

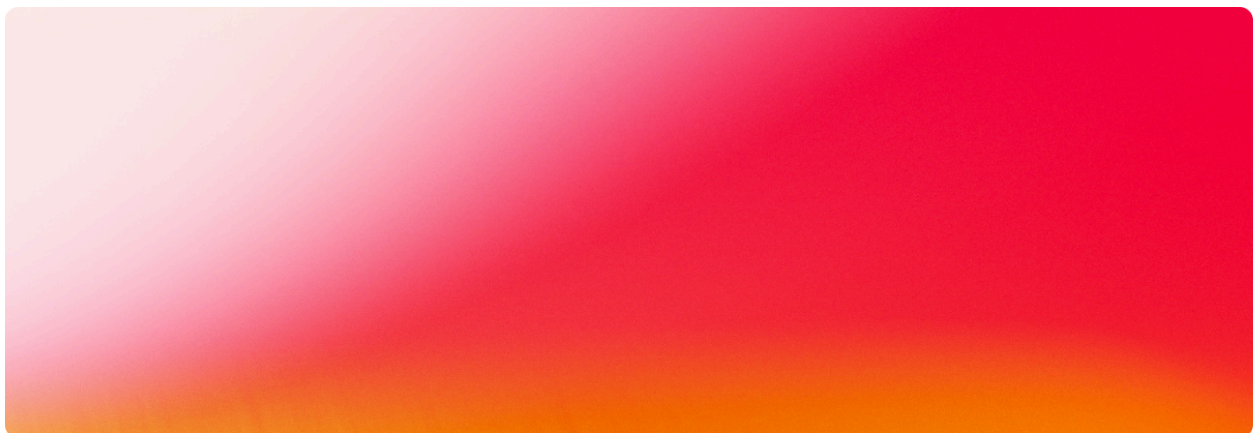


12/05/2025

# Master RFP template for payment processing

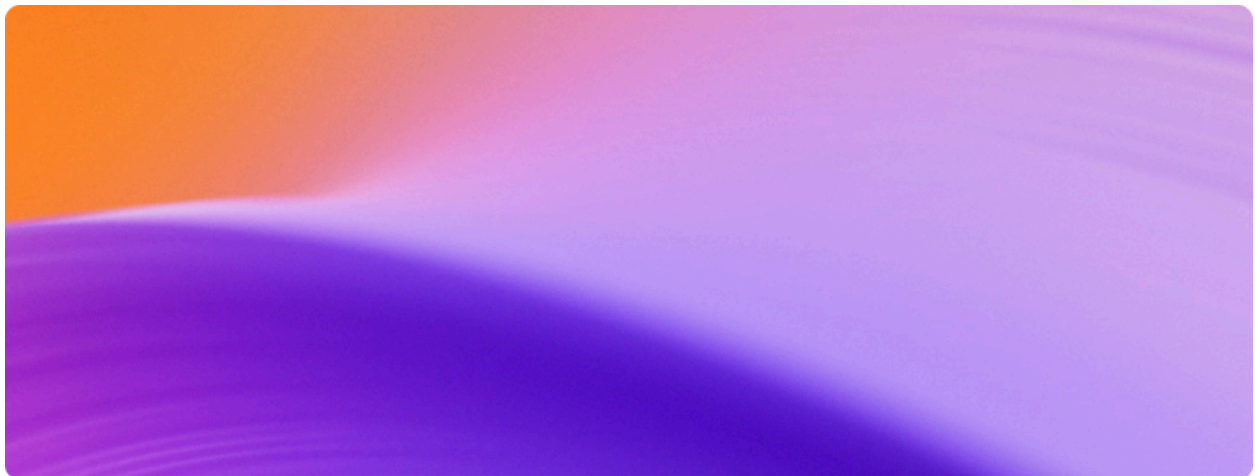
Running a request for proposal (RFP) process is a tremendous amount of work, even on a good day. Having a complete RFP template for payment processing can make the whole process less overwhelming. Instead of starting from scratch or assembling old documents, you can use a ready-made structure that covers every step, from setting deadlines to comparing pricing and investigating vendor references. The goal is to make life easier on both sides: vendors know exactly what to deliver, and you can compare responses side by side without deciphering 40 different formats.

This RFP template isn't meant to be used as a rigid form; it's more like a guide you can (and should) customize to your specific needs. Each section comes with prompts to help you write questions that get you useful answers, not just marketing blurbs. Fill in the blanks with specifics about your project, push for detail where it matters most, and cut anything that doesn't apply. When it's used well, this RFP template can save you time, reveal suitable vendors, and better inform your final decision



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# Cover page

The goal of the cover page is to tell vendors exactly what they're looking at and whom to talk to. Include the RFP title, your company's name, a short confidentiality notice, and contact details for the person who manages the process. Dates matter, too. List the issue date and due date right up front so nobody can claim they missed them. Keep the cover page concise—it's about orientation, not showing off what your design team can do.

Here's what to include in this section:

- **Title:** Request for Proposal (RFP) for [project/service/product]
- **Issuing organization:** [Your company]
- **Confidentiality notice:** (Short, NDA-bound language)
- **Point of contact:** [Name, title, email, phone]
- **Issue date and due date**

You might want to design your own branded RFP document. In that case, the outlines in each section will give you a strong foundation. Below, we've also added sample copy you can use.

## Contact information

RFP manager	[Full name]
Title	[Title]
Email	[email@company.com]
Phone	[###-###-####]

## Key dates

Issue date	[MM/DD/YYYY]
Question due	[MM/DD/YYYY]
Response due	[MM/DD/YYYY, time zone]
Evaluation period	[MM/DD/YYYY–MM/DD/YYYY]
Final selection	[MM/DD/YYYY]

## **Submission format**

*All responses must be submitted electronically via email in PDF format. Pricing and scoring templates (provided separately in Excel) must be attached in their original formats.*

## **File naming convention**

[Vendor Name]\_[Project Name]\_RFP\_Response\_[Date].pdf

## **Purpose of this RFP**

*[Your company] is seeking a payment processing partner capable of supporting secure, multicurrency transactions, integrating easily with internal systems via modern APIs, and delivering high reliability, proactive fraud detection, and data transparency across regions.*

*This document outlines the requirements, evaluation criteria, and process for submitting proposals.*

## **Short confidentiality notice**

*This RFP contains confidential and proprietary information belonging to [your company]. It's provided solely for the purpose of preparing a response. Distribution beyond those directly involved in preparing a proposal is prohibited. By accepting this RFP, the recipient agrees to protect this information with at least the same degree of care they use to protect their own confidential information.*



## Section A: Administrative instructions

This is the “rules of the road” section. It sets the boundaries and logistics so vendors know how to play by the same set of rules. You should be unambiguous: spell out confidentiality, deadlines, file formats, and exactly whom questions should go to. It might feel tedious, but if you exclude details, you’ll end up handling messy submissions, late questions, and endless clarifications. Imagine you’re explaining the process to someone who’s brand new to procurement—leave no room for interpretation.

Here’s what to include in this section:

- Confidentiality and use (outline nondisclosure obligations)
- Limitation of liability (recipient bears their own costs)
- RFP timeline
  - RFP issue date
  - Q&A deadline
  - Proposal submission deadline
  - Evaluation period
  - Short list notifications
  - Final selection date
- Submission format (e.g., PDF and Excel pricing, electronic only)
- Point of contact (all communication routed through designated contact)

Here’s an example of how this could look.



### A.1 Statement of confidentiality & nondisclosure

*All information contained in this RFP is confidential and intended solely for the purpose of enabling the vendor to prepare a response. Vendors shall not disclose, reproduce, or distribute this RFP or any related materials without prior written consent from [your company].*

*If the vendor includes proprietary or confidential information in its proposal, that information should be clearly labeled as confidential. [Your company] will treat it accordingly.*



## A.2 Limitation of financial liability

*This RFP isn't an offer to contract, and [your company] is under no obligation to award a contract or to pay for costs incurred in the preparation or submission of a response. Vendors are solely responsible for their own expenses. [Your company] reserves the right to cancel or modify this RFP at any time without notice or liability.*



## A.3 RFP timeline

Milestone	Date
RFP issued	[MM/DD/YYYY]
Vendor questions due	[MM/DD/YYYY]
Answers distributed	[MM/DD/YYYY]
Proposal submission deadline	[MM/DD/YYYY]
Evaluation and short-listing	[MM/DD/YYYY–MM/DD/YYYY]
Vendor demos or presentations	[MM/DD/YYYY–MM/DD/YYYY]
Final selection	[MM/DD/YYYY]



## A.4 Submission guidelines

- *All proposals must be submitted by email to [contact email address].*
- *Vendors must acknowledge receipt of the RFP within three business days of issue.*
- *Questions must be submitted via email by the “vendor questions due” date listed above.*
- *All communication must go through the RFP manager. Direct contact with other employees of [your company] regarding this RFP is strictly prohibited during the evaluation period.*



## A.5 Required submission documents

*Each vendor must include the following materials in its submission.*

Milestone	Date	Included (Y/N)
Signed NDA	If not already on file	
Executive summary	1- to 2-page overview of proposed solution	
Completed RFP response	Full response to all sections	
Pricing template	Completed pricing sheet	
Technical documentation	Architecture diagrams, APIs, sample reports	
Customer references	3–4 client references	



## A.6 Communication protocol

*All communication related to this RFP must be submitted in writing to the contact listed on the Cover Page. Any attempt to influence the process through other channels might result in disqualification. Responses to vendor questions will be shared with all participants to ensure fairness and transparency.*



## A.7 Evaluation overview

*[Your company] will evaluate proposals based on product capabilities, technical architecture, compliance and security standards, implementation approach, pricing transparency & vendor stability. The detailed evaluation criteria are outlined in Section D.*

*Proposals that demonstrate advanced fraud prevention, AI-driven optimization, and modular integration capabilities might be prioritized during evaluation.*



## A.8 Vendor acknowledgment

*Vendors must complete the acknowledgment below and return it via email within three business days of receiving this RFP.*

### ***Acknowledgment of receipt and intent to respond***

*We hereby acknowledge receipt of the request for proposal titled “[RFP name]” and confirm our intention ☐ to submit / ☐ not to submit a response.*

*Company name:* \_\_\_\_\_

*Authorized representative:* \_\_\_\_\_

*Title:* \_\_\_\_\_

*Date:* \_\_\_\_\_





## Section B: Overview and scope of work

This is essentially the story you're telling vendors about why you're even running this RFP process. A sharp overview gives enough context for them to understand your company, your priorities, and what success looks like on your side. Vendors will use this section to decide whether they're a fit so make the project's purpose and the scope of work sound both specific and compelling. Write it in a way that someone outside your department could read it and immediately understand what you're looking for.

