Commercial Payments RFP Template

READY-TO-USE COMMERCIAL PAYMENTS RFP TEMPLATE

More information? Unbranded RFP-version?
Mail to commercial-card-germany@aexp.com

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INTRODUCTION

[ORGANIZATION NAME] is pleased to invite [BIDDER NAME] to participate in an RFP for commercial payment solutions [expense management program/T&E program/procurement program/commercial card program/automated electronic payment solution].

» [Describe your core business in one/ two paragraphs.]
» [Identify the decision-making structure and how your current program is administered locally and globally.]
» [Best practice tip: Below you have the opportunity to provide an overview of your existing program. If you do not have an existing program, consider describing your current process.]

[ORGANIZATION NAME] considers its expense management program to be an important aspect of our [DEPARTMENT OR DIVISION] and focuses on streamlining processes that can result in cost reduction and optimized working capital management to the organization as well as customer satisfaction.

EXISTING PROGRAM OVERVIEW

[ORGANIZATION NAME] has an existing commercial card program and/or electronic payment solution in place, as described below. When preparing your proposal, please consider the following data:

» The following table can be used as a tool for gathering specific program information in scope for this RFP. Delete columns/rows as appropriate.

Country	# of T&E cardhol-ders	Estimated Annual T&E Card Charge Volume	Estimated Centrali-zed Travel Spend Volume	# of Meeting cardhol-ders	Estimated Annual Meeting Expendi-ture Charge Volume	# of Procure-ment cardhol-ders	Estimated Annual Procure-ment Card Charge Volume	Estimated Annual B2B Spend Targeted for an Electronic Payment Solution
[COUNTRY]	[#]	[$]	[$]	[#]	[$]	[#]	[$]	[$]
[COUNTRY]	[#]	[$]	[$]	[#]	[$]	[#]	[$]	[$]
[COUNTRY]	[#]	[$]	[$]	[#]	[$]	[#]	[$]	[$]

You may want to include the following supplemental information as appropriate:

» Mandated program or optional?

» Frequency of billing preference (e.g. monthly or weekly)

» Payment preference (e.g., SEPA DD, bank transfer) and payment terms

» Reporting requirements and/or types of reports needed to manage program (e.g. frequency, delivery methods, types of reports)

» Expense reporting process and automated expense reporting tools

» Reconciliation tools

» Additional data management tools, such as ERP systems

» Use of 'ghosted' cards (non-plastic issued), for which suppliers/commodities, and process utilized

» Meeting spend management processes and tools

» Number of internal staff managing program (may also be helpful to note what percentage of time these individuals dedicate to program management)

» Rewards program in place/number of employees participating

» Latest bank card file of current suppliers including spend, addresses, Tax Identification Number (TIN) and number of transactions

PROGRAM OBJECTIVES

» [This section should outline the business goals and objectives of the program / [ORGANIZATION NAME]'s business and highlight how you will define a successful program.]

The primary objectives of [ORGANIZATION NAME]'s [expense management program/ T&E program/procurement program/commercial card program, electronic payment solution] are stated below:

» Objective one [e.g., cost savings]

» Objective two [e.g., employee efficiency, satisfaction]

» Objective three [e.g., process efficiency]

» Objective four [e.g., supplier optimization]

» Objective five [e.g., optimize working capital]

RFP PROCESS AND TIMELINE

Email [MANAGER NAME] at [MANAGER EMAIL] with your intention to submit a response by [DATE]. [Provide the primary contact's name, title, and telephone number at your organization.]

All questions/clarifications regarding this RFP may also be directed to [MANAGER NAME] and must be received via email no later than [DATE, TIME].

All responses, including any supporting attachments, are due via email to [MANAGER NAME] no later than [DATE, TIME].

» [Insert any additional information on the estimated decision timeline, including presentation/negotiation date estimates.]

Event	Date
RFP distributed	
Acknowledge intent to submit a response	
Deadline for submitting questions	
RFP responses due to [ORGANIZATION NAME]	
Vendor presentations	

» Below is a sample disclaimer. It is recommended that you insert specific language appropriate to your policies.

