Request for Proposal (RFP)

for

Property Management System
[Hotel Name Here]

Owned by:

[Owner Name Here]

[Date Here]

1. Instruction to Providers

Providers should direct all communications regarding this RFP to:

[Contact Information Here]

Objectives

[Owner Name Here] ("**Owner**") is seeking bids for Property Management System ("**PMS**") for its [Hotel Name Here] ("**Hotel**"). The primary goal is to renew its current PMS system with a modern system that will not only service the current interfaces and technologies but also future enhancements of technology.

The purpose of this Request for Proposal ("**RFP**") is to provide requirements and information to potential providers to allow them to submit proposals to provide PMS solutions. [Owner Name Here] invites providers to submit proposals for PMS in accordance with the requirements, terms, and conditions of this RFP **("Proposal")**. The RFP provides instructions for the providers to prepare a proposal that addresses [Owner Name Here] requirements for this project. It is not an offer to contract. Only the execution of a written Contract will obligate the parties in accordance with the terms and conditions contained in such contract. The RFP and the selected provider's Proposal shall be appended to, and constitute a part of, the ultimate contract signed between [Owner Name Here] and the selected provider.

This document in its entirety is confidential information and must be treated according to the terms of a mutual confidentiality agreement and/or non-disclosure agreement which has been put in place between [Owner Name Here] and providers.

Confidentiality

Non-disclosure

This RFP has been prepared by [Owner Name Here] to solicit bids on a contract to provide the PMS to [Owner Name Here] and/or its agents and affiliates.

Providers who intend to respond must have returned a signed Non-Disclosure Agreement (NDA), provided under separate cover to [Owner Name Here].

[Owner Name Here] considers all information in the RFP or accumulated through other related written or verbal communication to be confidential and proprietary, whether expressly marked as such or not.

This RFP and the information herein are provided solely for the limited purpose of facilitating providers to prepare a responsive proposal, and providers shall not use the RFP or its contents for any other purpose. By accepting this RFP, you agree that you will not allow any other person or entity to see the RFP or any information in the RFP, in whole or in part, and you will not use it in any way other than to prepare the requested proposal.

You further agree that you will delete or return this RFP, and all copies you have made of it in whatever format, to [Owner Name Here] should you decline to submit a proposal or upon request by [Owner Name Here].

Any and all materials submitted by providers that are to be considered confidential must be clearly marked confidential prior to submission. We will make all commercially reasonable efforts to keep submitted bid information confidential.

Marketing References

No references to [Owner Name Here] or the Hotel and/or its agents and affiliates may be made in any literature, promotional material, brochures, sales presentations, and the like without the express written consent of [Owner Name Here].

1.2.3. [Owner Name Here] is not liable for any cost incurred by providers for the preparation and submission of responses to this RFP.

Key Dates and Activities

Activity	Target Completion Dates
Release of RFP	[Dates Here]
Provider Questions Due	[Dates Here]
RFP responses due	[Dates Here]
Top 3 Vendor Selection	[Dates Here]
Scripted Demonstrations/Workshops • Statement of Work • Technical Design • Scripted Demonstrations • Transition Planning	[Dates Here]
Vendor Selection	[Dates Here]

2. **Property Profile**

2.1 **Introduction to [Owner Name Here]**
[Owner Name Here] owns the [Owner Name Here] Building located [Address Here].
The hotel portion of the building is managed by [Management Company Name Here]
The building is utilized as follows:

[Building Description Here]

2.2   Introduction to [Hotel Name Here]: [Hotel Name Here] is the [Hotel Description Here]

Mission Statement of [Hotel Name Here]:

2.3   Facility Type and Layout

2.4   Employee Profile

The Hotel employs [enter number here] employees.

