

The IT Asset Disposition RFP Questions You Should Be Asking

RFP

Does Your Vendor Check All of the Boxes?

The request for proposal or “RFP” process is a time-proven tool for obtaining quotes and comparing vendors. But this process does not necessarily guarantee you will derive the intended benefits. **How well can you really get to know a new vendor through a series of written questions?**

We understand the importance of a formal RFP process, especially for an engagement as complex as IT Asset Disposition (ITAD). This is a long-term business decision you are making, and the discovery phase should dive deeper than a set of written answers. Would you hire a new employee based solely on their resume? You’d want to get to know them on a deeper level.

The same goes for selecting a new vendor. You should ask questions that help you understand their capabilities, but also questions that reveal their mindset around transparency, adaptability, and culture. Your selection process needs to include an interview stage with leaders and support personnel.

To help you better understand your vendor choices, our team pulled together a set of questions that we recommend asking during your next RFP for IT Asset Disposition services.



Location and Company Information

The vendor you choose should have easy access to major cargo transportation centers and interstate highways that are located close to your primary operations. We recommend within a day's drive. And, legally speaking, the vendor should have a clean bill of health.



- ☐ What are the location addresses, sizes, and capacity of the vendor's facilities?
- ☐ How long has the vendor been providing disposition services?
- ☐ What is the ownership structure?
- ☐ Are there any outstanding legal issues?
- ☐ Financial data for past three years: Income Statement and Balance Sheet.

Communication

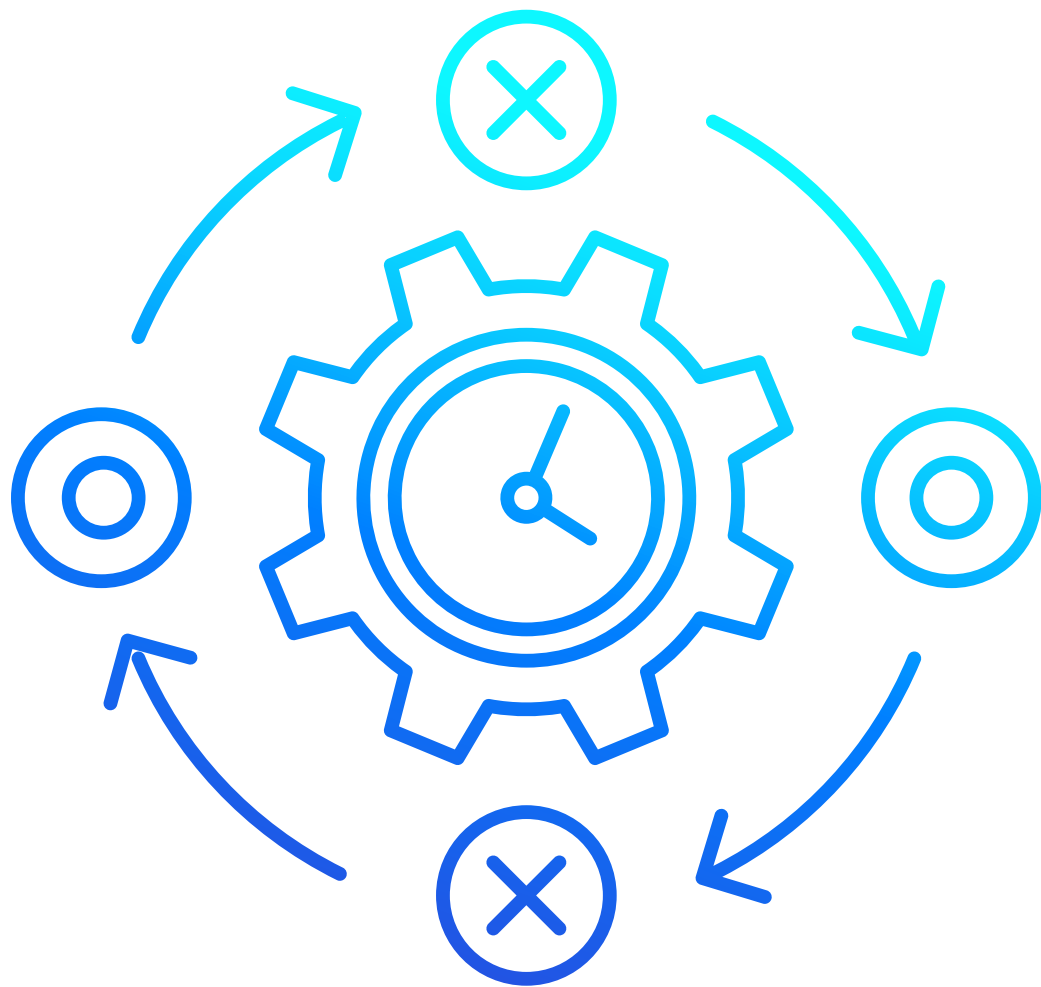
The right vendor should have a well-established customer service communication and reporting process and be able to clearly mark performance against your SLAs.

