Automation)	
Is there a sustained bench vs. staffing through new hires. What is the percentage of your bench vs. active engaged staff	
Briefly describe your training and process to ensure continuous skilled employees are staffed	

Please describe minimum requirements for different levels within your roles	

Operations	
Briefly describe the communication model you establish with partner	
Briefly describe the level of experience within teams (# of senior vs. Junior)	
Briefly describe your engagement model and cadence	
List type of communication and development tools you use	
What is the Technology Stack Supported	
Time Zones supported	
Briefly describe your project management approach	
What internal supporting services you provide your engaged teams (ex. network support, desktop support)	
What is your core business/working hours?	

Compliance & Authentication	
What kind of security process you have around confidential information	
What type of compliance training you have for your employees	

Onboarding	
Briefly describe your onboarding process	
Briefly describe your equipment provisioning process	
Are employees remote or in office?	
Is there a minimum bandwidth requirement for all employees?	
What equipment is typically provisioned?	
What measures do you take to secure your equipment?	
Password policy	
Screen timeout setting	
If in office, describe security measures in place for the office?	
What security software do you install on all machines? (AV, EDR, SSO, MFA)	
Will employees need to print?	
If we were to provide desktop as a service, who would provide endpoint	

hardware (laptop/desktop) for connectivity?	