



## 5 Critical Questions Companies **Aren't Asking** in Their RFPs

Finding a new — or first — relocation management company (RMC) is critically important. Your mobility program deserves a well-thought-out decision, as an under-performing RMC can set your program back and give you unnecessary headaches.

For many companies, sending out a request for proposal (RFP) to potential RMC partners is the way to go. RFPs pose a series of questions designed to fully evaluate an RMC's capabilities. The RFP process is meant to be thorough, allowing a company to make an educated decision.

But what should be asked in an RFP? What key questions are being neglected by many companies? We took a look at five questions that aren't getting asked in RFPs — but should be.

1

### **Tell us about your corporate culture, and how you engage your employees in the workplace?**

We all know how important corporate culture is. Employees are increasingly seeking out employers that don't just care about the bottom line, but put time into the social, emotional, and physical wellbeing of their workers.

So it would stand to reason that the corporate culture and values of your RMC matter as well. However, too often this question goes unasked in RFPs, or only gets touched on indirectly. Our advice: Ask it directly. How an RMC values its own employees can tell you a lot about how it will interact with you and your relocating employees.

2

### **How do you manage supplier performance and ensure that their costs are kept under control?**

While your new RMC will do a lot for you, they won't be acting alone. RMCs partner with suppliers to handle things such as household goods shipments and temporary housing accommodations. In fact, a big chunk of your program expenditures may actually be "passed through" the RMC to pay suppliers.

Asking your prospective RMC for specific details of how they manage their suppliers will go a long way toward determining your relocation price tag. And, remember, there are many elements in any supplier relationship that impact your program spend — not just the level of discount involved.

3

### Can you provide us with supplier references?

It's pretty common for a company to ask a prospective RMC for a list of client references. But how about asking for supplier references, too?

Client references go a long way, but they may not be telling the whole story. The RMC could be working smoothly with its clients, but may not be treating its supplier partners nearly as well. And issues with suppliers (e.g. not paying them on time, etc.) can lead to service disruptions, which in turn can lead to angry relocating employees. You want an RMC that works well with clients *and* suppliers, so your relocating employees get the level of service they deserve.

4

### Describe how you would resolve this: *[provide scenario]*. Indicate who would be involved, the timing of events, and the desired outcome.

Client (and supplier!) references are great, but they might not be as targeted as you'd like. Asking how an RMC would respond to a specific scenario that you define would provide you a resource that is much more problem-and-solution oriented.

So while those kind words from an HR manager on behalf of an RMC are useful, they might not address the questions – and challenges – you face (whether it's high move volume over a single weekend, a real estate deal gone awry, or something else). A scenario question tells you how an RMC thinks on its feet in the face of those challenges.

5

### Describe what you believe to be the future trends in XYZ market(s) and what actions you are planning to take to proactively address them.

Ah, the future. A far off, kind of scary place. But it's where we're all headed, and it will impact your mobility program. A lot of RFP questions look at the past (company history, financial performance year-over-year, etc.) or present (current client list, RMC staff size, etc.), yet the future can get ignored.

You'll want to work with an RMC that is forward-thinking and has a well-thought-out response to this question. Status quo only works for so long.

So there you have it – five critical questions that aren't being asked in RFPs. Utilizing these questions, along with those that are more common in RFPs, will ensure that your company gets the type of detailed responses it needs to select the right partner.

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Want to learn more about how to ease the stress of an RFP? Check out [4 Insider Secrets to Getting the RFP Responses You Want](#).