Here's what to include in this section:

- Company background (brief intro, operations, locations, key context)
- Project's purpose (what the company is trying to achieve)
- Scope of work (high-level deliverables, objectives, expected outcomes)

Here's an example of how this could look.



### B.1 Company background

Use this section to introduce your organization to potential vendors. Give enough context that they can customize responses intelligently, without oversharing your internal details.

#### **Sample copy:**

[Your company] is a global technology company that serves [insert industry or vertical description] with operations in [insert regions or markets]. Our mission is to build reliable, flexible financial and commerce infrastructure that supports our customers wherever they do business.

We process payments across multiple channels and currencies and require a partner whose platform can handle high-volume transaction flows, support regulatory compliance in diverse jurisdictions, and integrate easily with our existing systems (e.g., ERP, CRM, billing, analytics environments).

#### **Additional details you could add to customize further:**

- Headquarters and key markets
- Approximate annual transaction volume or user base
- Internal teams involved (e.g., Finance, Engineering, Compliance)



## B.2 Project's purpose

Clarify why this project exists and what success looks like. This is where you connect your business goals to the vendor's potential capabilities.

### Sample copy:

*This RFP's purpose is to identify a payment partner that can deliver a secure, reliable, and flexible solution to support [insert specific use case—such as subscription billing, marketplace payouts, global expansion, or embedded finance].*

*Our ideal partner will enable:*

- *End-to-end visibility into transactions and settlements*
- *High authorization rates and low fraud losses through intelligent risk tools*
- *Flexible API-based integration across our financial systems*
- *Support for multiple currencies & payment methods to serve international customers*
- *Real-time data and reporting for revenue reconciliation and forecasting*
- *Operational resilience with proven uptime and transparent status monitoring*

### Additional details you could add to customize further:

- Business objectives this project must achieve (in ranked order)
- Success metrics (e.g., KPIs)
- Primary challenges the new solution must solve



## B.3 Scope of work

This section defines what the vendor is being asked to deliver and the boundaries of their responsibility.

### Sample copy:

*The scope of this RFP includes the design, implementation, and support of a payment solution that meets the following requirements:*

*Core deliverables:*

- *Processing and settlement of domestic and cross-border transactions in [insert number] currencies*

- *Integration with existing systems (via REST APIs, webhooks, and SDKs)*
- *Automated reconciliation and reporting tools for finance and operations*
- *Advanced risk and fraud management capabilities (including adaptive authentication and ML-based detection)*
- *Compliance with the PCI DSS, GDPR, and regional requirements (e.g., PSD2, RBI mandates)*
- *Comprehensive sandbox environment for testing and integration prior to launch*
- *Ongoing technical support, incident response & uptime monitoring at enterprise SLAs*

*Optional deliverables (if applicable):*

- *Support for stablecoin payments or other emerging payment rails*
- *Embedded finance capabilities (e.g., wallets, instant payouts)*
- *Data insight dashboards with custom reporting and revenue forecasting*

*The vendor will be expected to work closely with our internal technical, finance, and compliance teams to align timelines, testing environments, and success milestones.*

**Additional details you could add to customize further:**

- Systems that require integration
- Expected transaction volumes and growth rate
- Target launch date and phases
- Expectations for postlaunch support



## B.4 Out-of-scope items

Define what's excluded so vendors don't price or assume responsibility for it.

Here's an example.

Excluded item	Notes
Hardware procurement or POS terminals	Managed internally by [department name]
Legacy system sunsetting	Excluded from vendor scope
Currency hedging or foreign exchange contracts	Managed by Finance team



## B.5 Desired outcomes

Close the section with measurable end states so vendors can orient proposals towards them.

Here's an example.

Outcome	Target metric or goal
Improved authorization rate	2–3 pp increase within 12 months
Reduced chargebacks and fraud losses	≥ 25% reduction vs. current baseline
Faster reconciliation time	From [XX] hrs to [YY] hrs
Higher developer speed for integration	Reduction in engineering hours required for new payment methods
Enhanced global coverage and payment method diversity	Availability in [X] new regions or methods within [Y] months



## Section C: Proposal instructions

This section is where you guide vendors on how to package their responses so you can compare them in the same format. If you don't clarify the structure, you'll get everything from 5-page PowerPoints to 200-page data dumps, which slows down evaluation and frustrates everyone. Be clear and straightforward: outline the must-have elements (e.g., executive summary, requirements, pricing, company info, references) and keep them in a logical order. One smart tip is to explicitly tie the instructions to your evaluation criteria. Vendors will then naturally highlight the things you care about most.

Here's what vendors must include:

- Executive summary of proposal
- Responses to all requirements (e.g., functional, technical, compliance)
- Completed pricing template
- Company and team background
- References
- Supporting documents (e.g., case studies, certifications, product sheets)

Here's an example of how this could look.



### C.1 Purpose of this section

*This section establishes the structure and expectations for vendor submissions. The goal is to collect proposals that are easy to evaluate side by side, factual instead of promotional, and aligned with the evaluation criteria in Section D. Vendors should respond to each element in the order listed below, using the same numbering to simplify cross-referencing.*



## C.2 Submission format and structure

*Each proposal must follow the structure below. Responses that deviate significantly or omit required elements might be deemed noncompliant.*

Element	Description or instructions	Recommended length
1. Executive summary	Concise overview of the proposed solution, emphasizing how it meets project goals and differentiates from standard market offerings. Highlight reliability, flexibility, and global capability.	1 page
2. Company overview	Provide background, ownership structure, number of employees, and global presence. Include proof of financial stability and relevant certifications.	1–2 pages
3. Solution overview and architecture	Describe the platform architecture, supported technologies, and scalability model. Include diagrams, if applicable. Responses should address multicurrency support, API extensibility, uptime commitments, and sandbox environments.	3–5 pages
4. Functional and technical responses	Complete all tables in Section E. Vendors can append additional documentation but must summarize capabilities within the tables provided.	Varies
5. Implementation plan	Outline project approach, phases, resource requirements, and risk mitigation. Include training and handoff plans.	2–3 pages
6. Support model and SLAs	Define support tiers, escalation paths, response times, and proactive monitoring. Include examples of incident communication processes.	1–2 pages
7. Security and compliance	Provide attestations, certifications (e.g., PCI DSS, ISO 27001, SOC 2), and privacy controls. Describe data protection architecture and fraud prevention measures.	2–3 pages
8. Pricing proposal	Complete the Excel pricing sheet. Pricing must be itemized, transparent, and show assumptions (e.g., volume tiers, currencies, contract term).	—
9. References and case studies	Include 3–4 references (format in Section I). Provide brief case studies that demonstrate comparable scale or complexity (optional).	1–2 pages
10. Appendixes or supporting materials	Provide technical specs, diagrams, or sample reports (optional). Label clearly.	As needed



## C.3 Formatting requirements

- Submit responses in PDF format (narrative) and Excel (pricing or scoring sheet).
- Use consistent element numbering to match this RFP.
- Fonts: 11 pt minimum, easily readable.
- Margins  $\geq 1$  inch; page numbers required.
- All monetary figures in USD unless otherwise specified.
- File names must follow this convention: [Vendor name]\_[project name]\_RFP\_[date].pdf.



## C.4 Proposal content guidance

### Executive summary

- *Explain how your solution directly advances [your company]'s stated goals in Section B.*
- *Emphasize measurable outcomes (e.g., authorization rates, cost reduction, deployment speed).*
- *Include a short narrative on your vision for partnership over three years.*

### Solution overview and architecture

- *Describe how your system scales to handle global transaction volume, supports localized payment methods, and maintains nearly perfect uptime.*
- *Detail your API suite (e.g., REST, GraphQL, webhooks), version control, and backward compatibility practices.*
- *Outline machine learning or automation capabilities such as intelligent routing, predictive retries, and anomaly detection.*
- *Provide a brief description of your developer portal, sandbox environment, and documentation process.*

### Implementation plan

- *Include a draft project timeline with key milestones: configuration, integration, testing, launch, and hypercare.*
- *Identify both vendor and client responsibilities.*
- *Describe your change management process and how it minimizes disruption to production systems.*

## Security and compliance

- *Detail controls for fraud prevention, AML and KYC, sanctions screening & data retention.*
- *Explain your incident response process and how clients are notified of breaches or major events.*
- *Confirm ongoing compliance monitoring across jurisdictions (e.g., PSD2, GDPR).*

## Pricing proposal

- *Provide transparent, all-inclusive pricing with clear assumptions.*
- *Highlight flexibility in pricing models—flat-rate, tiered, usage-based, or hybrid.*
- *Disclose all one-time fees, per-transaction costs, and volume discounts.*



## C.3 Formatting requirements

Required item	Included? (Y/N)	Notes
Signed NDA		
Executive summary		
Completed functional or technical response tables (Section E)		
Pricing template (Excel)		
Implementation plan		
Security and compliance documentation		
Three client references		
Certificate of insurance (if applicable)		



## C.6 Submission deadline and delivery

*All proposals must be received by [date and time zone] at [submission email address].*

*Late or incomplete submissions might not be reviewed. A confirmation email will be sent on receipt.*





## C.7 Clarification and questions

- Questions must be submitted in writing by [question deadline date] to [RFP manager's email].
- Answers will be distributed to all participants simultaneously.
- No phone or informal discussions with other [your company] employees are permitted during the process.



