

Provider Questionnaire

Capabilities, Compliance, IT/Data, Claims, ESG & Audit Readiness

Purpose: This questionnaire supports the evaluation of logistics providers participating in a freight and logistics RFQ. Please provide clear, verifiable answers and attach supporting evidence where requested.

- Complete all applicable sections. If a question does not apply, write “N/A” and explain why.
- Use concise, factual language. Avoid marketing statements unless backed by evidence.
- Where requested, attach policies, certificates, SOPs, or sample reports as evidence.
- The “Score (0-5)” column is completed by the RFQ evaluation team (leave blank).
- Mandatory requirements are evaluated on a Pass/Fail basis (see Section 0: Evaluation Rules).
- Indicate the legal entity and operating branches that will execute the services.
- Return the completed document by: [DD MMM YYYY] to: [RFQ Contact Email].

Client / Shipper	[To be completed by provider]
RFQ Title	[To be completed by provider]
Provider Legal Entity	[To be completed by provider]
Primary Contact (Name / Role / Email)	[To be completed by provider]
Date of Submission	[To be completed by provider]

0. Evaluation Rules (Mandatory vs Preferred)

Define non-negotiable (Pass/Fail) baselines versus scored differentiators. Providers should focus on clear evidence; the evaluation team completes the scoring.

0.1 Mandatory requirements (Pass/Fail)

Mandatory item (baseline)	Evidence required	Pass/Fail
Legal entity & compliance: valid registration; compliance program in place.	Registry extract; compliance policy/training records	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
Security filings readiness: ability to provide complete ENS/ICS2 data on time (where applicable).	RACI matrix; process description; sample data fields	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
Regulated cargo (if in scope): DG and/or GDP competence with certified staff and SOPs.	Certificates (IATA/IMDG/ADR/GDP); SOPs	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
Data security & privacy: minimum controls and privacy alignment (e.g., GDPR).	Security policy; ISO 27001 if any; access controls summary	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
Insurance & claims: insurance in place; documented claims handling and escalation.	Insurance certificate; claims SOP; escalation contacts	<input type="checkbox"/> Pass <input type="checkbox"/> Fail

0.2 Preferred capabilities (scored 0-5)

Preferred capability	Evidence required	Score (0-5)
IT integration: API/EDI for booking, status/milestones, and/or invoicing.	API/EDI specs; sample messages; onboarding plan	[0-5]
Visibility: standard milestone events + exception alerts + ETA logic.	Sample track & trace report; event list	[0-5]
Governance: KPI dashboard, monthly reviews, and QBR cadence.	KPI catalogue; QBR sample deck/report	[0-5]
Sustainability: CO2 reporting by lane/mode with disclosed methodology (e.g., GLEC).	Sample emissions report + methodology note	[0-5]
Audit transparency: clear accessorial governance and invoice audit trail.	Accessorial matrix; invoice sample; dispute workflow	[0-5]

Scoring: 0 = not offered / not evidenced; 3 = meets baseline; 5 = best-in-class with clear evidence.

1. Provider Profile & Network

Question	Provider response	Evidence / attachment	Status	Score (0-5)
Legal entity name, registration number, HQ address, and operating branches in scope.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Primary RFQ contact details (name, role, email, phone) and escalation contacts.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Brief overview of your organization (ownership, years in operation, core logistics activities).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Geographic footprint and network coverage relevant to the RFQ (countries, gateways, hubs).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Subcontracting policy: which activities may be subcontracted and how subcontractors are controlled.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Certifications held (ISO 9001/14001/27001, AEO, TAPA, GDP, etc.).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]

2. Service Capabilities by Mode

Question	Provider response	Evidence / attachment	Status	Score (0-5)
Modes offered (Ocean FCL/LCL, Air, Road FTL/LTL, Rail/Intermodal, Parcel, Warehousing/VAS). Specify scope and limitations.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Ocean freight: carrier strategy (direct contracts vs NVOCC), equipment availability, controlled-temperature options.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Air freight: IATA status, security screening capabilities, controlled-temperature / pharma handling.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Road transport: fleet model (own vs subcontracted), cross-border coverage, ADR capability, temperature-controlled options.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Rail/intermodal: routes and partners, transshipment handling, contingency options.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Warehousing/VAS: locations, WMS, value-added services (labeling, kitting, customs bonded, returns).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]

3. Compliance, Security Filings & Regulated Cargo

Question	Provider response	Evidence / attachment	Status	Score (0-5)
Dangerous goods capability by mode (IMDG, IATA DGR, ADR). Describe training, acceptance checks, and documentation controls.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
GDP / pharma logistics capability (temperature mapping, SOPs, deviation management, calibration, change control).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Customs and security filings support: who is responsible (shipper, broker, provider) and how accountability is documented.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
ICS2 readiness (EU): data required, process ownership, cut-off management, and ability to support ENS/entry summary declarations.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Sanctions and restricted-party screening process (tools used, escalation, record retention).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Record retention and audit trail for compliance documentation (duration, access, and secure storage).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]

