

TOP 10 QUESTIONS TO ASK WHEN CONDUCTING A GLOBAL MOBILITY RFP/TENDER

When it comes to creating a mobility RFP/tender, a single, strategic question can often bring greater insight into a provider’s capabilities than 20 pages of questions. Incorporating inquiries designed to probe for alignment with your company’s needs can streamline your questionnaire and speed up your review times. Below, we provide our recommendations for the top 10 questions you can ask, to help you get started.

1. As a mobility provider, why is your company the best fit for our goals?



2. How many moves have you managed to and from (company-specific priority countries/cities) in the past two years?



3. Can you provide examples of the research and/or publications you have produced or contributed to in the past three years?



4. Would you demonstrate your experience with implementing a complex client program and describe the improvements resulting from your transition methods?



5. What percentage of services in our program will be delivered by third-party suppliers and how will you ensure consistency in experience and service quality?



6. How many clients do you support in our industry and what do you consider to be the key factors in delivering an excellent experience to their transferring employees?



7. In the past 12 months, what were the satisfaction rates of employees by the policy tiers you provide?



8. What recommendations do you have to improve our program performance without adversely affecting the support provided to our transferring employees?



9. How will you help our mobility program contribute to our overall business goals?



10. How will you help us to navigate any trends and upcoming events that you feel will most impact our program?



An Innovative, Objective RFP Toolkit

To simplify the process of sourcing a mobility provider, Sirva has developed an RFP Toolkit, which provides mobility buyers with a faster, easier path to achieving objective results. The Toolkit guides buyers through every step of the RFP/tender process, helping them to first determine what key areas the company is trying to correct – which then guides the curation of targeted questions that help to assess the right candidate performance capabilities. The end result is a customised, laser-focused RFP/tender that is aligned with a company’s unique mobility needs – and the ability to compare candidate answers, side-by-side, to objectively determine which provider can best meet the company’s goals for their mobility programme.

For a deeper look into best practices, challenges, and solutions when conducting a mobility RFP/tender, visit [Sirva’s RFP Hub](#) or contact us at concierge@sirva.com.