

RFP Questionnaire Checklist

Creating Attention-grabbing and Compelling RFP

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Introduction

Writing an RFP that gets a response isn't as simple as it looks, especially if you don't have any expertise. Instead, an attention-grabbing and compelling RFP increases your organization's chances of securing the required services, attracts quality vendors, and minimizes wait time.

It's hard to know all the points which need to be covered even if you use an RFP template. So, quickly reviewing a list of the most asked RFP questions is always helpful.

In this **Aavenir RFP Questionnaire Checklist**, we have covered the most popular in-depth questions, from general to specific. Also, we have kept a balance of open-ended and closed-ended questions in this list to evoke thoughtfulness and creativity.

Whether you need an RFP for indirect or strategic projects, **the sample RFP questions list** below is the most useful.



General Questions

These are middle-of-the-road yet super important questions included in almost every RFP providing all the background information about your vendors.

☐	Whom to contact primarily for this RFP?
☐	Ask for the company's overview.
☐	What's the location of your company?
☐	How many years of experience do you have in this field?
☐	What's your company's vision statement?
☐	How is your company structured?
☐	How many total employees do you have, including full-time, part-time, and contract?
☐	Has your company been awarded or recognized in the last three years?
☐	Who are your company's professional associations or affiliations?
☐	Tell us about the licenses or certifications your company has
☐	Can we have a product or service overview and description?
☐	Where do you see your company in the next three years?

Customer Questions

This section digs into the vendor's current customers, who can provide necessary information about the company. However, your decision won't depend on this information.

☐	Can you brief us about your client base?
☐	How many clients are you serving right now?
☐	We want to know about your customer retention rate.
☐	Tell us about your top 5 clients.
☐	What's the contribution of your top clients to your revenue?

☐	Do you believe in building long-term relationships with customers?
☐	We want to know if our competitors are your clients. (Client 1, Clent 2, Client 3)
☐	Can we have 3 customer references with their contact information?
☐	What is the average ROI clients report after using your service/product?

Competitor Questions

Never hesitate to ask vendors about their competitors as they can reveal new vendors to which you might not have paid attention. In addition, the vendor's response to this tells a lot about them.

☐	Name your top three competitors
☐	What makes your company different from others?
☐	How is working with you instead of your competitors beneficial for us?
☐	Can you provide any alternative solutions to meet our requirements?
☐	How capable is your company of keeping us on the leading edge?

Functionality and Deliverables Questions

Welcome to the heavy-hitting zone, which carries significant weight in your RFO scoring process. This section might be the most important as per your priorities. You can tweak the questions as per the needs of your project.

☐	How will you meet our RFP needs?
☐	We need to have a sample timeline for our deliverables. Can you provide that?
☐	Can you suggest anything with the help of which we can achieve our goals in a better and faster way?
☐	Which self-service reporting tools will you provide to us?
☐	Can you briefly talk about your roadmap and product strategy?

☐	Tell us about the available integrations
☐	When are the customers updated?
☐	How does your company approach any project?
☐	Do you complete all your projects on time and under the defined budget?
☐	How can we contribute to timely execution of projects?

Experience and Approach Questions

These questions are for inspecting each vendor's qualifications. However, you can skip this section if you already have experience working with the vendor.

☐	Have you worked with any organization before which is like ours?
☐	Do you have any case studies?
☐	Can you tell us about the resources you will use for our projects?
☐	We want to know the brief biographies and project experience of the primary contacts who will carry out our project.
☐	When will we be updated about the progress and result of the project?
☐	Do you use any particular technology to ensure smooth customer communication and experience?
☐	Can you give us a list of the standard report options?
☐	How will we get the usage and performance reports of our project?
☐	Do you track KPIs and reports?
☐	What do you do for continuous process improvement?

Customer Success Questions

If you are looking for a long-term relationship with your vendor, **these questions should not be overlooked** as they will give you a sense of what it will be like working with this vendor.

☐	How long do you take to complete a project on average?
☐	Tell us about your average time to value (TtV).
☐	What's your training and onboarding process?
☐	What do you expect from a customer for your success?
☐	Do you believe in a change management process?
☐	How do you define a successful customer journey?
☐	How often do you conduct quarterly business reviews with customers?
☐	What will be the medium for providing updates, tracking progress, and ensuring our success?
☐	Can you give a list of self-service tools or resources available after onboarding?
☐	What do you do to manage customer requests, complaints, concerns, and feedback?
☐	How do you handle customer support?

Pricing Questions

There is a better way of asking - What will it cost? These questions will help you to be much more precise and transparent.

