



## Top 10 RFP Questions to Ask a Potential RMC

- 1.** Why should we select your company to be our relocation management partner and how are you different from your competitors?
- 2.** Please provide a list of domestic U.S. and international services your organization can provide, and which services are performed by your company vs. suppliers.
- 3.** What are your client retention and employee satisfaction ratings for the past three years? Please describe how you measure the data, and what these statistics tell us about your company.
- 4.** How do you keep clients apprised of industry trends, issues, and specific program enhancements? How will you help us reduce program costs? Please provide examples of successful recommendations to clients.
- 5.** How do you select and evaluate the performance of suppliers, and how do you maintain DE&I parameters within your supplier networks?
- 6.** Describe how your technology and related systems support customer service, including portals and mobile applications, explaining the benefits to us?
- 7.** How does your company protect client and relocating employee data?
- 8.** Does your organization support Corporate Social Responsibility initiatives, and if so, please describe?
- 9.** Describe your company's DE&I efforts, as well as how you incent your employees to deliver excellent customer service.
- 10.** Describe ways in which your company is being innovative in services, tools, and technology, including the steps you took to address pandemic-influenced changes, both internally and externally.