

Cold Chain Partner Selection Scorecard

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Score each criterion 1–5 for every candidate (1 = evidence missing, 5 = documented and verified). Multiply the score by the weight to get the weighted score. Require documentary evidence for any score of 4 or 5. Weights below are a default for food and beverage flows; increase compliance and excursion weighting for pharmaceutical product.

1. Weighted scoring sheet

Criterion	Weight	Evidence required	A	B	C
Temperature capability and control	20%	Chamber list with set points, pull-down data, calibration and alarm records			
Compliance and certification	15%	Certificates with scope and expiry (HACCP, ISO 22000, BRCGS/IFS, GDP), export approvals			
Temperature integrity record	15%	Excursion rate per 1,000 shipments (12 months), detect/correct times, claims history			
Capacity, resilience, peak cover	12%	Utilisation, overflow contracts, standby power test records, compressor redundancy			
Network fit and transit performance	12%	Distance to nodes, OTIF on comparable lanes, order cut-off times			
Systems, data and traceability	10%	WMS lot/batch/expiry, FEFO, EDI/API integration, temperature data export			
Commercial structure and transparency	10%	Itemised rate card, accessories, indexation and energy pass-through rules			
Financial standing and continuity	6%	Audited accounts, insurance limits, liability cap, business continuity plan			
Total weighted score	100%				

2. RFI questions — same questions, same deadline, every candidate

#	Question	Response / evidence
1.	List every chamber, its set point range, capacity in pallets and current utilisation.	
2.	Which certifications do you hold, what is the exact scope, and when do they expire?	
3.	What was your temperature excursion rate per 1,000 shipments over the last 12 months?	
4.	How is temperature monitored and logged, at what interval, and can we access the data live?	
5.	What is your standby power arrangement, and when was it last tested under load?	
6.	What is your escalation procedure and notification window when a chamber goes out of band?	

#	Question	Response / evidence
7.	Which activities do you perform in-house and which are subcontracted?	
8.	Provide the full rate card, including every accessorial charge and the indexation mechanism.	
9.	What are your insurance limits for product loss, and what is the contractual liability cap?	
10.	Name three clients with a comparable product profile whom we may contact.	

3. Site audit checklist

■	Dock seals, air curtains and door discipline observed during live operation	
■	Chamber temperature logs for the last 90 days, printed on site	
■	Alarm test performed in front of the audit team	
■	Standby generator start test and documented run time under load	
■	Calibration certificates for probes and data loggers	
■	Housekeeping, pest control records and hygiene locks	
■	Racking inspection report and damage repair log	
■	Staff account of the most recent excursion and how it was handled	
■	Segregation of allergens / species / customer stock	
■	WMS demonstration: lot traceability from receipt to despatch	

4. Contract terms to fix before signature

Temperature bands	Per product group, with reporting frequency and data ownership
Service level	OTIF target, inventory accuracy target and the measurement method
Excursion handling	Notification window, escalation path, remediation and claim process
Liability	Product loss cap, insurance limits and evidence of cover
Pricing	Indexation mechanism, energy and fuel pass-through, review dates
Capacity	Committed pallet positions, peak overflow rights and penalties
Exit	Notice period, exit assistance, stock transfer and return of all data

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