☐	Based on the scope you have described, can you give us an estimate of the cost?
☐	What's your current pricing model/methodology?
☐	Briefly discuss the itemized one-time, startup, and recurring annual/monthly costs.
☐	What services and features are included in this offered costing?
☐	Are any limits imposed on users, professional services, training, and data storage?

☐	When do you provide volume discounts?
☐	How can you help us in increasing our scope?
☐	Brief about your cancellation/renewal terms.
☐	What makes your pricing competitive?

Risk Management Questions

This is an important section not only in this but in every sector and these questions must be included in your RFP.

☐	Is your company GDPR compliant?
☐	What is your regulatory compliance process?
☐	Tell us about any pending legal issues or complaints against your organization.
☐	How do you manage technology stability/reliability and downtimes? Can you brief me on statistics?
☐	What's your business continuity and emergency preparedness plan?
☐	How regularly do you check for the company update and test the continuity and preparedness plans?
☐	What's your plan for working remotely?
☐	What do you do to manage price volatility with your suppliers?
☐	How do you approach staff retention? Tell us about your average turnover rate for the last five years.

Data Security Questions

Data integration is one of the most essential which you must focus on. Include these sample RFP questions with regular security risk assessments.

☐	How do you manage your backup and data recovery policy?
☐	How do you host your software and customer data?
☐	Tell us about your SOC or ISO compliance.
☐	How has your recent penetration test performed?
☐	How do you mitigate and identify security vulnerabilities?
☐	Does your company use and access our data?
☐	When have you last experienced downtime, and how has it impacted your customers?
☐	How do you define your data import and export capabilities?

Sustainability Questions

Ask these RFP questions to know about your vendor's sustainability. Based on this, you decide with which vendor you share your company's values.

☐	How do you describe your corporate responsibility policy?
☐	Tell us about your sustainability accreditations and certifications.
☐	Who monitors, manages, and reports sustainability efforts and impacts?
☐	How do you measure the sustainability performance of your vendors and subcontractors?
☐	How do you track, report, and manage your use of energy, water, and chemicals?
☐	How do you ensure environmental sustainability in our mutual supply chain?
☐	What percentage of renewable energy do you use?

☐	In what ways does your organization serve your community?
☐	What will you say about a supplier code of conduct?
☐	Can you brief me about any other company mandates concerning your purchasing philosophy and strategy?
☐	What are your views on publishing an environmental performance report?

Diversity and Inclusion Questions

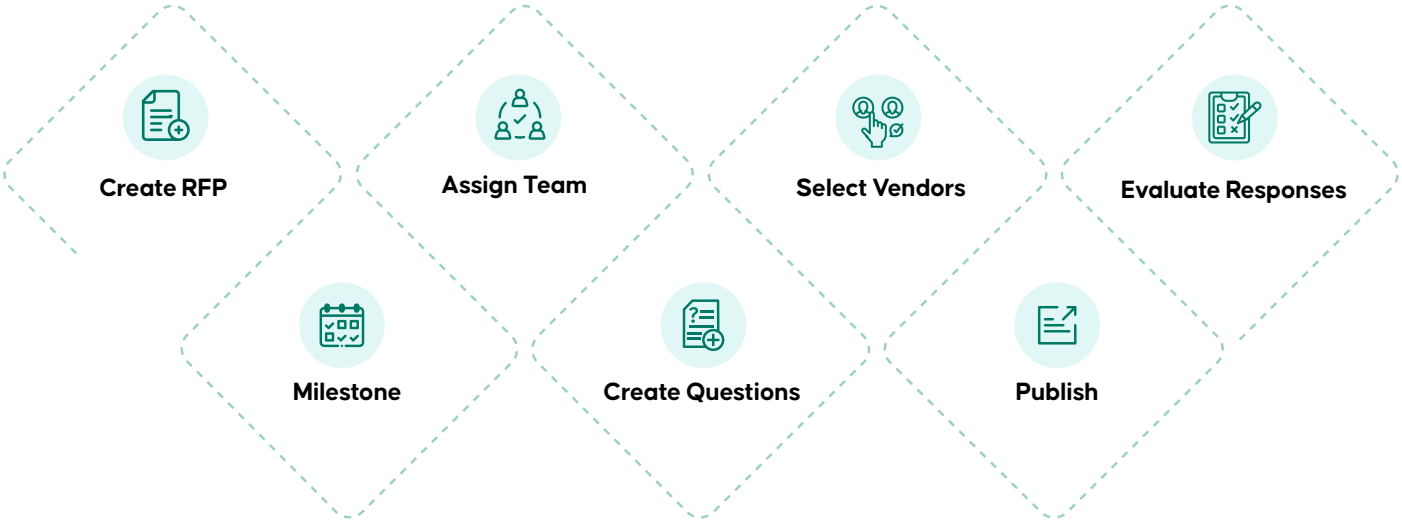
These RFP questions help your procurement team understand each vendor's commitment to diversity and inclusion.