4. IT, Data Integration & Visibility

Question	Provider response	Evidence / attachment	Status	Score (0-5)
TMS/WMS/forwarding systems used and core visibility features (track & trace, milestones, exception alerts).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Integration options: EDI standards supported (e.g., EDIFACT, ANSI X12) and API capabilities (REST, webhooks, authentication).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Data governance: master data management, lane coding, accessorial mapping, and data quality controls.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Reporting: standard KPI dashboards provided (OTIF, transit time, cost, claims, carbon) and export formats.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Cybersecurity controls (MFA, encryption, incident response, penetration testing) and certifications (if any).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]

5. Operations, Performance Management & Governance

Question	Provider response	Evidence / attachment	Status	Score (0-5)
Operational SOPs available for booking, documentation, exception management, and escalation.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
How you manage disruptions (port congestion, capacity shortages, strikes) and communicate with customers.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Service level commitments offered (cut-offs, lead times, delivery windows) and how performance is measured.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Billing controls: rate application governance, audit process, dispute resolution, and credit note turnaround times.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
QBR governance: cadence, typical agenda, stakeholder participation, and continuous improvement approach.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]

6. Claims, Liability & Insurance

Question	Provider response	Evidence / attachment	Status	Score (0-5)
Claims handling process: intake channel, documentation requirements, target cycle times, and escalation path.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Liability framework applied by mode (e.g., Hague-Visby, Montreal, CMR) and contractual deviations, if any.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Cargo insurance: ability to offer, coverage terms, exclusions, and claims support.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Evidence retention for investigations (POD, photos, temperature logs, security logs).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]

7. Sustainability (ESG) & Emissions Reporting

Question	Provider response	Evidence / attachment	Status	Score (0-5)
Emissions measurement methodology (e.g., well-to-wheel vs tank-to-wheel) and standards used (if applicable).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]

Question	Provider response	Evidence / attachment	Status	Score (0-5)
Ability to provide shipment-level emissions data (CO2e) by mode and lane; data sources and frequency.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Sustainability initiatives relevant to the RFQ (SAF, biofuels, modal shift, EV fleet, packaging reduction).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
ESG governance: policies, targets, and reporting cadence; how supplier sustainability is assessed.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Social compliance: labor standards, supplier code of conduct, grievance mechanisms.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]

8. Financial Stability, Risk Management & Business Continuity

Question	Provider response	Evidence / attachment	Status	Score (0-5)
Provide last two years of financial statements (or equivalent) and any available credit ratings.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Business continuity plan (BCP): key scenarios, recovery time objectives, and last test date.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]

Question	Provider response	Evidence / attachment	Status	Score (0-5)
Insurance certificates (liability, professional indemnity, cargo, cyber) and coverage limits.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Key operational risks and mitigation measures (capacity, subcontractors, compliance, IT outages).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]

9. Audit Readiness & Transparency

Question	Provider response	Evidence / attachment	Status	Score (0-5)
Ability to support customer audits (on-site/remote). Provide audit contact and typical lead times.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Provide sample SOPs, training records, and internal audit reports (redacted if necessary).	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Traceability: ability to demonstrate end-to-end shipment history and document versions.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]
Data access: ability to provide raw data exports to support tender normalization and independent audits.	[Answer]	[File / link / reference]	<input type="checkbox"/> Complete	[0-5]

10. References & Declaration

Provide two customer references relevant to the RFQ scope (industry, lanes, modes).

Customer	Scope / lanes	Contact (name/email)	Notes
[To be completed]	[To be completed]	[To be completed]	[To be completed]
[To be completed]	[To be completed]	[To be completed]	[To be completed]

Declaration: By submitting this questionnaire, the provider confirms that the information provided is accurate to the best of its knowledge and that supporting evidence can be produced upon request.

Authorized signatory (name/title)	[To be completed]
Signature	[To be completed]
Date	[To be completed]

Attachment Checklist (if applicable)

Status	Document	Notes
<input type="checkbox"/>	Certificates (ISO, AEO, GDP, TAPA, etc.)	[Optional]
<input type="checkbox"/>	Dangerous Goods training records / SOPs (IMDG/IATA/ADR)	[Optional]
<input type="checkbox"/>	GDP SOPs (if applicable) and temperature control evidence	[Optional]
<input type="checkbox"/>	Cybersecurity / ISMS policy summary (or ISO 27001 certificate)	[Optional]
<input type="checkbox"/>	Business Continuity Plan (BCP) summary	[Optional]
<input type="checkbox"/>	Insurance certificates (liability, cargo, cyber)	[Optional]
<input type="checkbox"/>	Sample KPI dashboard / performance report (redacted)	[Optional]
<input type="checkbox"/>	Customer references (if separate documents)	[Optional]