This RFP is not an offer to contract with any bidder. [ORGANIZATION NAME] is not responsible for any costs associated with replying to this RFP. [ORGANIZATION NAME] reserves the right to enter into an agreement with any provider or no provider at its sole discretion.

All information provided in this RFP is considered proprietary and confidential and may not be shared except for the purpose of completing a response to this RFP.

EVALUATION

[ORGANIZATION NAME] will evaluate all proposals based on the following criteria:
» [State the criteria in order of importance, or you may choose to provide your actual scorecard/ evaluation matrix]

» [TBD] 00%

» [TBD] 00%

» [TBD] 00%

RFP QUESTIONNAIRE

Executive Summary

Please provide a 2-3-page summary overview of your proposed offering to [ORGANIZATION NAME]. What differentiates your program from that of your competitors, and what value does such differentiation bring to your customers? Why should our organization choose your program?

Section 1 – Organization Overview

1. Provide the full name, address, and phone number of your corporate headquarters and of the individual who is the primary contact for this proposal.

2. Describe your experience in expense management and include the number of years you have been in the expense management business.

3. How does expense management fit into your organization's products and services portfolio? How much of your company's revenue is based on servicing the commercial payments business?

4. On what platform do you issue commercial payment solutions (e.g., American Express, MasterCard, Visa)? What are the prime benefits of this platform? How much does your company depend on the platform to drive your agenda?

5. Describe any global partnerships or alliances you have in place and the nature of such relationships (include bank partnership, technology providers, and any other relevant parties).

6. Is your product in each of [ORGANIZATION NAME]'s markets proprietary to your organization? Please state the names of ALL bank alliance partners and describe the nature of each partnership.

7. Please describe how you partner with clients to determine the best card issuance strategy for each market. In particular, how will you assist [ORGANIZATION NAME] in determining the approach for emerging markets?

8. Describe how you have helped your clients to reduce costs and streamline their programs and the tools available to us.

9. What emphasis is placed on the development of new products/ technology and how will this benefit [ORGANIZATION NAME]?

Section 2 – Corporate Travel & Entertainment Card

» [Remove this section for a Procurement Card or B2B Payment Solution only RFP]
BEST PRACTICE TIP: Choose 5-7 questions. See page 2 of the guide for details.

1. Please state if you offer a local currency T&E card in the countries where we operate.
   For countries where you do not offer local currency, what is your solution?

2. How does your T&E program best support the T&E program goals of
   [ORGANIZATION NAME]?

3. How will adding a T&E card impact our line of credit?

Exception Monitoring and Alerts

1. Are cards issued with limits? If so, how do you manage transaction limits for each
   cardholder? Describe the spending controls available with your T&E program.

2. Describe the process for changing limits both permanently or temporarily. How long does
   it take for the new limit to take effect?

3. How do you ensure that [ORGANIZATION NAME] is protected from unauthorized charges,
   for example, fraudulent charges, out-of-policy spend, or cardholder misuse?

4. If a cardholder has a dispute or issue with a charge, what is the resolution process and
   timeline?

Billing and Payment

1. What billing/payment options are available to our organization and our employees?
   What are the considerations for each option?

2. Please describe and/or provide a sample billing statement.

3. Describe the payment terms available.

4. Please describe your collections process in detail.

Reconciliation Tools

1. Describe your reconciliation management tool and functionality.

2. Describe how your card program will interface with our systems
   [Add your financial management system]. Is there a cost associated with this
   programming? Are there any ongoing costs?

3. At what frequency can the data be extracted and in what format?

Account Maintenance

1. Describe the online functionality for applying for cards, canceling cards, suspending cards,
   and maintaining cardholder profiles.

2. Describe the process for reporting a card lost or stolen.

3. Describe all cash access (such as ATM) options available to [ORGANIZATION NAME].
   Can cash access be blocked? Can we define the cash access limits?

Card Liability

1. What liability options do you offer for the T&E program?

Value Added Services

1. Do you offer a rewards program? If yes, please describe the benefits for our organization and the cardholder.

2. Describe any special programs you offer for executives.

3. How can your program help increase employee satisfaction?

4. Detail all automatic and optional insurance coverage available.

5. [If applicable] Describe the synergies and/or value that you can bring by integrating your card program with an Expense Management System. Do you provide any product offerings or programs that integrate with Expense Management Systems?

