2027 NeighborWorks America Freight Request for Proposal Questionnaire

Contact Information

1. **Contact Information** *

First Name

Last Name

Title

Email Address

Company Name

Phone Number

Company Website

Street Address

Apt/Suite/Office

City

State

Zip

2. **Availability**

Are you available for contracted work between April 2027 and March 2032?

- [ ] Yes
- [ ] No

3. **End-to-End Freight Execution (Core Operations)**

Walk us through your full freight process for a multi-location event, from initial pickup through post-event return.

Please Include:

- How you handle multiple pickup points (HQ, vendors, storage)
- Consolidation and staging
- Inside delivery at venues
- Post-event pickup and return shipments
- A real example (event size, locations, challenges, outcome)

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4. **Reliability & Risk Management**

Describe how you ensure on-time, damage-free delivery.

Please Include:

- Your on-time delivery rate (last 12–24 months)
- Common risks and how you mitigate them
- A specific example where something went wrong and how you handled it

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5. **Typical Pricing Snapshot**

Provide a rough estimate for each scenario:

(Ballpark ranges are sufficient.)

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Small shipment (under 150 lbs.):	$
Medium shipment (150–500 lbs.):	$
Large shipment (500+ lbs.):	$

6. **Complex Environments & Labor Coordination**

Explain how you operate in complex delivery environments, including union venues and multi-party coordination.

Please Include:

- How you determine union vs non-union labor
- Roles and responsibilities between your team and others
- Use of subcontractors or local partners and how you manage them
- Accountability for service failures

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7. **Staffing, Equipment & Infrastructure**
Describe the resources you bring to support freight operations.

Please Include:

- Staffing model and scalability for large events
- Typical crew sizes by event type
- Equipment provided (what's included vs billed)
- Warehouse/storage capabilities
- Maximum shipment capacity you've handled

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8. **Experience & Performance Track Record**

Provide examples of similar work.

Please Include:

- At least 2–3 relevant projects (size, scope, locations)
- Performance outcomes (timeliness, damage rates, client feedback)
- References

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9. **Communication & Execution Model**
Describe how you manage communication and execution before, during, and after an event.

Please Include:

- Point(s) of contact
- Communication protocols during active shipments
- Coordination with staff, venues, and vendors
- Onboarding/transition approach

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10. **Value Add & Differentiation**

What do you provide beyond standard freight services that improves efficiency, reduces risk, or enhances visibility?

Examples can include tools, reporting, tracking, or process innovations.

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11. **Pricing Model & Transparency**

Explain your pricing structure and provide sample scenarios.

Please Include:

- Pricing model (weight, shipment, event-based, etc.)
- What is included vs additional cost
- All potential fees and surcharges
- Sample pricing for small, medium, and large events
- How you ensure cost predictability

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12. **Additional Notes:**