2.5   Property Statistics and Departmental Overview

- Average Annual Occupancy Rate of [enter occupancy rate here] percent with the following monthly occupancy rates:

January	July
February	August
March	September
April	October
May	November
June	December

- Average length of stay is [enter figure here] days

Market Profile	
Type of Stay	% of Revenue
Group	
Business	
Leisure	

- The average daily rate is [enter figure here]. The monthly ADR is as follows:

January	July
February	August
March	September

April	October
May	November
June	December

- Reservations come from:
  - Global Distribution System (i.e. Sabre, Amadeus):
  - Online Distribution Partners (i.e. Hotels.com, Expedia.com):
  - Travel Agency:
  - Direct Reservation:
  - Walk-in:
  - Other: (SRS Voice, [Hotel Name Here])

- Average daily reservation call volume is [enter figure here]. With the following activity ranges:

  Daily Call Range= to calls per day
  Number of new reservations per day:
  Average number of confirmations printed per day:

- There are [enter figure here] food and beverage operations: Names of the restaurants are:

Average Covers Per Meal			
	Breakfast	**Lunch**	**Dinner**	
Restaurant 1				
Restaurant 2				

- Hourly workloads in the following rooms division areas are:

  1) Switchboard: Peak calls per hour range from [enter figure here]
2) Front Desk: Peak check-ins per hour range from [enter figure here]
- There are [enter figure here] rooms used for banquets, meetings and special events.

2.6 Hardware Configuration/Layout and Information System Overview

[Enter Information Here]

- The current platform is [enter here] with the following specifications:

  1) Backup capabilities:
  2) Storage capacity:
  3) Memory capacity:
  4) CPU Location:
  5) Currently system supports [enter figure here] terminals with the capacity to support [enter figure here] terminals.

- Core Applications

  1) PMS: Reservations, Front Office, Night Audit, Management, Guest Relations, Hotel Operator, Housekeeping, -Sales & Marketing, Accounts Receivable, -Concierge, and Cash/Revenue Control
  2) Backoffice Software: General Ledger, Accounts Payable
  3) Fixed Assets: N/A
  4) Locking System:
  5) Interfaces: POS –, CAS –, PBX –, Pay Movie –
  6) Maintenance: N/A
  7) Retail: N/A
  8) Purchasing and Inventory Management:

2.7 Current Interfaces

The interfaces currently present in the Hotel:

3. System Software Requirements

<u>**Instructions:**</u>

Please respond to each question by placing an X under the appropriate answer. If a specific fact or number is requested, please provide the answer in the space provided. If your answer to a question is "YES", this indicates that your product meets the requirements as stated. If your answer to a question is "YES- MINOR", this indicates that your system can only meet the requirement through a minor modification to the program. If your answer to a question is "YES-MAJOR", this indicates that your system can only meet the requirement through a major modification to the program. If your answer to a question is "NO", this indicates that your system does not meet this requirement. For any question which is answered "YES-MINOR" or "YES-MAJOR", please attach an explanation on a separate page and the estimated modification cost.

Please specify by placing and X which statements below are prioritized for your property

Reservations	Yes	Yes-Minor	Yes-Major	No
Reservations can be taken up to unlimited number of years prior to arrival	____	____	____	____
Reservations can be coded according to market segment (e.g. golf, group, business, etc.)	____	____	____	____
Reservations can be coded according to business source (i.e. travel agency, direct)	____	____	____	____
Management password is required to override a rack rate	____	____	____	____
Displays availability of particular rooms by specifying the desired features. Rooms can be allocated to:				
- package plans	____	____	____	____
- frequent stay groups	____	____	____	____
Reservationists can access the following information to assist in selling reservations:				
- room description and amenities	____	____	____	____
- online information about hotel/surrounding area	____	____	____	____
- online group resume and daily events maintained by sales and catering	____	____	____	____
Can handle at least 100 rate plans	____	____	____	____
Can track revenue activity by rate plan	____	____	____	____
Reservation search options using first and	____	____	____	____

last name, company name, room number, and alpha

Interface for credit card charging or automatic approval ____ ____ ____ ____

Can make changes to IATA accounts from the reservation screen ____ ____ ____ ____

Ability to input special travel agent commission arrangements on individual reservations ____ ____ ____ ____

Provides sample space for reservationists remarks: not displayed on confirmation or registration card. ____ ____ ____ ____

Provides ability to search for confirmation and cancellation numbers ____ ____ ____ ____

Ability to track the type of calls received (e.g. information calls, brochure requests, reservations, etc. ____ ____ ____ ____

Ability to track reservationists productivity:
- average length of a call ____ ____ ____ ____
- conversion rate ____ ____ ____ ____
- reservations booked per hour ____ ____ ____ ____