## C.8 Proposal validity period

Proposals must remain valid for 90 days from the submission deadline, unless extended in writing by mutual agreement.



## C.9 Vendor responsibility for accuracy

All information submitted must be complete and accurate. Vendors are responsible for verifying assumptions and ensuring internal alignment before submission. Misrepresentation or omission might result in disqualification.



## C.10 Right to reject or negotiate

[Your company] reserves the right to reject any proposal, request clarifications, or enter negotiations with one or more vendors. Participation in this process doesn't constitute a commitment to purchase.



## C.11 Evaluation alignment reminder

To maximize consideration, vendors should structure their responses to emphasize:

- Reliability and uptime performance
- Global reach and compliance coverage
- Modularity and ease of integration via APIs
- Transparent pricing and flexible commercial models
- Intelligent fraud prevention and real-time analytics



## Section D: Evaluation process

This section is where you show vendors how the judging works. It's basically the grading rubric. Transparency here pays off: if they know what matters most to you—whether it's technical fit, pricing, or support—they'll put the most effort into those areas. Without this clarity, you'll get generic fluff instead of customized answers. A good practice is to share both the categories and the weighting, because this forces vendors to prioritize their responses the way you'll score them.

Here's what to include in this section:

- Evaluation criteria (weights can be adjusted per project):
  - Product or service fit
  - Technical capabilities
  - Compliance and security
  - Implementation approach and support
  - Pricing and commercial terms
  - Vendor strength (e.g., financial health, references)
- Decision process (e.g., short list, demos, final review)

Here's an example of how this could look.



### D.1 Purpose

*This section outlines how [your company] will evaluate vendor responses. The goal is fairness, consistency, and clarity: every submission will be judged on the same criteria and scoring system. The process emphasizes functional performance, technical architecture, security posture, and commercial transparency.*



## D.2 Evaluation methodology

All proposals will be reviewed by a cross-functional team that includes representatives from Finance, Engineering, Compliance, and Operations. The evaluation will occur in three stages:

1. **Compliance review:** Confirm the submission includes all required documents and meets formatting and timeline requirements.
2. **Qualitative assessment:** Evaluate the strength of responses using the weighted rubric in Section D.3.
3. **Demonstration and final review:** Short-listed vendors might be invited to present live demos, API walk-throughs, and case studies.

Scoring will be based on a 1–5 scale where 5 means “exceptional or exceeds requirements,” and 1 means “unacceptable or fails to meet baseline.”



## D.3 Evaluation criteria and weights

Category	Weight (%)	Evaluation focus	What we look for
Product or service Fit	25	How well the proposed solution aligns with our functional needs	Comprehensive feature coverage, modular capabilities, localization support, user experience
Technical capabilities	20	Architecture, scalability, and integration depth	API maturity (e.g., REST, GraphQL, webhooks), sandbox environment, uptime $\geq 99.99\%$ , version control, extensibility
Security and compliance	20	Regulatory adherence and risk management	PCI DSS certification, GDPR or PSD2 compliance, fraud prevention, AML and KYC controls, sanctions screening
Implementation and support	15	Delivery approach, training, and long-term support model	Clear milestones, low-friction onboarding, defined SLAs, proactive incident communication
Pricing and commercial terms	10	Transparency and flexibility	Itemized pricing, multicurrency visibility, usage-based or hybrid models, clear exit terms
Vendor strength and references	10	Organizational stability and proven track record	Financial health, comparable clients, improvement road map, reference quality

The above weights are adjustable depending on project priorities but must total 100%.



## D.4 Scoring matrix template

Criterion	Weight (%)	Vendor score (1-5)	Weighted score	Evaluator notes
Product or service fit	25			
Technical capabilities	20			
Security and compliance	20			
Implementation and support	15			
Pricing and commercial terms	10			
Vendor strength and references	10			
<b>Total</b>	<b>100</b>			

*Total Weighted Score = Sum of Each Criterion × Its Weight*



## D.5 Demonstration and proof of concept

*Short-listed vendors might be asked to:*

- *Demonstrate the platform in a live sandbox environment, showing end-to-end transaction flow and reporting*
- *Provide sample API calls for key integrations (e.g., payments, refunds, reconciliations)*
- *Exhibit fraud prevention workflows and explain underlying ML models or adaptive risk scoring*
- *Share results from existing clients that illustrate authorization rate improvement, latency metrics, or fraud loss reduction*

*Vendors must provide temporary demo credentials that are valid for at least 10 business days after presentation.*



## D.6 Reference verification

*[Your company] might contact the references provided in Section I. Each will be evaluated for:*

- *Scale and complexity of the engagement*
- *Quality of implementation experience*
- *Reliability, uptime, and responsiveness of support*
- *Ability to deliver measurable business outcomes*



## D.7 Negotiation and contract award

*Following final scoring, the evaluation team will identify the preferred vendor(s). [Your company] reserves the right to:*

- *Conduct clarification sessions or request best-and-final offers*
- *Negotiate terms that improve commercial or technical outcomes*
- *Award the contract to one or multiple vendors based on scope segmentation*

*No contract shall be binding until executed by both parties.*



## D.8 Evaluation principles

- **Transparency:** *All vendors are scored against the same criteria using the same scale.*
- **Consistency:** *Each criterion has explicit evidence requirements.*
- **Data-driven performance:** *Scores are based on documented metrics (e.g., uptime, SLA performance, compliance certifications), not marketing claims.*
- **Future readiness:** *Preference is given to solutions that demonstrate advanced automation, predictive analytics, and flexible architecture capable of adapting to emerging technologies and regulations.*



## D.9 Evaluator instructions (internal use)

*(Keep this section internal; mark “Remove before sending to vendors,” if you distribute a clean copy.)*

- *Record scores independently before group deliberation.*
- *Justify each score with concrete evidence from the vendor’s submission or demo.*
- *Use the comments column for observations relevant to contract negotiation (e.g., unusual SLA exceptions, limited region coverage).*
- *Flag any differentiators worth further discussion, such as:*
  - *Proven AI-driven fraud detection*
  - *Transparent real-time reporting*
  - *Flexible, modular APIs*
  - *Demonstrated 99.999% uptime or resilience*



## Section E: Core requirements

This is the most important part of the RFP: the checklist of what you must have. This is where vendors prove their solutions actually work for you. The stronger and more detailed your requirements are, the less guesswork there is later in demos or contract negotiations. Group them into buckets—functional, technical, and security—so it’s easier to compare responses side by side. Consider including deal-breaker items. It saves everyone time if you make the nonnegotiables explicit up front.

Here’s what to include in this section.

### **Functional requirements**

- Detailed table of requirements (vendor fills in response column)
- Example categories:
  - Service or solution capabilities
  - End user experience
  - Reporting and analytics
  - Customization and integration
  - Regulatory compliance

### **Technical requirements**

- Architecture and hosting
- Performance and scalability
- APIs and integration options
- Accessibility standards (e.g., WCAG, ADA)
- Data management, migration, and purging

### **Security and compliance**

- Certifications (e.g., ISO, SOC, PCI, GDPR)
- Privacy and data protection practices
- Risk and incident response plans
- Regulatory coverage by region

Here’s an example of how this could look.



## E.1 Purpose

*This section defines the mandatory and preferred capabilities required for the project. Vendors must respond directly within the tables below, providing concise, factual information and links to any supporting documentation or evidence.*

*Do the following for each requirement:*

- *Indicate whether the capability is Standard, Configurable, Custom, or Not Available.*
- *Include short narrative explanations; marketing language will not be evaluated.*
- *Where applicable, provide measurable metrics (e.g., uptime, fraud loss rate, transaction latency in milliseconds).*



## E.2 Functional requirements

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe how your system supports domestic and cross-border transactions across multiple currencies and payment methods.			
Explain your subscription, recurring billing, and installment capabilities, including retry logic and dunning management.			
Outline how your platform handles real-time refunds, reversals, and partial captures.			
Provide an overview of your reporting dashboards and ability to export data to external BI tools.			



Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe how users can configure pricing models (e.g., tiered, usage-based, seat-based, hybrid).			
Explain how your system automates tax calculation and invoice localization for different countries.			
Detail how businesses or subaccounts can self-serve (e.g., update payment methods, access receipts, manage subscriptions).			
Indicate whether your solution supports stablecoin or other emerging payment rails and how compliance and settlement are handled.			
Describe your multientity or parent-and-child account management features.			
Identify any environmental or sustainability initiatives built into your operations (e.g., digital receipts, paperless reporting).			

*Here are some prompts for narrative depth:*

- *What KPIs demonstrate success in live production environments?*
- *Which features are configurable by business users vs. engineering teams?*
- *Provide 1–2 examples of measurable ROI achieved by existing enterprise clients.*



## E.3 Technical requirements

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Provide an architectural overview diagram or link. Identify core components, data flow, and redundancy.			
Describe your API framework (e.g., REST, GraphQL, webhooks) and authentication standards.			
Describe your API framework (e.g., REST, GraphQL, webhooks) and authentication standards.			
Explain how version control and backward compatibility are maintained.			
State your average platform uptime (%) and reference your public status page URL.			
Detail your scalability model: how does the system handle seasonal peaks or Black Friday-level loads?			
Outline your sandbox or test environments, including parity with production and data refresh cadence.			
Describe any AI- or ML-driven optimization features (e.g., intelligent routing, predictive retries, anomaly detection).			
List available SDKs, plug-ins, and developer tools, including supported languages.			