6. What makes your T&E program unique? Why should our organization choose your T&E program?

Section 3 –Payment Solution for Centralized Travel Spend

» BEST PRACTICE TIP: Choose 4-5 questions. See page 2 of the guide for details.

1. How does your program best support the expense management goals of [ORGANIZATION NAME]?

2. Describe your payment solution for centralized travel spend. What travel spend commodities (air, car, hotel, travel agency fees) can be centralized under your payment solution?

3. Can a client have more than one centralized payment account?

4. Provide details of your ability to provide [ORGANIZATION NAME] company-defined data (e.g., trip number, project code, budget center, approval code) for every charge.

5. Is your solution suitable for the travel expenses of temporary workers such as contractors and consultants?

6. Please describe the emergency travel services your program provides.

Billing and Payment

1. What billing/ payment options are available to [ORGANIZATION NAME]?

2. Are online statements available? If so, in which format(s) are they available?

3. Explain late payment procedures.
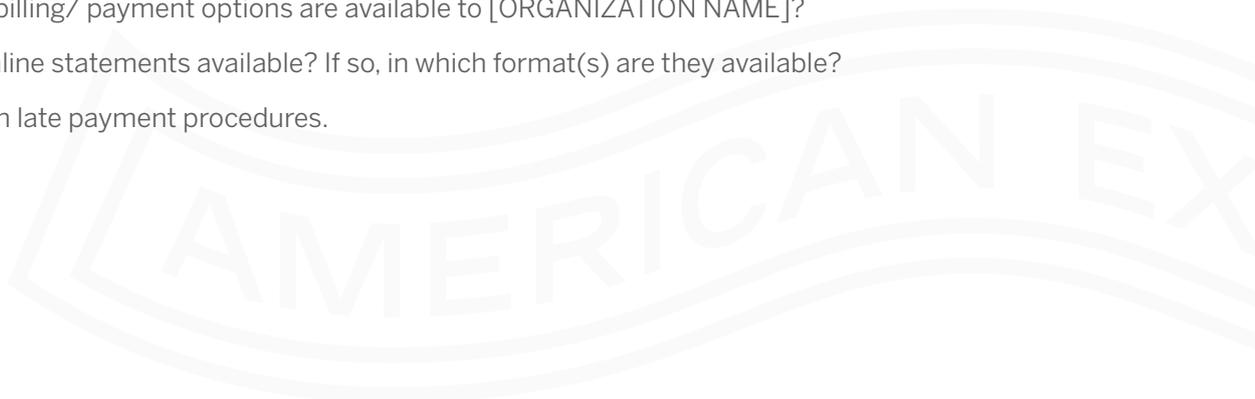
Reconciliation

1. Please describe the reconciliation process and tools options available with your centralized payment solution.

2. Does your solution integrate with travel agencies for online as well as offline reservations?

3. How does your solution integrate with our expense management and financial systems?

4. Can your solution be customized to address any specific requirements we may have?

5. Can you provide data files that deliver detailed transaction data in an electronic format? What protocols are used for transmission? At what frequency can the data files be sent?

Card Liability

1. What liability options do you offer with your program?

Value Added Services

1. How are you innovating your centralized payment solution? What developments and enhancements are you working on and how will these benefit [ORGANIZATION NAME]?

2. What makes your program unique? Why should [ORGANIZATION NAME] choose your program?

3. Describe, in detail, all insurance coverage available with your centralized payment solution. Are there any costs associated with the insurance offerings?

Section 4 – Corporate Procurement Card

» BEST PRACTICE TIP: Choose 4-5 questions. See page 2 of the guide for details.

1. Please state if you offer a local currency procurement card in the countries where we operate. For countries where you do not offer local currency, what is your solution?

2. How does your procurement card best support the purchasing goals of [ORGANIZATION NAME]?

3. What account options are available to our organization and our employees (e.g., department or supplier accounts)? Describe how you would accommodate our accounting code structure.

