



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.

For more information or to discuss your RFP, please [contact](#) the Sterling Lexicon team.