- ☐ What is your internal client response turn-around-time policy?
- ☐ How are Service Level Agreements (SLA) measured and reported to clients?
- ☐ Provide an example of SLA reporting.
- ☐ Describe your approach to business reviews and reporting?



Adaptability

Because every company operates in a different way, it is important to consider a vendor that closely matches with your company's culture and can align with your business goals.



- ☐ Provide an example of ITAD innovation in the last three years?
- ☐ Provide three examples of adapting to your client's needs?

Certifications

Certifications are the foundation of a sound ITAD process (that will keep you out of the news). It is important to consider a vendor that is committed to ethical business practices and compliant with the industry's most stringent, reputable security standards.



- ☐ Are you ISO9001/14001/45001 certified? When did you earn your certifications?*
- ☐ Provide three examples of how ISO has improved your client service delivery?*
- ☐ Are you e-Stewards Certified? When did you earn your certification?*
- ☐ Provide three examples of how e-Stewards certification improved your client service delivery.*
- ☐ Are you NAID AAA Certified? When did you earn your certification?*
- ☐ Can you demonstrate any leadership experience with standards and certifications?
- ☐ Do you have a documented data and facility security program/policy?
- ☐ How do you manage your downstream network of vendors [frequency of audits, etc.]?
- ☐ How do you track and stay in compliance with applicable legal and other obligations?

*These should be required.

Transparency

Transparency builds trust and is also a critical part of proper ITAD reporting. It is important to consider a vendor that can demonstrate accountability and access to timely reporting when you need it.

- ☐ Do you have a client portal? What information is available?
- ☐ What are the chain of custody features of your portal?
- ☐ What types of data destruction evidence do you provide?
- ☐ Explain other ways in which you demonstrate transparency with your clients.



Capabilities

A service team that complements your staff and can demonstrate reliable service delivery are core capabilities that should be examined carefully.



- ☐ Describe your IT hardware processing capabilities.
- ☐ What are your core categories? List the percentage of your top five by volume.
- ☐ Describe your field services capabilities.
- ☐ Describe your remarketing capabilities.
- ☐ How do you ensure an arm's length transaction?
- ☐ How do you help your clients achieve sustainability goals?

Support

Having a solid customer support strategy and team is the benchmark for ensuring customer satisfaction.



- ☐ Describe the structure of your client support team.
- ☐ What is the average number of clients for each support person?
- ☐ Describe the escalation path for issue resolution.

Clients and References

Make sure the references provided are in a similar industry to yours and prepare a list of relevant questions and concerns you can share with them over email first.

- ☐ Describe your experience with clients in my industry?
- ☐ Please provide contact info for three clients, including one new client (less than six months).
- ☐ Please provide the contact info for a services partner.



**Contact us today to learn
more about how IT Asset
Disposition can help your
business.**

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