Ability to override automatic room assignment based on rotation value ____ ____ ____ ____

An audit trail that denotes the last three changes to a reservation, when it was made (date and time), and by whom ____ ____ ____ ____

Enables reservationists to make full or partial refunds or forfeits from the reservation screen ____ ____ ____ ____

Provides an option to eliminate the reinputting of guest information for multiple reservations ____ ____ ____ ____

System can post charges:
- daily ____ ____ ____ ____
- weekly ____ ____ ____ ____
- monthly ____ ____ ____ ____
- 2-day ____ ____ ____ ____
- 3-day ____ ____ ____ ____
- 4-day ____ ____ ____ ____
- 5-day ____ ____ ____ ____

Room availability can be viewed within the reservation screen ____ ____ ____ ____

Within a group block, the group rates established can be based on the room type ____ ____ ____ ____

Group master list with original block, current block, picked up, and remaining and print / ____ ____ ____ ____

sort option by start date and number of requested nights

Display availability by date, denoting arrivals, departures, and out of orders rooms by room type.   ____   ____   ____   ____

Reservations/ Package Plans/ Guest History

Can define an unlimited number of package plans (if limited, what is the maximum allowed?)   ____   ____   ____   ____

Package charge appears as one item only on guest folio and can appear as a:

- one-time charge on the guest folio   ____   ____   ____   ____
- daily charge   ____   ____   ____   ____

Reservationists can access a detailed package plan description from the reservation screen   ____   ____   ____   ____

Availability is accessible by:

- room type   ____   ____   ____   ____
- hotel location   ____   ____   ____   ____
- group   ____   ____   ____   ____

Package plan configuration enables posting structures to be developed for specific:

- days   ____   ____   ____   ____
- dates   ____   ____   ____   ____
- seasons   ____   ____   ____   ____

Can handle multiple packages per guest and room.   ____   ____   ____   ____

Group reservations module can handle staggered arrivals and departures with an optional reserve rate   ____   ____   ____   ____

Enables each guest in a group to have a different billing arrangements   ____   ____   ____   ____

Can check out or check in group with one entry   ____   ____   ____   ____

Generates express rooming list   ____   ____   ____   ____

Group master folio in guest ledger   ____   ____   ____   ____

Blocking of rooms does not require a reservation for each individual room   ____   ____   ____   ____

System provides an option to override the cutoff date for releasing rooms and enables the continued selling of available rooms in excess of the room block.   ____   ____   ____   ____

Maintains a group history (how long)   ____   ____   ____   ____

Can rotate rooms (how does it work)   ____   ____   ____   ____

Package plans are easy to configure. Briefly describe process   ____   ____   ____   ____

Provides a comprehensive guest history database that maintains a record of all of the guests' previous visits.   ____ ____ ____ ____

Guest History and Marketing
Guest history tracks the following guest info:
- ▪ personal preferences   ____ ____ ____ ____
- • rate plans used   ____ ____ ____ ____
- • detailed revenue breakdown   ____ ____ ____ ____
- • package plans used   ____ ____ ____ ____
- • method of payment   ____ ____ ____ ____
- • special requests   ____ ____ ____ ____

Generates customized confirmation letters   ____ ____ ____ ____

Guest history module tracks the following statistics by guest type and property
- • number of visits   ____ ____ ____ ____
- • average revenue per stay   ____ ____ ____ ____
- • average length of stay   ____ ____ ____ ____
- • % of repeat business   ____ ____ ____ ____

Guest history module generates personalized letters and mailing labels based on user-defined criteria. Please describe your system's search engine   ____ ____ ____ ____

Ability to find guests by
- • last name   ____ ____ ____ ____
- • frequent stay number   ____ ____ ____ ____
- • address   ____ ____ ____ ____
- • phone number   ____ ____ ____ ____

Ability to purge records selectively based on date of visit, source code, market segment, grouping, etc.   ____ ____ ____ ____

Guest history is linked to the reservations module   ____ ____ ____ ____

Ability to track inquiries based on source of call.   ____ ____ ____ ____

Ability to generate mailing labels from inquiries   ____ ____ ____ ____

Ability to track responses (e.g. brochure requests) to reservation inquiries   ____ ____ ____ ____

Provides follow up to an inquiry mailing by generating a "call back" within 10 days   ____ ____ ____ ____