☐	Do you hold any current diversity certifications?
☐	Please brief about your company's supplier diversity program.
☐	How many women and minorities work in your organization?
☐	How many senior leaders are women or minorities?
☐	What are your organization's diversity and inclusion goals? What do you do to track its progress?
☐	Can you tell me about any claims of sexual or general harassment, misconduct, or discrimination in the last five years in your organization?
☐	What percentage of your company's procurement was spent last year with women, minority, and veteran-owned businesses?

Have any questions? Talk to the sourcing expert at Aavenir.

Aavenir's All-in-One Sourcing Software

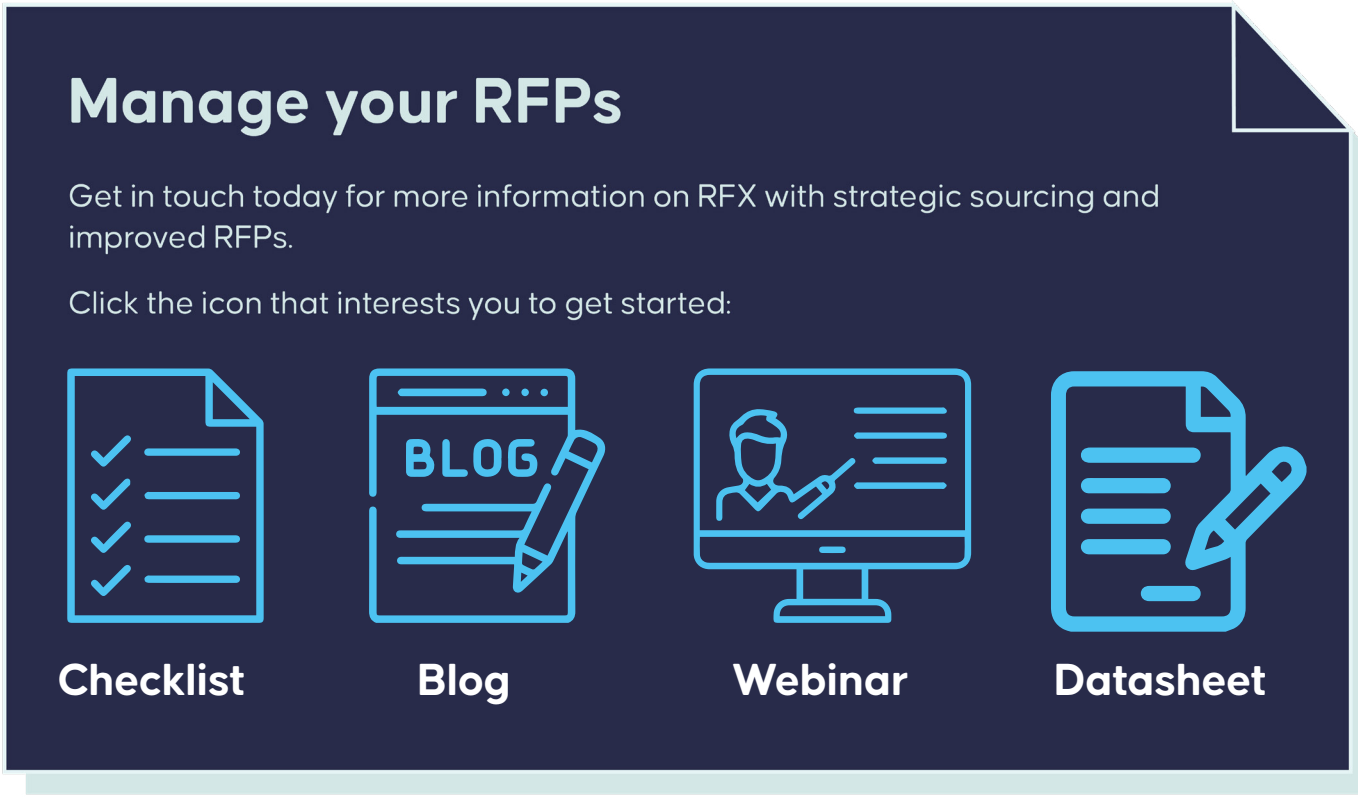
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About Aavenir

Aavenir revolutionizes age-old procurement processes with AI-enabled Source-to-Pay solutions, including RFPflow, Vendorflow, Contractflow, Obligationflow, and Invoiceflow. Built on ServiceNow, Aavenir solutions streamline procurement, legal, and accounts payable work processes using the latest technologies such as AI, ML, and NLP to eliminate manual

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RFPflow



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Vendorflow



Vendor Management Portal

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Accounts Payable Automation

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