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe your monitoring and alerting architecture. What metrics are visible to clients in real time?			
Explain your disaster recovery and failover process, RTO or RPO targets, and evidence of testing.			

Here are some prompts for narrative depth:

- Include quantitative performance metrics (e.g., latency, throughput, error rate).
- Provide links or screenshots from your developer documentation.
- Specify whether integrations with ERP, CRM, or accounting systems are certified or custom.



## E.4 Security and compliance requirements

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
List all current security certifications (e.g., PCI DSS Level 1, ISO 27001, SOC 2 Type II).			
Describe your data protection and encryption standards (in transit or at rest).			
Provide your incident response process, including escalation and notification timelines.			
Explain how your platform does fraud detection and risk scoring, including any ML-based systems.			

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Outline your compliance coverage for the GDPR, PSD2, CCPA, and regional mandates (e.g., APAC, LATAM, EMEA).			
Describe your user access controls, role-based permissions, and audit trail capabilities.			
Confirm your adherence to OFAC or sanctions screening and export control restrictions.			
Describe how you maintain data residency and sovereignty compliance for different markets.			
Provide your penetration testing frequency, third-party auditors, and summary of recent results (no confidential findings).			
Detail how you meet web accessibility and ADA and WCAG standards.			

***Here are some prompts for narrative depth:***

- *Include anonymized breach response examples or tabletop exercise outcomes.*
- *Describe how clients receive real-time visibility into security events or anomalies.*
- *Provide sample compliance documentation or attestations.*



## E.5 Reporting and data requirements

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe built-in analytics dashboards and ability to customize reports.			
Explain how data can be exported via API or scheduled reports.			
Clarify whether clients can join platform data with internal data warehouses without manual extracts.			
Provide examples of real-time reconciliation or revenue forecasting dashboards.			
Detail your data retention and deletion policies.			



## E.6 Policy and compliance enforcement

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe how the system enforces minimum commitment periods, cancellation policies, and refund windows across regions.			
Explain how your solution adapts to changes in local regulations (e.g., ARL, PSD2, RBI mandates).			
Identify any built-in tools for automated policy updates or compliance alerts.			



## E.7 Integration requirements

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
List supported integrations with ERP, CRM, and accounting platforms (e.g., SAP, NetSuite, Salesforce).			
Explain your API rate limits and throttling policies.			
Describe your authentication and authorization standards (e.g., OAuth 2.0, API keys, SAML).			
Outline your health-monitoring APIs and system status transparency.			
Confirm whether integration keys or credentials can be rotated automatically and how notifications are issued.			



## E.8 Customization and extensibility

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe how workflows or rules can be customized by business users without code.			
Explain your extension framework (e.g., webhooks, plug-ins, partner apps).			
Detail your developer environment or marketplace for third-party extensions.			
Provide examples of clients who have extended your platform for unique use cases.			



## E.9 Nonnegotiable vs. preferred capabilities

Category	Requirement	Type (must-have/preferred)
Reliability	Uptime $\geq$ 99.99% with transparent status reporting	Must-have
Fraud management	ML-based adaptive risk scoring	Must-have
Integration	Fully documented REST or GraphQL APIs	Must-have
Global compliance	Support for the PCI DSS, GDPR, PSD2, and local ARLs	Must-have
Sandbox environment	Full parity with production for testing	Preferred
Advanced analytics	Real-time dashboards and API-based exports	Preferred
Emerging payments	Readiness to accept stablecoins or digital wallets	Preferred



## E.10 Vendor certification statement

Authorized representative	Title	Signature	Date

**Statement:**

*I hereby certify that all responses are accurate as of the submission date and that capabilities marked as “Standard” or “Configurable” are currently available in production environments.*



## E.11 Guidance for evaluators (internal use)

- *Use the quantitative data provided here to validate claims during demos.*
- *Prioritize vendors that provide verifiable metrics over narrative promises.*
- *Assign additional weighting to solutions that demonstrate:*
  - *Documented uptime > 99.99%*
  - *Proven ML or AI optimization results*
  - *Modular, interoperable APIs*
  - *Enterprise-grade sandbox parity*
  - *Strong data privacy and jurisdictional controls*





## Section F: Implementation and support

Even the best solution is useless if the rollout flops. This section is where you investigate whether vendors have a plan that won't derail your timelines or overextend your team. Ask them to explain their methodologies, required resources, and how they'll train and support you. The key is to think past launch: what happens when something breaks or when there's a new release? A polished response here should make you feel like the vendor will be a partner, not just a product pusher.

Here's what to include in this section:

- Implementation methodology and timeline
- Required resources (from vendor and buyer sides)
- Training and onboarding
- Support model (e.g., tiers, hours, SLAs)
- Upgrades and release management

Here's an example of how this could look.



### F.1 Purpose

*This section captures how the vendor will deliver, deploy, and sustain the proposed solution. A complete response should cover implementation methodology, resourcing, testing, change management, and long-term support commitments.*



## F.2 Implementation approach and timeline

Phase	Description or deliverables	Target dates	Vendor responsibility	Client responsibility
Discovery and requirements	Objectives, integration points, and compliance scope			
Design and configuration	System design, environment setup, and customization			
Development & integration	API integration, data migration, and sandbox validation			
Testing & UAT	Functional and performance testing, regression, and user sign-off			
Launch preparation	Cutover plan, rollback strategy, and training			
Launch and stabilization	Production deployment, hypercare, and monitoring			
Postlaunch review	KPI validation, optimization plan, and handoff			

Here are some prompts for vendors:

- Identify the project management framework used (e.g., agile, hybrid).
- Describe how implementation tasks are tracked and reported to clients.
- Provide examples of average time to go live for engagements of similar scale.
- Outline risk mitigation steps for integrations with third-party systems.



## F.3 Resourcing and governance

Role	Vendor title or function	% allocation	Location or time zone
Project manager			
Technical lead or solution architect			

Role	Vendor title or function	% allocation	Location or time zone
Implementation engineer(s)			
Compliance or security adviser			
Account manager			
Support manager			

Here's additional guidance:

- Identify escalation hierarchy and decision-making cadence.
- Confirm whether key roles are in-house or subcontracted.
- Provide org chart or RACI diagram for project governance.



## F.4 Training and knowledge transfer

Training type	Audience	Format	Frequency	Materials provided
System admin	Internal admins	Virtual or on-site		
Developer	Engineering or Integrations	Hands-on sandbox session		
Operations	Finance or Support teams	Recorded modules		
Security	Compliance staff	Documentation and Q&A		

Here are some prompts for vendors:

- Provide sample agendas or syllabus outlines.
- Indicate availability of on-demand training or certification paths.
- Explain how training materials stay current with new releases.



## F.5 Support model and service levels

Support tier	Description	Hours of coverage (local time)	Response time target	Resolution target
Tier 1 – Basic	General inquiries and configuration questions			
Tier 2 – Technical	Integration errors and API issues			
Tier 3 – Critical	System outage and data integrity incidents			

Here are some prompts for vendors:

- Include contact channels (e.g., portal, chat, phone, Slack-style integrations).
- Confirm availability of 24/7 enterprise support for critical incidents.
- Describe how support tickets are prioritized and tracked.
- Outline uptime SLA commitments and historical performance data (ideally  $\geq 99.999\%$ ).
- Explain how clients are notified of outages or incidents in real time.



## F.6 Maintenance, upgrades and change management

Topic	Vendor response or policy summary
Release frequency	
Release types (major, minor, or hotfix)	
Notification lead time	
Downtime expectations	
Rollback procedures	
Backward compatibility assurance	
Customer sandbox sync schedule	

Here are some prompts for vendors:

- Explain how releases are communicated (e.g., release notes, changelogs, webinars).
- Provide details on API versioning and deprecation policy.
- Describe your process for managing customer-requested enhancements.
- Indicate whether upgrades can be automated without downtime.



## F.7 Incident management and monitoring

Incident type	Detection mechanism	Notification method	Resolution workflow
Service outage			
Security breach or attempt			
Integration failure			
Data discrepancy			

Here are some prompts for vendors:

- Provide sample status page link or dashboard screenshots.
- Describe use of machine learning anomaly detection for early alerting.
- Clarify incident postmortem sharing process.
- List standard RTO or RPO objectives.



## F.8 Continuous improvement and optimization

Vendors should describe how they continually enhance system performance and customer outcomes through analytics, AI-driven insight, and proactive monitoring. Provide examples of measurable improvements delivered to existing enterprise clients (e.g., higher authorization rates, lower decline ratios, improved settlement times).

Optimization area	Methodology	Frequency or cadence	Client visibility mechanism
Fraud and risk models	ML training on global transaction data		
API performance	Continuous latency monitoring and automatic tuning		
Reconciliation accuracy	Automated cross-system matching		
Reporting and analytics	Feature enhancements driven by usage data		



## F.9 Post-implementation review and success metrics

Metric or outcome	Baseline value	Target value (postlaunch)	Measurement method
Authorization rate			
Fraud loss rate			
Average transaction latency			
Reconciliation time			
SLA adherence			
Customer satisfaction (CSAT or NPS)			

Here are some prompts for vendors:

- Define success checkpoints (30, 60, or 90 days after launch).
- Specify who owns measurement and reporting.
- Include example dashboards or scorecards used with other enterprise clients.