Ability to track lost business and turndowns   ____ ____ ____ ____

Ability to monitor conversions from original inquiry   ____ ____ ____ ____

Ability to identify factors that resulted in lost business   ____ ____ ____ ____

Provides spell check for city, state, and country spellings   ____   ____   ____   ____

Marketing and Reports

A reservation "waitlist" can be created in lieu   ____   ____   ____   ____
of overbooking
Report requirements:
a) Arrivals list by date, on which all of the
following information can be accessed:

- pre-assigned rooms   ____   ____   ____   ____
- Repeat/return guest   ____   ____   ____   ____
- Profile of repeat guests   ____   ____   ____   ____
- Special requests   ____   ____   ____   ____

b) Group activity report, including group   ____   ____   ____   ____
blocks, pickup within blocks, cutoff dates for
rooming lists and deposits
c) Forecast of monthly occupancy totals for:

- Room number   ____   ____   ____   ____
- Room type   ____   ____   ____   ____
- All units   ____   ____   ____   ____

d) Business forecast that can be generated at
least one year in advance for a particular day
or date range, including the following
estimates:

- Arrivals/departures/stayovers   ____   ____   ____   ____
- Business broken down by market   ____   ____   ____   ____
  segment/business source (e.g. travel
  agent)
- Gross revenue   ____   ____   ____   ____
- ADR   ____   ____   ____   ____

e) Package plan report that breaks down   ____   ____   ____   ____
revenue by package plan type and package
plan component
f) Marketing reports include

- Revenue by market segment   ____   ____   ____   ____
- Revenue by source of business   ____   ____   ____   ____
- Revenue by groups   ____   ____   ____   ____
- Revenue by business source (e.g.   ____   ____   ____   ____
  travel agent)
- Revenue by user-defined criteria   ____   ____   ____   ____
- Custom report using multiple criteria   ____   ____   ____   ____

g) Reservation activity and occupancy   ____   ____   ____   ____
tracked by city, state, and country
h) Delinquent deposit requests   ____   ____   ____   ____
i) Detailed matrix with room number, date,   ____   ____   ____   ____
and confirmation number

j) Room forecast with revenue projections and print/sort options by room type, subtype, range of room numbers, total by start date and number of requested nights

____	____	____	____

k) Produces reservations lists with a detailed and summary option and can be sorted based on various codes, including:

Group	____	____	____	____
Package	____	____	____	____
Special service	____	____	____	____
Travel agency	____	____	____	____
Guarantee	____	____	____	____
Departures	____	____	____	____
VIPs	____	____	____	____

Yield Management /Housekeeping

How many rate plans can be established per season?	____	____	____	____
How many seasons can be established and up to how many years in the future?	____	____	____	____

Rate plan restrictions can be implemented:

• Hourly	____	____	____	____
• Daily	____	____	____	____
• Weekly	____	____	____	____
• Monthly	____	____	____	____
• By season	____	____	____	____
Rates are listed from most expensive to least expensive	____	____	____	____

Rate plans can be established for

• Groups	____	____	____	____
• Travel agents	____	____	____	____

Does yield management system help management establish rate plan restrictions and clearly define selling strategies? How?	____	____	____	____

Tracks revenue by

• Rate plan	____	____	____	____
• Room type	____	____	____	____

Enables each guest to have a different cleaning schedule, including the following options:

• Daily	____	____	____	____
• Weekly				
o Specific days identified	____	____	____	____
o Check-out only	____	____	____	____

Enables the specification of different service
levels
- Regular cleaning   ____   ____   ____   ____
- Deep cleaning   ____   ____   ____   ____
- Tidy   ____   ____   ____   ____
- Linen   ____   ____   ____   ____

Generates a room attendant reconciliation   ____   ____   ____   ____
report for performance based compensation
based on hours worked per room, credits
completed by room, income earned, and
variance to minimum wage

Displays and prints housekeeping reports,   ____   ____   ____   ____
including room status, vacant room, out of
order rooms, housekeeping requests, guest
requests, arrival and departure lists,
complimentary room report, forecasts, room
attendant,/supervisory activity, and unit-
bedding report

Housekeeping/Front Desk/PBX
Display feature listing all current and future   ____   ____   ____   ____
out of order rooms listed in date order as
primary sort and by room number as a
secondary sort.

