Apto Solutions

RFP QUESTIONS YOU SHOULD BE ASKING FOR ITAD

Apto Solutions gives you the questions that go beyond the surface to find your next partner.

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We understand the importance of a formal RFP process, especially for an engagement as complex as IT Asset Disposition (ITAD). These are long-term business decisions, and the discovery phase should dive deeper than a standard set of written answers.

Your questions should help you understand their capabilities but also 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, the Apto team pulled together a set of questions we recommend asking during your next RFP for ITAD.

THE WHY

LOCATION & COMPANY INFO

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, the vendor should have a clean bill of health.

COMMUNICATION

A well-established communication and reporting process will be able to clearly mark performance against your SLA's.

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.

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CERTIFICATIONS

R2 v3 CERTIFIED · AAA NAID CERTIFIED · AMTIVO ISO 9001:2015 Certified Quality Management · AMTIVO ISO 14001:2015 Certified Environmental Management · AMTIVO ISO 45001:2018 Certified Occupational Health & Safety Management · NSF NSF-ISR Registered to ISO/IEC 27001 · e-Stewards

Certifications are the foundation of a sound ITAD process (that will keep you out of trouble). Your vendor should be committed to ethical business practices and compliant with the industry's most stringent, reputable security standards.

TRANSPARENCY

Transparency builds trust and is also a critical part of proper ITAD reporting. A vendor should be able to demonstrate accountability and access to timely reporting when you need it.

CAPABILITIES

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

SUPPORT

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

CLIENTS & 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.

CHECK OUT THE QUESTIONS ON THE NEXT PAGE.

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

Communication
- What is your internal client response turnaround time policy?
- How are the SLAs measured and reported the clients?
- Provide an example of SLA reporting.
- Describe your approach to business reviews and reporting.

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

Certifications
- Are you certified with ISO9001/14001/45001, e-Stewards, and NAID AAA certified? When did you earn each of these certifications?
- Provide three examples of how ISO, e-Stewards, and NAID AAA have improved your client service delivery.
- 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?

Transparency
- 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.

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

Contact Apto to learn more about
how our ITAD services can support
and align with your business goals.

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