## F.10 Vendor attestation

Authorized representative	Title	Signature	Date
Customer satisfaction (CSAT or NPS)			

**Statement:**

*I hereby certify that all implementation and support details provided in this section are accurate as of the date above and reflect current production practices and service levels.*



## F.11 Evaluator notes (internal use)

- Confirm that the vendor provided specific timeline and resource commitments.
- Verify SLAs include measurable uptime or response targets.
- Prioritize vendors that offer:
  - Documented uptime of  $\geq 99.99\%$  with public status transparency
  - Predictive or ML-driven incident detection
  - API-first upgrade path with backward compatibility
  - Structured hypercare and optimization cycles



## Section G: Commercials

This is the money section, where things can get messy if you don't guide vendors clearly. Clarify how you want pricing broken down—for example, line items, units, and volume tiers—so you can compare bids without pulling out a calculator for every page. The more structured you make this, the easier it'll be to see who's giving you true value versus who's hiding fees in the fine print. Here's a good tip: push for flexibility terms so you know what happens if your usage doubles or if you want out early.

Here's what to include in this section:

- Pricing template (line items, unit costs, and volume tiers)
- Fee structure (e.g., subscription, transaction, license)
- Optional services pricing
- Discounting and flexibility terms
- Contractual terms and conditions (e.g., standard forms, whether redlines are allowed)

Here's an example of how this could look.



### G.1 Purpose

*This section defines how pricing and commercial terms must be presented.*

*The goal is to simplify comparison across vendors by standardizing fee disclosure, volume assumptions, and contractual flexibility.*

Cost component	Description	Unit or basis	Currency	Estimated monthly volume	Unit price (\$)	Total (\$)
Transaction processing fees	Core payment processing cost per successful transaction	Per transaction				



Cost component	Description	Unit or basis	Currency	Estimated monthly volume	Unit price (\$)	Total (\$)
Cross-border or FX fees	Applied to international transactions	% of transaction value				
Dispute or chargeback fees	Per case or per \$ volume disputed	Monthly or per merchant				
Recurring billing or subscription module	Licensing or per-merchant fee	Per transaction				
Fraud prevention and risk tools	ML- or AI-driven fraud scoring and alerts	Monthly				
API access or integration support	Maintenance of sandbox and developer portal	Monthly				
Support and maintenance	Tiered support package cost	Specify				
Optional modules or add-ons	Payouts, wallets, analytics, etc.					

**Here are the instructions for vendors:**

- *Use the table format above.*
- *Provide a short narrative that describes pricing assumptions (e.g., volume tiers, region mix, average ticket).*
- *Clearly identify any minimum monthly commitments or threshold pricing.*
- *All values must be expressed in USD; if multiple currencies are quoted, include conversion logic.*



## G.3 Volume tier breakdown

Tier level	Transaction volume range	Per-transaction fee (\$ or %)	FX fee (%)	Total monthly estimate
Tier 1	0–100K transactions per month			
Tier 2	100K–1M transactions per month			
Tier 3	1M+ transactions per month			

Here's a prompt for vendors:

- Include sensitivity analysis or scenario examples (e.g., what happens if volume doubles, what happens if currency mix changes).



## G.4 Contract terms and flexibility

Term type	Vendor response or policy summary
Standard contract length	
Renewal mechanism	
Termination notice period	
Early exit fee or penalty	
SLA credit structure	
Volume adjustment clauses	
Price review cadence	
Currency fluctuation handling	
Data retention or portability rights	

Here are some prompts for vendors:

- Specify whether pricing automatically scales down when transaction volumes decrease.
- Describe the process for renegotiation during multiyear contracts.
- Clarify any minimum spend requirements.
- Outline incentives for early renewal or multiproduct adoption.



## G.5 Discounts and incentives

Discount type	Eligibility criteria	% or value	Notes
Volume-based discount			
Multiservice bundle discount			
Long-term commitment discount			
Promotional or intro offer			



## G.6 Pricing model flexibility

Indicate whether your pricing model supports multiple approaches such as:

- Flat-rate, per-transaction pricing
- Tiered or usage-based pricing
- Hybrid seat and usage models
- Entitlement-based feature gating

Describe how clients can simulate billing scenarios before deployment and whether real-time usage data feeds directly into invoices.



## G.7 Invoicing and reconciliation

Area	Prompt	Vendor response
Invoice frequency	How often are invoices generated (monthly, biweekly, custom)?	
Invoice format	Are machine-readable formats available (CSV, JSON, PDF)?	
Consolidated billing	Can multiple entities be billed under one master account?	

Area	Prompt	Vendor response
Data transparency	Can invoices include transaction-level breakdowns?	
Reconciliation tools	Are automated reconciliation APIs provided?	
Audit logs	Is a full audit trail available for billing corrections?	



## G.8 Payment terms and currency handling

Payment method	Accepted currencies	Settlement timeline	Fees (%)	Notes
ACH or wire				
Credit or debit card				
Stablecoin or digital wallet				
Cross-border payouts				

Here are some prompts for vendors:

- Explain how exchange rates are sourced and updated.
- Describe FX fee calculation transparency for clients.
- Clarify settlement delays by region.



## G.9 Assumptions and dependencies

Vendors must list any commercial assumptions that underpin pricing (e.g., minimum monthly volume, exclusive relationship, specific payment methods used). Any unstated assumption later discovered will be considered invalid.



## G.10 Optional add-ons and value-added services

Add-on or feature	Description	Unit price (\$)	Recurring (Y/N)	Estimated annual cost (\$)
Advanced analytics or dashboard suite				
Embedded wallets or payouts module				
ML-enhanced fraud engine upgrades				
Dedicated account manager				
Premium support tier or 24/7 coverage				



## G.11 Commercial compliance checklist

Requirement	Compliant (Y/N)	Comments
Transparent breakdown of all fees provided		
Pricing that's valid for at least 90 days		
No mandatory automatic renewal without opt-out notice		
All currencies and FX fees disclosed		
Volume-based tiers explained		
Contract termination clauses defined		



## G.12 Vendor certification

Authorized representative	Title	Signature	Date

**Statement:**

*I certify that the pricing and commercial information provided in this proposal are complete and accurate as of the date above and reflect all applicable discounts, fees, and terms currently offered to enterprise clients of comparable scale.*



## G.13 Evaluator notes (internal use)

- *Verify that totals reconcile with the Excel pricing sheet.*
- *Identify vendors that provide:*
  - *Transparent, itemized billing*
  - *Predictable pricing models without hidden surcharges*
  - *Automated reconciliation and real-time usage tracking*
  - *Multicurrency support with live FX visibility*
  - *Flexible exit or downgrade options*
- *Record warning signs: unclear volume assumptions, vague “custom quote,” or bundled fees that lack disclosure.*



## Section H: Vendor profile

Here, you're looking past the product and at the company itself. Anyone can promise features; you want to know whether the vendor has the people, financial stability, and track record to back that promise up. A well-written profile should show you who it is, how it's run, and where it's headed. Instead of just accepting a generic "About Us" page, ask for bios of the team you'd be working with and a peek at the vendor's road map so you can see whether it'll still be relevant three years from now.

Here's what to include in this section:

- Company overview (history, ownership, and locations)
- Key staff bios for this engagement
- Financial health (D&B number, annual report, or equivalent)
- Partnerships and alliances
- Improvement and road map

Here's an example of how this could look.



### H.1 Purpose

*This section evaluates the vendor's organizational strength, governance, and ability to deliver sustainable partnership value. Vendors should provide concise, evidence-based responses that demonstrate scale, expertise, financial stability, and technical leadership.*



### H.2 Company overview

Field	Vendor response
Legal name	
Headquarters	
Year founded	

Field	Vendor response
Number of employees	
Ownership or parent company	
Global presence (offices or regions served)	
Primary industries served	
Annual revenue range	
Regulatory licenses or registrations	

Here are some prompts for vendors:

- Provide a two- to three-paragraph company summary that includes history, mission, and market position.
- Emphasize experience in supporting enterprise-scale, multiregion operations.
- Highlight proven ability to stay compliant with developing global payment regulations.



## H.3 Leadership and key personnel

Role	Name or title	Years with company	Relevant experience
CEO or managing director			
CTO or head of engineering			
VP of Product or Platform			
Head of Compliance or Risk			
Customer success lead			

Here are some prompts for vendors:

- Include brief bios (3–5 lines) for each key leader involved in implementation or long-term partnership.
- Describe their technical or regulatory expertise relevant to this RFP.
- Identify any certifications or notable achievements (e.g., ISO lead auditor, AI or ML specialization).





## H.4 Financial stability

Metric or indicator	Value or documentation provided
Annual revenue or funding stage	
Profitability or EBITDA status	
Credit rating or D&B number	
Latest audited financial statements provided (Y/N)	
Financial reserves or insurance coverage	

Here are some prompts for vendors:

- Provide copies of or links to public financial statements (audited, if available).
- For private companies, provide a letter from the CFO that certifies solvency and liquidity.
- Describe funding structure and investor base (if applicable).



## H.5 Certifications, compliance, and risk governance

Certification or framework	Status or expiration	Auditor or issuer
PCI DSS		
SOC 2 Type II		
ISO 27001		
GDPR or data privacy attestation		
PSD2 and SCA compliance		

Certification or framework	Status or expiration	Auditor or issuer
AML and KYC policies		
Business continuity and DR plan		

Here are some prompts for vendors:

- Describe your governance structure for risk management and compliance oversight.
- Detail your internal audit frequency and key controls for fraud prevention, data protection, and system integrity.
- Provide an example of a regulatory audit successfully passed within the last 24 months.



## H.6 Technology and improvement road map

Improvement area	Planned enhancements (12–24 months)	Impact or benefit to clients
Platform scalability		
AI- or ML-driven optimization		
Fraud and risk intelligence		
Data analytics and reporting		
Developer tools or APIs		
Sustainability or ESG		

Here are some prompts for vendors:

- Provide a high-level product road map that highlights upcoming releases or architectural improvements.
- Explain how improvement priorities are influenced by client feedback or market trends.
- Identify any open-source contributions or standards participation.



