

# RFQ Scoring Model — One-Pager (Starter)

Use this scorecard to evaluate providers on a comparable, auditable basis. Adjust weights to match your

## Mandatory (Pass/Fail) — minimum requirements

- Legal entity, scope coverage, and contractual acceptability (incl. subcontracting transparency).
- Customs/security filing capability where applicable (e.g., ICS2 ENS data readiness for EU import flows).
- Dangerous Goods competence where applicable (DG classification, acceptance rules, trained personnel, documentation).
- Claims management process (SOP, response SLAs, evidence handling) and adequate liability/insurance posture.
- Data security baseline for shipment/price data (access control, retention, and audit trail).

Dimension	Weight	What to assess (examples)	Evidence required (examples)	Score (0-5)
Price & Total Cost	35%	Base rates + accessorial governance; assumptions; transparency; indexation options; invoice auditability.	Rate sheet + assumptions; accessorial matrix; sample invoices; fuel/index methodology.	
Service & Operations	25%	Transit time reliability; network coverage; capacity; SOPs; exception handling; customer support model.	Service KPIs; SOPs; escalation matrix; staffing model; references; on-time performance proof.	
Risk & Compliance	20%	Regulatory readiness (customs, security filings); DG/GDP where applicable; insurance/claims; quality system.	Compliance certifications; DG procedures; training records; claims KPIs; insurance certificates.	
IT & Visibility	10%	Track & trace events; EDI/API capability; data quality; integration lead time; reporting automation.	EDI/API specs; event list; sample tracking; integration plan; data dictionary.	
ESG & Sustainability	10%	CO2 reporting granularity; modal shift options; emissions methodology; sustainability governance.	Carbon methodology; reporting samples; targets; sustainability policy; audits/assessments.	

## Scoring scale (0–5)

- 5 = Best-in-class / proven; exceeds requirements with strong evidence
- 4 = Strong; meets all requirements with minor gaps
- 3 = Adequate; meets core requirements, limited evidence or maturity
- 2 = Weak; material gaps, mitigation required
- 1 = Poor; high risk / insufficient capability
- 0 = Not provided / not applicable / rejected