Automatically updates scheduled out of order   ____   ____   ____   ____
rooms during the night audit process

Tracks the following information for each   ____   ____   ____   ____
room attendant and property:
- Target vs. Actual labor hours per   ____   ____   ____   ____
  room
- Inspector and Guest comments   ____   ____   ____   ____
- Number of rooms cleaned   ____   ____   ____   ____

Generates supervisory assignments and   ____   ____   ____   ____
cleaning schedule for each room attendant
with estimated cleaning times

Generates cleaning and maintenance history   ____   ____   ____   ____

Forecast daily cleaning requirements at least   ____   ____   ____   ____
4 weeks in advance based on type of service
(e.g. daily, mid-weekly, weekly)

Equally distributes workloads by assigning a   ____   ____   ____   ____
value to each room type

Provides an inventory program for   ____   ____   ____   ____
housewares, linen, rental equipment,
amenities & guest supplies.

Maintain an online guest folio history for at   ____   ____   ____   ____
least 7 years.

Enables multiple folios to be created for each guest. How many?	____	____	____	____
Enables a folio to be created for each guest that is sharing a room. What is the limitation?	____	____	____	____
Departmental charges for multiple rooms can be batched posted	____	____	____	____
Ability to summarize charges on the guest folio to just one description	____	____	____	____
User may define which charges are automatically posted during the night audit	____	____	____	____
Incidental folios can be dedicated to specific charge postings	____	____	____	____
Package charges are automatically handled based on the charge type, # of guests, and day of the package	____	____	____	____
Different billing instructions can be established for each day of the guest's stay	____	____	____	____
Allows user to automatically select a room	____	____	____	____
Auto-assigns rooms based on lowest rotation value	____	____	____	____
Provides option to search for first available (by rotation) vacant, clean room based on reserved room type and subtype or to change search parameters and override system selected room number	____	____	____	____
Provides a credit card interface for credit card authorization	____	____	____	____
Ability to add multiple names for telephone/ registration purposes without creating separate folios	____	____	____	____
Interface to electronic key system which allows key issuance but blocks access to room until housekeeping status has been updated to vacant/clean	____	____	____	____

Access to online information about:
• Room descriptions /amenities	____	____	____	____
• Package plan inclusions	____	____	____	____
• Groups resume and daily events	____	____	____	____
• Resort and surrounding area	____	____	____	____
Ability to apply multiple taxes, service charges and tax exemption	____	____	____	____
Display folio detail including posting time and agent and signature when charged at POS terminal	____	____	____	____
Ability to print/display an estimate of departure charges based upon current charging patterns and projected room and tax	____	____	____	____

postings

Ability to charge route from one individual to another	____	____	____	____
Ability to print charge card simultaneously with registration cards	____	____	____	____
Produces a cashier report displaying all postings regardless of the number of times a shift closing has been printed	____	____	____	____
Ability to attach messages to guest reservations specifying recipient without flagging other shared reservations	____	____	____	____
Telephone interface to prevent telephone system from sending voice mail to rooms not checked in	____	____	____	____
System to prompt telephone interface to send pre-recorded message at designated time to scheduled arrivals or departures	____	____	____	____

4. Hardware Specifications and Proposed Configuration

Describe the following characteristics relative to your company's proposed system for the Hotel.

4.1. Backup and restore capabilities
4.2. Hard disk storage requirement
4.3. Printer options
4.4. Terminal/workstation requirements
4.5. Power and environmental considerations
4.6. Cabling and site requirements
4.7. Ergonomical considerations
4.8. CPU Requirement
4.9. Operating System Requirement
4.10. Hardware limitations and expandability
4.11. Hardware platform
4.12. Hardware support
4.13. Include a complete system configuration based on the system requirements and property profile.

5. Corporate Interfaces

The Hotel has a central office where the central reservations and some functions are performed. The following is a list of applications we expect to interface our PMS. Please indicate if your system can interface with the applications listed below. The central office is located in [enter location here]. The Hotel has a broadband Internet connection [enter specifics here].