## H.7 Partnerships and environment

Partner type	Name(s)	Description of collaboration
Banking or acquiring partners		
Payment networks		
Technology alliances		
Integration or platform partners		
Consulting or implementation partners		

Here are some prompts for vendors:

- Describe how these partnerships enhance reliability, global reach, or regulatory coverage.
- Note whether you support orchestration with multiple PSPs or modular interoperability.
- Explain contingency strategies if a partner relationship ends.



## H.8 Diversity, ethics, and sustainability

Program area	Policy summary or certification	Evidence or link
Diversity and inclusion		
Supplier code of conduct		
Environmental sustainability		
Data ethics or responsible AI		

Here are some prompts for vendors:

- Outline internal programs that support diversity, equity, and inclusion.
- Describe how ethical data use and sustainability are embedded into company operations.
- Provide examples of measurable outcomes (e.g., reduced carbon footprint via digital processes).



## H.9 Client references and market reputation

Client and industry	Duration of relationship	Scope of work	Permission to contact (Y/N)

Here are some prompts for vendors:

- Provide at least three enterprise references similar in scale and complexity to [your company].
- Summarize client outcomes such as improved authorization rates, expanded payment methods, and reduced time to market.
- Include press releases or case study links where available.



## H.10 Awards and recognition

Award or recognition	Issuing organization	Year

Here are some prompts for vendors:

- Include any industry or analyst recognitions (e.g., inclusion in payments or fintech leadership reports) that demonstrate credibility and improvement.



## H.11 Vendor statement of accuracy

Authorized representative	Title	Signature	Date

**Statement:**

*I certify that the information provided in Section H is true and accurate as of the submission date and that [vendor] has the financial, technical, and operational capacity to perform the services described in this RFP.*



## H.12 Evaluator notes (internal use)

- *Verify that vendor financials are current and complete.*
- *Confirm that certifications are valid and auditable.*
- *Prioritize vendors that demonstrate:*
  - *Long-term financial viability*
  - *Engineering and compliance depth*
  - *Proven improvement cadence (e.g., ML upgrades, new developer tools)*
  - *Strong partnerships that enable modular deployment*
- *Watch for warning signs such as opaque ownership, unverified certifications, missing audit history, and unstable funding.*



## Section I: References

References give you a sense of how the vendor actually performs. Watch for customers that look like your business in size, industry, or complexity; otherwise, the glowing review doesn't mean much. Ask for specifics: how long the customer's been with the vendor, what the scope was, and what went wrong. A vendor that's confident in its track record will be happy to provide names and stories, not just logos.

Vendors must provide at least 3–4 references with:

- Customer name
- Contact person and title
- Years as customer
- Scope of engagement
- Industry and region

Here's an example of how this could look.



### I.1 Purpose

*This section verifies real-world performance and partnership quality. Vendors must provide complete reference details for organizations that are comparable in size, complexity, and regulatory environment. Each reference should demonstrate measurable success aligned with this RFP's goals.*



### I.2 Reference Table

Client name	Industry and region	Engagement scope	Duration (years)	Annual transaction volume (if applicable)	Primary contact name and title	Email or phone	Permission to contact (Y/N)



## I.3 Reference outcome summary

Client name	Key deliverables	Measured outcomes	Date of implementation	Notes or quotes
	For example, global payment orchestration or AI-driven fraud detection rollout	For instance, +3 pp authorization rate or –25% fraud losses		

Here are some prompts for vendors:

- Specify quantitative results wherever possible (e.g., authorization rate, decline reduction, uptime achieved, time to deploy).
- Include client testimonials or satisfaction survey excerpts, if available.
- Note any ongoing relationship or expansion of scope since launch.



## I.4 Reference validation statement

Authorized representative	Title	Signature	Date

**Statement:**

I hereby confirm that each client has consented to serve as a reference and that the information provided is accurate. [Your company] reserves the right to contact any reference directly for verification.



## I.5 Evaluator notes (internal use)

Client	Evaluator observations	Follow-up needed (Y/N)

Here's some guidance:

- *Validate that the reference contact is real and responsive.*
- *Prioritize references that match your regulatory footprint or payment complexity.*
- *Look for evidence of:*
  - *Reliable deployment at scale*
  - *Documented uptime or fraud reduction metrics*
  - *Positive support experience after launch*
- *Flag generic or unverifiable references for demerit.*





## Section J: Appendixes

This section is where you put the glossary, checklists, or scoring matrix—anything that helps vendors craft a better response or makes your evaluation easier. The key is not to overload it. It's useful reference material, but the story should stand on its own without it. Use this space to add clarity, not clutter.

Here's what to include in this section:

- Glossary of terms
- Submission checklist
- Optional scoring matrix

Here's an example of how this could look.



### J.1 Purpose

*The appendixes provide supplemental materials to help vendors prepare complete, compliant submissions and to make evaluation easier for [your company]'s internal team. Everything here should make the process simpler, not longer.*



### J.2 Submission checklist (vendor use)

Requirement	Description	Included (Y/N)
Signed NDA	Executed confidentiality agreement	
Executive summary	1-page overview of proposed solution	
Company overview (Section H)	Completed tables and bios	
Functional or technical responses (Section E)	All tables filled and labeled	

Requirement	Description	Included (Y/N)
Implementation plan (Section F)	Timeline and resource plan	
Support model and SLAs	Tiered response times clearly defined	
Pricing template (Excel)	Itemized fees, tiers, and assumptions	
Legal or contract terms	Any proposed redlines or terms	
Security or compliance docs	PCI DSS, SOC 2, and ISO 27001 evidence	
References (Section I)	≥ 3 clients with contact info	
Signed vendor attestations	Sections E, F, G, and H signed and dated	

**Instruction:**

*Attach this table as the first page of your response packet. Incomplete submissions might be excluded from evaluation.*



## J.3 Optional attachments (vendor use)

Attachment type	Example content
Architecture diagram	High-level system design that shows data flow and redundancy model
Sample reports	Screenshots of reconciliation dashboards, fraud logs, etc.
Sandbox access	Demo credentials valid for 10 business days
Implementation plan Gantt chart	PDF or Excel timeline
API documentation links	Public developer portal or PDF extract



## J.4 Glossary of terms

Term	Definition or usage in this RFP
API	Application programming interface for system integration (e.g., REST, GraphQL)
Authorization rate	Percentage of transactions approved by issuers
Chargeback	Customer dispute initiated through card network
PCI DSS	Payment Card Industry Data Security Standard
SLA	Service-level agreement that outlines response and uptime commitments
RTO or RPO	Recovery time or point objectives for disaster recovery
ML or AI	Machine learning or artificial intelligence used for fraud detection or optimization
Sandbox	Safe test environment that replicates production for development
PSD2	European payment security regulation that requires Strong Customer Authentication
Stablecoin	Blockchain-based digital currency pegged to fiat value for faster settlement

*(Feel free to expand as needed for industry-specific terminology.)*



## J.5 Optional evaluation scoring matrix (internal use)

Criterion	Weight (%)	Evaluator score (1–5)	Weighted score	Comments or evidence
Product or service fit	25			
Technical capabilities	20			
Security and compliance	20			
Implementation and support	15			
Pricing and commercial terms	10			

Criterion	Weight (%)	Evaluator score (1–5)	Weighted score	Comments or evidence
Vendor strength and references	10			
<b>Total</b>	<b>100</b>			

Here's some guidance:

- Use this matrix to mirror the Excel scoring sheet.
- Document rationale for every score  $\geq 4$  or  $\leq 2$ .
- Attach supporting evidence (e.g., reference call notes, demo screenshots).
- Keep evaluator identity confidential during final scoring consolidation.



## J.6 Vendor submission certification

Authorized representative	Title	Signature	Date

### Statement:

*I certify that this submission is complete and that all information provided throughout this RFP package is accurate to the best of my knowledge. I acknowledge that [your company] reserves the right to verify all statements herein and to reject incomplete or inaccurate proposals.*



## J.7 Evaluator closeout checklist (internal use)

Task	Owner	Status (✓)
All vendors acknowledged receipt of RFP		
Q&A responses circulated to all vendors		
All submissions received by deadline		

Task	Owner	Status (✓)
Scoring completed in Excel sheet		
Reference calls conducted and logged		
Demo summaries completed		
Final consensus meeting held		
Preferred vendor identified and notified		
Contract negotiation initiated		



## J.8 Final notes

Appendixes are living tools. Update this section as your process develops: add new checklists, include evaluation templates for future RFPs, and capture lessons learned after contract signature.

# Cover page

The goal of the cover page is to tell vendors exactly what they're looking at and whom to talk to. Include the RFP title, your company's name, a short confidentiality notice, and contact details for the person who manages the process. Dates matter, too. List the issue date and due date right up front so nobody can claim they missed them. Keep the cover page concise—it's about orientation, not showing off what your design team can do.

Here's what to include in this section:

- **Title:** Request for Proposal (RFP) for [project/service/product]
- **Issuing organization:** [Your company]
- **Confidentiality notice:** (Short, NDA-bound language)
- **Point of contact:** [Name, title, email, phone]
- **Issue date and due date**

You might want to design your own branded RFP document. In that case, the outlines in each section will give you a strong foundation. Below, we've also added sample copy you can use.