4. Define the levels of data captured by your procurement card.

5. » [If applicable] Describe the synergies that a single provider for T&E and procurement card programs would offer.
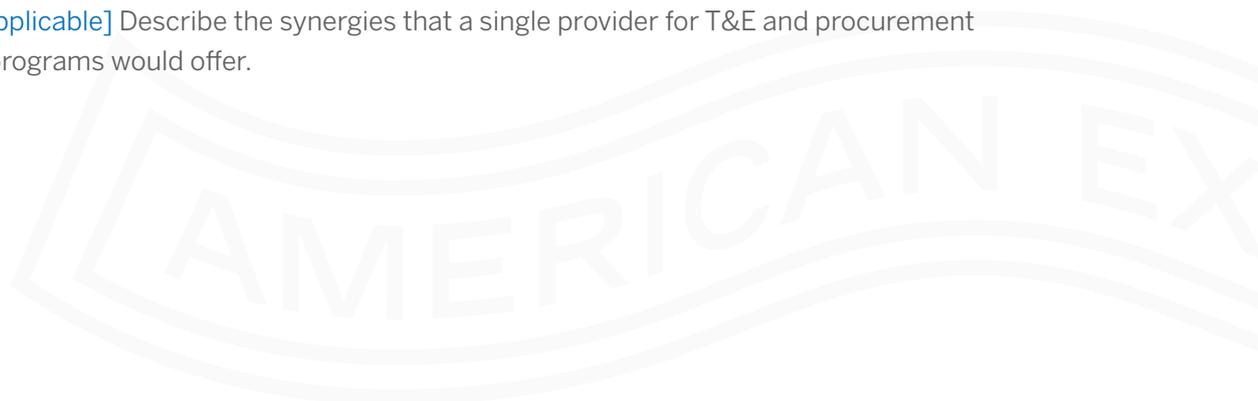
Exception Monitoring and Alerts

1. How do you ensure that [ORGANIZATION NAME] is protected from unauthorized charges?

2. Describe the controls/ spending limits available with your procurement card.

3. Do you have the ability to restrict spending to preferred suppliers? Please describe.

4. If a cardholder has a dispute or issue with a charge, what is the resolution process and timeline?

5. Describe the process for reporting a card lost or stolen.

Billing and Payment

1. What billing/payment solutions are available to our organization and our employees?

Card Liability

1. What liability options do you offer with your program?

Reconciliation

1. Describe how your company can automate reconciliation of purchasing cards with our ERP system.

2. Describe your solution to link receipt images directly to an employee card number and transaction.

3. Describe how taxes are handled and your solutions to optimize and simplify the process.

Value Added Services

1. Please outline how your organization will be able to assist us with enabling suppliers to accept payment via your procurement card.

2. How will the program help us to meet regulatory compliance requirements?

3. What makes your procurement card program unique? Why should our organization choose your procurement card program?

4. Please describe, in detail, the recommended strategy for growth of [ORGANIZATION NAME]'s procurement card program. What types of spend analysis do you do and is there a cost to this?

Section 5 – Technical Capabilities & Information Reporting

» BEST PRACTICE TIP: Choose 2-3 questions. See page 2 of the guide for details.

Cardholder Functionality

1. Do you offer online account management for our employees? Please describe.

2. Do you offer a mobile platform? Please describe.

3. Describe methods for communication with our cardholders and describe typical messaging. Can we restrict/ customize it to specific groups of cardholders?

4. Describe new expense/ payment data/ technology solutions that you have recently introduced. How will they benefit our cardholders?

Program Administrator Functionality

1. Describe, in detail, the web-based module that provides online account management, including reporting, ordering of new cards, cancellation of cards, etc. Provide examples.

2. Describe your application process for new cards.

Reporting

1. Provide a general description of the reporting packages you offer including sample screenshots. Would you be willing to provide a demonstration?

2. Provide a list of your standard reports along with sample screenshots or an online demo.

3. What functionality is available to allow us to create our own reports?

4. Can reports be consolidated for multiple countries/ currencies?

5. What support is available for your reporting packages/ ongoing training? What hours are they available? Where are they located?

6. Do you offer data files that we can integrate into our systems? Specify formats in which data can be extracted. Include delivery mechanisms for the files.

8. What are the hardware and software requirements for using your card transaction reporting software packages? How are upgrades managed?

