

20 RFP questions to **unlock** your perfect partnership



Corporate travel innovation starts with asking the right questions – and the most important time for questions is when you enter the RFP stage with a new TMC. Add these 20 questions to your next RFP and watch the true innovators shine through.

TECHNOLOGY

1. What is at the top of your roadmap, and why are you prioritising those items?
2. How have you invested in data science?
3. How are you using generative AI in client-facing solutions?
4. What is your approach to investing in new technology?
5. What is your tech deployment strategy?

OPERATIONAL EFFICIENCY

1. How do you view partnerships?
2. What makes you unique?
3. How does your company culture impact your operations?
4. In our business, traveller first means *(insert your value propositions here)*. How would you support these values?
5. How are you using generative AI to optimise internal processes for your business?

PERFORMANCE MANAGEMENT

1. What will my first 90 days as your client look like?
2. What is the core skillset of your Account Management team and how do you ensure they are abreast of industry changes that could impact our program?
3. How can you help us support DEI initiatives?
4. Where do you see the corporate travel industry going in 5 years?
5. How would you respond to a significant change to our business or the market, e.g., mergers/acquisition?

COST OPTIMISATION

1. Provide a transparent cost-to-serve summary.
2. How does your cost-to-serve model bring value to my program?
3. How have you responded to recent changes to supplier distribution models?
4. How will you use our reporting data to optimise our program's ROI?
5. How will you encourage policy compliance via traveller engagement?

If you want to shorten your search, FCM has the right blend of talent, tech, and tenacity to help you take your travel program to new heights. Because when it comes to your travel program, remember:

Never stop innovating. (We won't.)