## Contact information

RFP manager	[Full name]
Title	[Title]
Email	[email@company.com]
Phone	[###-###-####]

## Key dates

Issue date	[MM/DD/YYYY]
Question due	[MM/DD/YYYY]
Response due	[MM/DD/YYYY, time zone]
Evaluation period	[MM/DD/YYYY–MM/DD/YYYY]
Final selection	[MM/DD/YYYY]

## **Submission format**

*All responses must be submitted electronically via email in PDF format. Pricing and scoring templates (provided separately in Excel) must be attached in their original formats.*

## **File naming convention**

[Vendor Name]\_[Project Name]\_RFP\_Response\_[Date].pdf

## **Purpose of this RFP**

*[Your company] is seeking a payment processing partner capable of supporting secure, multicurrency transactions, integrating easily with internal systems via modern APIs, and delivering high reliability, proactive fraud detection, and data transparency across regions.*

*This document outlines the requirements, evaluation criteria, and process for submitting proposals.*

## **Short confidentiality notice**

*This RFP contains confidential and proprietary information belonging to [your company]. It's provided solely for the purpose of preparing a response. Distribution beyond those directly involved in preparing a proposal is prohibited. By accepting this RFP, the recipient agrees to protect this information with at least the same degree of care they use to protect their own confidential information.*



## Section A: Administrative instructions

This is the “rules of the road” section. It sets the boundaries and logistics so vendors know how to play by the same set of rules. You should be unambiguous: spell out confidentiality, deadlines, file formats, and exactly whom questions should go to. It might feel tedious, but if you exclude details, you’ll end up handling messy submissions, late questions, and endless clarifications. Imagine you’re explaining the process to someone who’s brand new to procurement—leave no room for interpretation.

Here’s what to include in this section:

- Confidentiality and use (outline nondisclosure obligations)
- Limitation of liability (recipient bears their own costs)
- RFP timeline
  - RFP issue date
  - Q&A deadline
  - Proposal submission deadline
  - Evaluation period
  - Short list notifications
  - Final selection date
- Submission format (e.g., PDF and Excel pricing, electronic only)
- Point of contact (all communication routed through designated contact)

Here’s an example of how this could look.



### A.1 Statement of confidentiality & nondisclosure

*All information contained in this RFP is confidential and intended solely for the purpose of enabling the vendor to prepare a response. Vendors shall not disclose, reproduce, or distribute this RFP or any related materials without prior written consent from [your company].*

*If the vendor includes proprietary or confidential information in its proposal, that information should be clearly labeled as confidential. [Your company] will treat it accordingly.*





## A.2 Limitation of financial liability

*This RFP isn't an offer to contract, and [your company] is under no obligation to award a contract or to pay for costs incurred in the preparation or submission of a response. Vendors are solely responsible for their own expenses. [Your company] reserves the right to cancel or modify this RFP at any time without notice or liability.*



## A.3 RFP timeline

Milestone	Date
RFP issued	[MM/DD/YYYY]
Vendor questions due	[MM/DD/YYYY]
Answers distributed	[MM/DD/YYYY]
Proposal submission deadline	[MM/DD/YYYY]
Evaluation and short-listing	[MM/DD/YYYY–MM/DD/YYYY]
Vendor demos or presentations	[MM/DD/YYYY–MM/DD/YYYY]
Final selection	[MM/DD/YYYY]



## A.4 Submission guidelines

- *All proposals must be submitted by email to [contact email address].*
- *Vendors must acknowledge receipt of the RFP within three business days of issue.*
- *Questions must be submitted via email by the “vendor questions due” date listed above.*
- *All communication must go through the RFP manager. Direct contact with other employees of [your company] regarding this RFP is strictly prohibited during the evaluation period.*



## A.5 Required submission documents

*Each vendor must include the following materials in its submission.*

Milestone	Date	Included (Y/N)
Signed NDA	If not already on file	
Executive summary	1- to 2-page overview of proposed solution	
Completed RFP response	Full response to all sections	
Pricing template	Completed pricing sheet	
Technical documentation	Architecture diagrams, APIs, sample reports	
Customer references	3–4 client references	



## A.6 Communication protocol

*All communication related to this RFP must be submitted in writing to the contact listed on the Cover Page. Any attempt to influence the process through other channels might result in disqualification. Responses to vendor questions will be shared with all participants to ensure fairness and transparency.*



## A.7 Evaluation overview

*[Your company] will evaluate proposals based on product capabilities, technical architecture, compliance and security standards, implementation approach, pricing transparency & vendor stability. The detailed evaluation criteria are outlined in Section D.*

*Proposals that demonstrate advanced fraud prevention, AI-driven optimization, and modular integration capabilities might be prioritized during evaluation.*



## A.8 Vendor acknowledgment

*Vendors must complete the acknowledgment below and return it via email within three business days of receiving this RFP.*

### ***Acknowledgment of receipt and intent to respond***

*We hereby acknowledge receipt of the request for proposal titled “[RFP name]” and confirm our intention ☐ to submit / ☐ not to submit a response.*

*Company name:* \_\_\_\_\_

*Authorized representative:* \_\_\_\_\_

*Title:* \_\_\_\_\_

*Date:* \_\_\_\_\_



## Section B: Overview and scope of work

This is essentially the story you're telling vendors about why you're even running this RFP process. A sharp overview gives enough context for them to understand your company, your priorities, and what success looks like on your side. Vendors will use this section to decide whether they're a fit so make the project's purpose and the scope of work sound both specific and compelling. Write it in a way that someone outside your department could read it and immediately understand what you're looking for.

Here's what to include in this section:

- Company background (brief intro, operations, locations, key context)
- Project's purpose (what the company is trying to achieve)
- Scope of work (high-level deliverables, objectives, expected outcomes)

Here's an example of how this could look.



### B.1 Company background

Use this section to introduce your organization to potential vendors. Give enough context that they can customize responses intelligently, without oversharing your internal details.

#### **Sample copy:**

[Your company] is a global technology company that serves [insert industry or vertical description] with operations in [insert regions or markets]. Our mission is to build reliable, flexible financial and commerce infrastructure that supports our customers wherever they do business.

We process payments across multiple channels and currencies and require a partner whose platform can handle high-volume transaction flows, support regulatory compliance in diverse jurisdictions, and integrate easily with our existing systems (e.g., ERP, CRM, billing, analytics environments).

#### **Additional details you could add to customize further:**

- Headquarters and key markets
- Approximate annual transaction volume or user base
- Internal teams involved (e.g., Finance, Engineering, Compliance)



## B.2 Project's purpose

Clarify why this project exists and what success looks like. This is where you connect your business goals to the vendor's potential capabilities.

### Sample copy:

*This RFP's purpose is to identify a payment partner that can deliver a secure, reliable, and flexible solution to support [insert specific use case—such as subscription billing, marketplace payouts, global expansion, or embedded finance].*

*Our ideal partner will enable:*

- *End-to-end visibility into transactions and settlements*
- *High authorization rates and low fraud losses through intelligent risk tools*
- *Flexible API-based integration across our financial systems*
- *Support for multiple currencies & payment methods to serve international customers*
- *Real-time data and reporting for revenue reconciliation and forecasting*
- *Operational resilience with proven uptime and transparent status monitoring*

### Additional details you could add to customize further:

- Business objectives this project must achieve (in ranked order)
- Success metrics (e.g., KPIs)
- Primary challenges the new solution must solve



## B.3 Scope of work

This section defines what the vendor is being asked to deliver and the boundaries of their responsibility.

### Sample copy:

*The scope of this RFP includes the design, implementation, and support of a payment solution that meets the following requirements:*

*Core deliverables:*

- *Processing and settlement of domestic and cross-border transactions in [insert number] currencies*

- *Integration with existing systems (via REST APIs, webhooks, and SDKs)*
- *Automated reconciliation and reporting tools for finance and operations*
- *Advanced risk and fraud management capabilities (including adaptive authentication and ML-based detection)*
- *Compliance with the PCI DSS, GDPR, and regional requirements (e.g., PSD2, RBI mandates)*
- *Comprehensive sandbox environment for testing and integration prior to launch*
- *Ongoing technical support, incident response & uptime monitoring at enterprise SLAs*

*Optional deliverables (if applicable):*

- *Support for stablecoin payments or other emerging payment rails*
- *Embedded finance capabilities (e.g., wallets, instant payouts)*
- *Data insight dashboards with custom reporting and revenue forecasting*

*The vendor will be expected to work closely with our internal technical, finance, and compliance teams to align timelines, testing environments, and success milestones.*

**Additional details you could add to customize further:**

- Systems that require integration
- Expected transaction volumes and growth rate
- Target launch date and phases
- Expectations for postlaunch support



## B.4 Out-of-scope items

Define what's excluded so vendors don't price or assume responsibility for it.

Here's an example.

Excluded item	Notes
Hardware procurement or POS terminals	Managed internally by [department name]
Legacy system sunsetting	Excluded from vendor scope
Currency hedging or foreign exchange contracts	Managed by Finance team



## B.5 Desired outcomes

Close the section with measurable end states so vendors can orient proposals towards them.

Here's an example.

Outcome	Target metric or goal
Improved authorization rate	2–3 pp increase within 12 months
Reduced chargebacks and fraud losses	≥ 25% reduction vs. current baseline
Faster reconciliation time	From [XX] hrs to [YY] hrs
Higher developer speed for integration	Reduction in engineering hours required for new payment methods
Enhanced global coverage and payment method diversity	Availability in [X] new regions or methods within [Y] months



## Section C: Proposal instructions

This section is where you guide vendors on how to package their responses so you can compare them in the same format. If you don't clarify the structure, you'll get everything from 5-page PowerPoints to 200-page data dumps, which slows down evaluation and frustrates everyone. Be clear and straightforward: outline the must-have elements (e.g., executive summary, requirements, pricing, company info, references) and keep them in a logical order. One smart tip is to explicitly tie the instructions to your evaluation criteria. Vendors will then naturally highlight the things you care about most.

Here's what vendors must include:

- Executive summary of proposal
- Responses to all requirements (e.g., functional, technical, compliance)
- Completed pricing template
- Company and team background
- References
- Supporting documents (e.g., case studies, certifications, product sheets)

Here's an example of how this could look.