Interfaces	Yes	Yes-Minor	Yes-Major	No
	____	____	____	____
	____	____	____	____
	____	____	____	____
	____	____	____	____

6. Other Interfaces

Provide a list of all vendors your system can interface (please indicate that if the interface is readily available, including but not limited to:

6.1.   Back office systems (i.e. Accounts receivable, accounts payable, general ledger, payroll)
6.2.   Voice Mail System
6.3.   Electronic Locking System
6.4.   Call Accounting System
6.5.   Internet Reservations (direct reservations from the hotel's website)
6.6.   Wake-up system
6.7.   Pay per view (movie) system
6.8.   Express Check out (from the guest TV in the room)
6.9.   Maid dial-in system (from the guest TV in the room or phone)
6.10.   POS
6.11.   Sales and Catering
6.12.   Energy Management System
6.13.   Credit card authorization system
6.14.   Voice over IP system
6.15.   Guest Loyalty System
6.16.   Frequent Airline/Rent A Car Program (Third party)
6.17.   Others

7. OTA/HTNG Specifications

List any OTA/HTNG specifications you comply with.

8. Support

Please provide details of the provider's experience and infrastructure for providing 24X7 support.

9. Proposal and Selection Process

9.1   Response Guidelines

9.1.1 Proposal Format

Responses should be complete, yet direct and concise. The completeness of the response will play a major role in its evaluation. Questions or requirements that the provider does not believe to be applicable should be noted as "Not Applicable" rather than left blank. When answering the questions, different responses to any one question, driven by the nature of the products being offered (when a company is offering multiple products) need to be clearly annotated indicating that a difference exists and to which product the answers apply. Providers should use logical years (e.g.' Year 1 of the project) rather than absolute dates.

Providers should respond electronically (preferred) or hard copy (not preferred). Response file formats should be Microsoft Office XP applications or Adobe Acrobat (PDF).

All responses should be received by [enter name here] on or before [enter date here] at [enter time here], in accordance with the RFP timeline specified in Section 1.3.

9.1.2 Supporting Documentation

(a)   All sales, supporting materials, and other documentation submitted with the proposal will become the property of [Owner Name Here], unless otherwise requested by a provider at the time of submission.

(b)   A form of proposed contract including but not limited to scope of warranty, technical support schedules, intellectual property ownership and maintenance must be included with the proposal package.

9.1.3 Right of Rejection

[Owner Name Here] reserves the right to accept or reject any or all responses to this RFP and to enter into discussions and/or negotiations with one or more qualified providers at the same time, if such action is in the best interest of [Owner Name Here].

Proposals will remain valid for a period of three (3) calendar months following the closing date of the RFP. Proposals, once submitted, can not be withdrawn for the term of the validity period except with the written consent of [Owner Name Here].

The lowest priced Proposal or any Proposal will not necessarily be accepted, and no such Proposal will be deemed to have been accepted unless and until the fact of such acceptance has been notified to the provider in writing by or on behalf of [Owner Name Here].

9.1.4 No Offer

This RFP is not an offer to contract. Acceptance of a response neither commits [Owner Name Here] to award a contract to any provider, even if all requirements stated in the RFP are not met, nor does it limit [Owner Name Here]'s right to negotiate in [Owner Name Here]'s best interest. [Owner Name Here] reserves the right to contract with a provider for reasons other than lowest price. Failure to answer any question in this RFP or any proposal not received by

the due date and time may subject the response to disqualification. Failure to meet a qualification or requirement will not necessarily subject a proposal to disqualification.

10. Budget Requirements

Please include a complete package price for hardware, software, training, installation, cabling, and support. Specify prices by software modules, hardware devices, labor hours, or other units which will facilitate price/service comparisons.

11. Acquisition Alternatives (Purchase, Rental, Leasing, ASP Model, etc.)

Please specify what option(s) can be made available to [Owner Name Here].

12. Rating Scale

Balanced Scorecard method

Rating Scale:
    4=Satisfies system requirement
    3=Satisfies system requirement with **minor** modifications
    2= Satisfies system requirement with **major** modifications
    1= Does not satisfy system requirement

13. Criteria

We will use the following criteria when evaluating the proposals.

Criteria
Software Performance
Hardware Performance
Customer Support
Training
Vendor Reputation
System Cost
Installation
Upgradeability
Interface ability
OTA/ HTNG Standards
User Friendliness