9. Can access be restricted for different users based on permissions?

Technology

1. Do you have a business continuity plan in place? Please describe.

2. Describe your encryption technology including your firewall settings. Describe your security architecture and polices, including but not limited to data storage and retention, transmission, authentication, employees, and suppliers.

3. How do you ensure that no unauthorized individual accesses the system both internally (at [ORGANIZATION NAME]) and externally (at your location).

4. What physical and software security measures does the issuer take to protect the confidentiality of the company's transaction information?

5. Describe your data retrieval and processing network. How do you ensure data consistency and integrity?

6. What resources do you provide to support your technology tools? Describe your accountability to ensure that technology systems function properly.

7. Did you develop your own systems, and do you have control over enhancements? Do you accept client feedback?

Section 6 – Implementation

» BEST PRACTICE TIP: Choose 2-3 questions. See page 2 of the guide for details.

1. Describe your implementation strategy for commercial payment solutions, including a sample plan and description of various implementation tasks for both you as the issuer and [ORGANIZATION NAME]. How long does a typical implementation take?

2. How many dedicated, support experts in implementation and technology do you have? What implementation and technology support/resources will you provide? What resources from our organization will be needed to assist you?

3. Describe the support and training provided during implementation and after go-live, including user manuals, instructional and/or educational materials, on-site visits, or other assistance.

4. Will your implementation staff remain actively engaged after initial program setup and rollout? If yes, for how long and to what extent?

5. What are some of the common implementation obstacles you have observed?

6. Please describe any costs to [ORGANIZATION NAME] to implement your payment solutions.

Section 7 – Account Management

» BEST PRACTICE TIP: Choose 2-3 questions. See page 2 of the guide for details.

1. If you are successful in winning [ORGANIZATION NAME]'s commercial card business, where will [ORGANIZATION NAME] reside in your account servicing hierarchy?

2. Define the support [ORGANIZATION NAME] can expect to receive from your organization. Will there be a dedicated account manager? » [If applicable] Will your company dedicate regionally or locally based account management personnel?

3. Please describe the qualifications, including tenure, of the account management personnel that will be assigned to [ORGANIZATION NAME].

4. Is there a formal program review process? What is the timing?

5. Do you have a formal quality-improvement program? If so, describe.

6. How would you expand our program to new markets and/or commodities?

7. Will we be provided with an account manager versed in local market solutions in all our countries? Please provide an organizational chart illustrating the name of each of the local market account managers. » [Remove if scope is limited to one country]
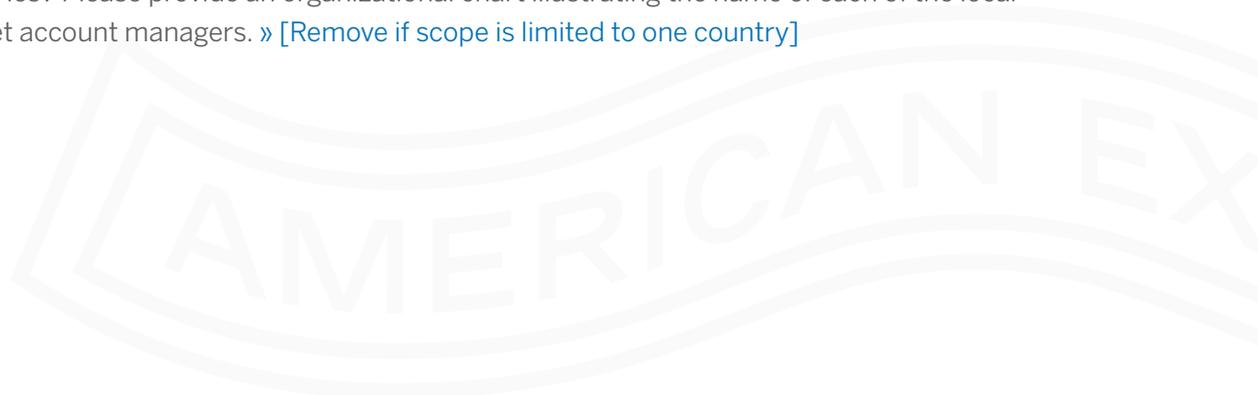
### Section 8 – Acceptance and Merchant Support

» BEST PRACTICE TIP: Choose 2-3 questions. See page 2 of the guide for details.

