### PROVIDERS

# **Diligent Prequalification Platform**

Increase efficiency, gain consistency, reduce time-consuming duplication, and understand sponsor expectations in prequalification of Technical Service Providers

The Diligent Prequalification Platform is an innovative new model for Provider prequalification using standardized and centralized information to improve upon the prevalent redundant and dysfunctional model. Diligent was developed in response to Avoca Industry and Consortium research, which uncovered the need for higher quality, more efficient means of qualifying Technical Clinical Service Providers.

## Diligent Centralized RFIs Focus on 3 Core Attributes:

#### TRANSPARENCY

- Core/technical Avoca Quality Consortium (AQC) standards provided to participating Providers
- RFIs based on those standards that were developed with Provider review and input

#### CONSISTENCY

- A single Core RFI utilized for all Providers and peerreviewed by Sponsors/CROs
- Fit-for-purpose Technical RFIs specific to the service area offered by the Provider

### EFFICIENCY

- Reduced time spent on redundant RFI completion
- Opportunity to share completed RFI(s) across multiple Sponsor and CRO clients
- Greater amount of time available to focus on core, value-add activities



Diligent Prequalification is comprised of two elements: Centralized Requests for Information (cRFI) and Centralized Prequalification Audits (cPQA).

#### **CENTRALIZED RFIs**

Showcase your capabilities while enabling potential clients to receive RFI information rapidly and in a consistent format. Avoca is building a robust RFI repository across several clinical service areas including Labs, Medical Imaging, ePRO/COA, ECG and IRT, and is sharing this resource with its growing 60+ company Avoca Quality Consortium and the Pharma industry at large. Several companies have already submitted completed RFIs. A list of these companies is available from Avoca. All Providers submit Core RFI and Technical RFIs based on the services they offer.

#### CENTRALIZED PREQUALIFICATION AUDITS (cPQA)

Avoca research has indicated that Providers invest a significant amount of time and resources hosting prequalification audits. Diligent centralized audits bring consistency, efficiency, and high quality to prequalification audits, and reduces audit burden in two ways:

- 1. Diligent prequalification audits empower multiple Sponsors/CROs to share a single Provider audit.
- Avoca retains audit information for sharing with other Provider-approved Sponsors/CROs after the audit is complete.

All prequalification audits are based upon the Avoca Quality Consortium Core and Technical Standards, and performed by highly experienced, Diligent-trained auditors. These audits are not intended to replace the Sponsors'/CROs' due diligence and quality oversight of their Clinical Service Providers. The Diligent Centralized Prequalification Audits offer an opportunity to greatly reduce the audit burden in time, cost, and resources for both Sponsors/CROs and Providers alike.





THE DILIGENT PREQUALIFICATION PLATFORM combines Avoca's experience in standards and leading practices with a centralized repository and prequalification audit services and reports to offer a streamlined, single source for prequalification of technical service providers.



#### HOW DILIGENT WORKS: cRFI PROCESS

Providers complete the Core and Technical RFIs. Avoca available for support throughout completion.

Firms request RFI information. Providers review and approve those requests prior to release of the information. RFIs are stored in Avoca's secure information portal. Avoca provides participating Provider list to Industry.

Sponsors/CROs use the Diligent cRFI model to identify and learn about Provider capabilities. Providers focus energies on high-value activities.

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#### HOW DILIGENT WORKS: cPQA

Sponsor/CRO requests a Diligent prequalification audit of a Provider. Avoca solicits (blinded) for additional participation and cost sharing.

Audit report provided to Requestors. Audit information made available for purchase and reuse, with Provider approval at each request. Original Sponsor/CRO receives a credit for future audits. A Diligent certified auditor/SME is assigned. Audit is executed against AQC Standards.

Sponsors and Providers spend less time hosting audits and achieve more rapid award and onboarding.

Contact Avoca at 609-759-2856 or Danya.Burakoff@TheAvocaGroup.com for more information or to schedule a meeting to discuss how your company can participate in Diligent.

