**RFP Sample Questions**

*This guide is designed to help your hotel prepare an effective RFP for RMS vendors. It includes sample questions you can use to ensure you get detailed, relevant information that will help you compare and evaluate solutions thoroughly. We encourage using open-ended questions to gather comprehensive insights rather than simple yes/no answers.*

## Methodology

Your RFP should request detailed responses that allow RMS vendors to demonstrate the strengths, unique capabilities, and value of their systems. This is your opportunity to ensure the provider can offer a competitively differentiated service that fits your hotel’s specific needs.

## Information about the RMS

Use questions like these to learn about the vendor’s business and team:

* Please describe your company, including headquarters, office locations, year established, number of clients and employees, industries served, and products/services offered.
* Can you provide biographies of key executive staff and the team members (account management, implementation, support, accounting) we would work with?
* Could you share an organizational chart for your executive, product development, and customer support teams?
* Please describe your company’s financial structure and current status.
* What experience do you have serving hotels or the hospitality industry?
* What major organizational, technological, or service-related developments have you achieved in the past 18 months?

## Core RMS functionalities questions

To evaluate the core capabilities of the RMS, ask questions such around the following key functionalities. The questions should be determined based on the requirements identified during the examination stage.

**Topics to cover include:**

* Pricing automation capabilities
* Forecasting logic and data models
* Data accuracy and granularity
* Profitability benchmarking
* Integrations
* Reporting and analytics capabilities
* Update frequency and innovation pace

1. Additional RMS features questions

Additional questions might include:

* Is your RMS accessible via mobile apps or only on desktop?
* How is user access managed? Is access general or individualized?
* Are there customizable permission levels for different users?

1. Implementation process questions

Sample questions to clarify implementation include:

* Can you provide a sample project plan and timeline for implementing an RMS at a hotel like ours? What are the responsibilities of our team?
* What data will you need from us, and in what format and delivery method?

1. Post-implementation, training, and support questions

Consider asking:

* What training options do you provide (in-person, online, documentation)?
* Do you advise on best practices to optimize our existing hotel processes? Can you share examples?
* Describe your ongoing support program for users.
* What is your typical response time?
* When is support available?
* Through what channels do you provide support (phone, email, in-app, slack)?
* What escalation processes do you have?
* Do you conduct performance reviews after a period of RMS use?

1. Technical and security questions

Important technical and security questions include:

* How often is your RMS software updated?
* Is it a cloud-based system?
* Where is your system hosted, and where are your data centers located?
* Does our hotel retain full ownership of our data?
* What security measures protect guest and client data?

1. Client references

Ask vendors to:

* Provide references for five hotel clients similar in size and type to ours.

1. Pricing breakdown

To fully understand costs, consider asking:

* What are the one-time fees (e.g., configuration, interface development, training)?
* What are the ongoing fees (monthly, annual)?
* Are there contract length requirements or cancellation terms?
* Are there any third-party or additional costs?
* What optional services are available and what do they cost?
* Are there minimum usage or fee commitments?
* How do you handle annual fee increases? Please explain your formula.
* What service level agreements (SLAs) do you guarantee?

# RFP objective

This RFP seeks information and proposals for a revenue management system for [Hotel name].

# Requirements

Questions related to this RFP should be directed to:

Contact point

Position

Email

Hotel name

Website

Phone number

## RFP timeline

The milestone dates related to this project are as follows:

| RFP distribution date | Date |
| --- | --- |
| RFP response deadline | Date |
| Vendor meetings and product demos | Date |
| Vendor selection | Date |
| RMS activation date | Date |

## Vendor questions

Vendors may submit questions about any aspect of this RFP to [Contact point]. Responses will be issued promptly by email and distributed to all RFP process participants.

RFP response submission and evaluation process

RFP Responses are due on [Date and time]. Late submissions will not be accepted.

Please prepare your response by inserting answers in this RFP.

The completed response should then be emailed to [Contact point] on or before the submission deadline.