1. How do you define acceptance? Please outline your approach to merchant acceptance.

2. Please provide a summary of your merchant acceptance in the countries where we operate.

3. Describe the merchant enrollment, education, and ongoing management available to your clients. Is this process managed internally or is it a third-party reliance model? How many merchant resources are available to onboard suppliers?

4. What tools/initiatives do you use to encourage or increase vendor enrollment in your program?

Section 9 – Customer Service

» BEST PRACTICE TIP: Choose 2-3 questions. See page 2 of the guide for details.

1. Please describe the services and support provided to both Program Administrators and cardholders.

2. Where are customer servicing personnel located? Is customer service wholly owned?

3. Describe your customer service capabilities, including the following:

   » Hours of coverage

   » Toll-free number access

   » Cardholder account management

   » Cardholder complaints

   » Fraud: What is your process for handling fraud? Are charges immediately paused until the case is resolved, or paid and refunded if the case is resolved favorably?

   » Emergency Support: What are your emergency/ incident response procedures and services?

4. Describe the responsibilities of customer service personnel, including the chain of command for problem resolution.

5. What level of service do you provide to your corporate customers? Please describe the key performance measures utilized to measure the success of the program.
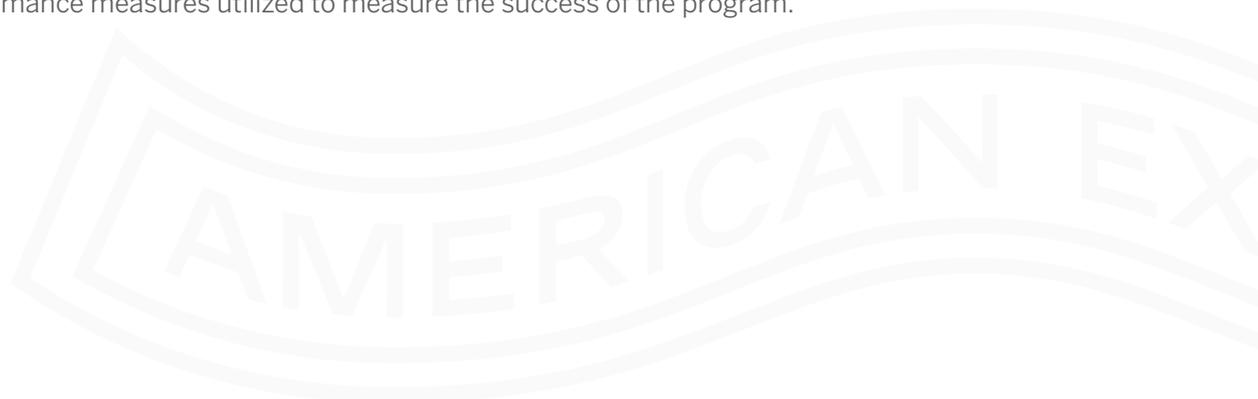
Section 10 – Financial and Contractual Considerations

» BEST PRACTICE TIP: Ask questions that quantify overall value beyond financial offer. See page 2 of the guide for details.

1. Explain your financial rebate offer to [ORGANIZATION NAME].

2. Are you able to offer a single, financial incentive structure across your commercial card solutions? (e.g., Corporate Card, Corporate Purchasing Card, B2B payment solutions)?

3. What type of spend will be excluded from the rebate calculation, for example, are there any exclusions for high dollar transactions? Do you deduct fraud from the financial incentive?

4. Please describe in detail any incentive/rebate reductions based on spending factors such as average transaction size, spend per card, etc. Please also define how speed of payment is calculated.

5. Please identify any applicable expenses associated with all of the products/services described within your RFP response (e.g., cash access fees, conversion fees, late fees, technology, training, account/program management).

6. How do you quantify the value of your service offerings? How do your global services provide value to [ORGANIZATION NAME]?

7. How do you partner with customers to drive cost reduction or realize greater program value beyond the traditional incentive plan?

8. What other factors should be considered when quantifying the total value of your program offering?

9. Are you able to offer a consolidated, global contract?

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