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Guide to Winning the RFP Process

The RFP Questions You Should Be Asking

Arpin International Group

Mailing Address:

P.O. Box 1306
East Greenwich, RI 02818

Physical Address:

4 Energy Way, 2nd Floor,
W. Warwick, RI 02893

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Introduction

The RFP Questions You Should Be Asking

To streamline the process of selecting a global mobility provider, Arpin has created the **Guide to Winning the RFP Process**, which offers HR and Procurement teams a quicker, more efficient way to achieve unbiased outcomes. The Guide walks mobility teams through each stage of the RFP process, starting with identifying the key areas the organization aims to improve.

When it comes to creating a relocation RFP, strategic questions can often bring greater insight into a provider's capabilities. Incorporating queries designed to probe for alignment with your company's needs and goals can streamline your questionnaire and speed up your review times by allowing you to compare provider responses side by side, making it easier to objectively determine which one is best suited to meet the organization's mobility program goals.

At Arpin, we recommend including these questions to get you started.



Top Ten Questions To Include

1. What differentiates your organization from every other household goods provider, and how does that create measurable value for our employees and mobility team?
2. Can you share examples of complex international shipments you've successfully managed in our key origin and destination countries, including how you resolved unexpected challenges?
3. How do you proactively identify and mitigate customs, compliance, and shipment risks before they become employee issues?
4. Describe a client implementation that required significant collaboration. What did you do to ensure a smooth transition for both HR and relocating employees?
5. How do you maintain consistent service quality across your global partner network, and how are those partners selected and measured?
6. How do you measure the employee relocation experience beyond shipment delivery, and what actions do you take when satisfaction scores begin to decline?
7. What visibility will our HR and mobility teams have throughout every stage of a shipment, and how do you communicate when plans change?
8. If you reviewed our relocation program today, what opportunities would you identify to reduce risk, improve employee experience, or increase efficiency—without simply reducing services?
9. How do you support organizations with varying mobility models, including managed programs, lump-sum moves, direct-to-employee relocations, and RMC partnerships?
10. How will your team help us prepare for future changes in global mobility, including shifting workforce expectations, supply chain disruptions, customs regulations, and emerging relocation trends?

Extra Credit Bonus Questions

These questions that often reveal the biggest differences between providers:

1. Describe a shipment that went wrong. What happened, how did you communicate with the employee, and what changes did you make afterward?
2. What percentage of your international shipments incurred a claim over the past two years, and how do you measure success beyond claims ratio?
3. If we became your client tomorrow, what would our employees notice is different about working with your organization?
4. What KPIs do you track as part of your regular relocation operations? What metrics will you provide that help us improve our global mobility program and contribute to our overall business goals?
5. How will you help us to navigate any trends and upcoming events that you feel will most impact our program?
6. How many moves have you managed in the past two years, and what do you consider to be your power lanes?
7. What methods do you use to be proactive in identifying and preventing problems before they arise?
8. How do you screen and qualify your third-party suppliers and subcontractors? How do you hold them responsible?
9. As a mobility provider, why is your company the best fit for our relocation program?
10. Describe your company's unique strengths and advantages. What value do you bring to our organization that your competitors do not?



Ask Every Provider to Walk You Through a Real-World Relocation Exception Scenario

The true value of a mobility provider is rarely revealed when everything goes according to plan; it becomes clear when something unexpected happens. Ask providers to describe a recent relocation that encountered a customs delay, a shipment disruption, a policy exception, a claim, or an employee escalation. Have them explain how they communicated with the employee, what visibility they provided to HR, how quickly they resolved the issue, and what preventative measures they implemented afterward.

The providers who can clearly demonstrate accountability, communication, and continuous improvement are often the best equipped to protect both your employees and your organization when challenges arise.