### C.1 Purpose of this section

*This section establishes the structure and expectations for vendor submissions. The goal is to collect proposals that are easy to evaluate side by side, factual instead of promotional, and aligned with the evaluation criteria in Section D. Vendors should respond to each element in the order listed below, using the same numbering to simplify cross-referencing.*





## C.2 Submission format and structure

*Each proposal must follow the structure below. Responses that deviate significantly or omit required elements might be deemed noncompliant.*

Element	Description or instructions	Recommended length
1. Executive summary	Concise overview of the proposed solution, emphasizing how it meets project goals and differentiates from standard market offerings. Highlight reliability, flexibility, and global capability.	1 page
2. Company overview	Provide background, ownership structure, number of employees, and global presence. Include proof of financial stability and relevant certifications.	1–2 pages
3. Solution overview and architecture	Describe the platform architecture, supported technologies, and scalability model. Include diagrams, if applicable. Responses should address multicurrency support, API extensibility, uptime commitments, and sandbox environments.	3–5 pages
4. Functional and technical responses	Complete all tables in Section E. Vendors can append additional documentation but must summarize capabilities within the tables provided.	Varies
5. Implementation plan	Outline project approach, phases, resource requirements, and risk mitigation. Include training and handoff plans.	2–3 pages
6. Support model and SLAs	Define support tiers, escalation paths, response times, and proactive monitoring. Include examples of incident communication processes.	1–2 pages
7. Security and compliance	Provide attestations, certifications (e.g., PCI DSS, ISO 27001, SOC 2), and privacy controls. Describe data protection architecture and fraud prevention measures.	2–3 pages
8. Pricing proposal	Complete the Excel pricing sheet. Pricing must be itemized, transparent, and show assumptions (e.g., volume tiers, currencies, contract term).	—
9. References and case studies	Include 3–4 references (format in Section I). Provide brief case studies that demonstrate comparable scale or complexity (optional).	1–2 pages
10. Appendixes or supporting materials	Provide technical specs, diagrams, or sample reports (optional). Label clearly.	As needed



## C.3 Formatting requirements

- Submit responses in PDF format (narrative) and Excel (pricing or scoring sheet).
- Use consistent element numbering to match this RFP.
- Fonts: 11 pt minimum, easily readable.
- Margins  $\geq$  1 inch; page numbers required.
- All monetary figures in USD unless otherwise specified.
- File names must follow this convention: [Vendor name]\_[project name]\_RFP\_[date].pdf.



## C.4 Proposal content guidance

### Executive summary

- *Explain how your solution directly advances [your company]'s stated goals in Section B.*
- *Emphasize measurable outcomes (e.g., authorization rates, cost reduction, deployment speed).*
- *Include a short narrative on your vision for partnership over three years.*

### Solution overview and architecture

- *Describe how your system scales to handle global transaction volume, supports localized payment methods, and maintains nearly perfect uptime.*
- *Detail your API suite (e.g., REST, GraphQL, webhooks), version control, and backward compatibility practices.*
- *Outline machine learning or automation capabilities such as intelligent routing, predictive retries, and anomaly detection.*
- *Provide a brief description of your developer portal, sandbox environment, and documentation process.*

### Implementation plan

- *Include a draft project timeline with key milestones: configuration, integration, testing, launch, and hypercare.*
- *Identify both vendor and client responsibilities.*
- *Describe your change management process and how it minimizes disruption to production systems.*

## Security and compliance

- *Detail controls for fraud prevention, AML and KYC, sanctions screening & data retention.*
- *Explain your incident response process and how clients are notified of breaches or major events.*
- *Confirm ongoing compliance monitoring across jurisdictions (e.g., PSD2, GDPR).*

## Pricing proposal

- *Provide transparent, all-inclusive pricing with clear assumptions.*
- *Highlight flexibility in pricing models—flat-rate, tiered, usage-based, or hybrid.*
- *Disclose all one-time fees, per-transaction costs, and volume discounts.*



## C.3 Formatting requirements

Required item	Included? (Y/N)	Notes
Signed NDA		
Executive summary		
Completed functional or technical response tables (Section E)		
Pricing template (Excel)		
Implementation plan		
Security and compliance documentation		
Three client references		
Certificate of insurance (if applicable)		



## C.6 Submission deadline and delivery

*All proposals must be received by [date and time zone] at [submission email address].*

*Late or incomplete submissions might not be reviewed. A confirmation email will be sent on receipt.*



## C.7 Clarification and questions

- Questions must be submitted in writing by [question deadline date] to [RFP manager's email].
- Answers will be distributed to all participants simultaneously.
- No phone or informal discussions with other [your company] employees are permitted during the process.



## C.8 Proposal validity period

Proposals must remain valid for 90 days from the submission deadline, unless extended in writing by mutual agreement.



## C.9 Vendor responsibility for accuracy

All information submitted must be complete and accurate. Vendors are responsible for verifying assumptions and ensuring internal alignment before submission. Misrepresentation or omission might result in disqualification.



## C.10 Right to reject or negotiate

[Your company] reserves the right to reject any proposal, request clarifications, or enter negotiations with one or more vendors. Participation in this process doesn't constitute a commitment to purchase.



## C.11 Evaluation alignment reminder

To maximize consideration, vendors should structure their responses to emphasize:

- Reliability and uptime performance
- Global reach and compliance coverage
- Modularity and ease of integration via APIs
- Transparent pricing and flexible commercial models
- Intelligent fraud prevention and real-time analytics



## Section D: Evaluation process

This section is where you show vendors how the judging works. It's basically the grading rubric. Transparency here pays off: if they know what matters most to you—whether it's technical fit, pricing, or support—they'll put the most effort into those areas. Without this clarity, you'll get generic fluff instead of customized answers. A good practice is to share both the categories and the weighting, because this forces vendors to prioritize their responses the way you'll score them.

Here's what to include in this section:

- Evaluation criteria (weights can be adjusted per project):
  - Product or service fit
  - Technical capabilities
  - Compliance and security
  - Implementation approach and support
  - Pricing and commercial terms
  - Vendor strength (e.g., financial health, references)
- Decision process (e.g., short list, demos, final review)

Here's an example of how this could look.



### D.1 Purpose

*This section outlines how [your company] will evaluate vendor responses. The goal is fairness, consistency, and clarity: every submission will be judged on the same criteria and scoring system. The process emphasizes functional performance, technical architecture, security posture, and commercial transparency.*



## D.2 Evaluation methodology

All proposals will be reviewed by a cross-functional team that includes representatives from Finance, Engineering, Compliance, and Operations. The evaluation will occur in three stages:

1. **Compliance review:** Confirm the submission includes all required documents and meets formatting and timeline requirements.
2. **Qualitative assessment:** Evaluate the strength of responses using the weighted rubric in Section D.3.
3. **Demonstration and final review:** Short-listed vendors might be invited to present live demos, API walk-throughs, and case studies.

Scoring will be based on a 1–5 scale where 5 means “exceptional or exceeds requirements,” and 1 means “unacceptable or fails to meet baseline.”



## D.3 Evaluation criteria and weights

Category	Weight (%)	Evaluation focus	What we look for
Product or service Fit	25	How well the proposed solution aligns with our functional needs	Comprehensive feature coverage, modular capabilities, localization support, user experience
Technical capabilities	20	Architecture, scalability, and integration depth	API maturity (e.g., REST, GraphQL, webhooks), sandbox environment, uptime $\geq 99.99\%$ , version control, extensibility
Security and compliance	20	Regulatory adherence and risk management	PCI DSS certification, GDPR or PSD2 compliance, fraud prevention, AML and KYC controls, sanctions screening
Implementation and support	15	Delivery approach, training, and long-term support model	Clear milestones, low-friction onboarding, defined SLAs, proactive incident communication
Pricing and commercial terms	10	Transparency and flexibility	Itemized pricing, multicurrency visibility, usage-based or hybrid models, clear exit terms
Vendor strength and references	10	Organizational stability and proven track record	Financial health, comparable clients, improvement road map, reference quality

The above weights are adjustable depending on project priorities but must total 100%.



## D.4 Scoring matrix template

Criterion	Weight (%)	Vendor score (1-5)	Weighted score	Evaluator notes
Product or service fit	25			
Technical capabilities	20			
Security and compliance	20			
Implementation and support	15			
Pricing and commercial terms	10			
Vendor strength and references	10			
<b>Total</b>	<b>100</b>			

*Total Weighted Score = Sum of Each Criterion × Its Weight*



## D.5 Demonstration and proof of concept

*Short-listed vendors might be asked to:*

- *Demonstrate the platform in a live sandbox environment, showing end-to-end transaction flow and reporting*
- *Provide sample API calls for key integrations (e.g., payments, refunds, reconciliations)*
- *Exhibit fraud prevention workflows and explain underlying ML models or adaptive risk scoring*
- *Share results from existing clients that illustrate authorization rate improvement, latency metrics, or fraud loss reduction*

*Vendors must provide temporary demo credentials that are valid for at least 10 business days after presentation.*



## D.6 Reference verification

*[Your company] might contact the references provided in Section I. Each will be evaluated for:*

- *Scale and complexity of the engagement*
- *Quality of implementation experience*
- *Reliability, uptime, and responsiveness of support*
- *Ability to deliver measurable business outcomes*



## D.7 Negotiation and contract award

*Following final scoring, the evaluation team will identify the preferred vendor(s). [Your company] reserves the right to:*

- *Conduct clarification sessions or request best-and-final offers*
- *Negotiate terms that improve commercial or technical outcomes*
- *Award the contract to one or multiple vendors based on scope segmentation*

*No contract shall be binding until executed by both parties.*



## D.8 Evaluation principles

- **Transparency:** *All vendors are scored against the same criteria using the same scale.*
- **Consistency:** *Each criterion has explicit evidence requirements.*
- **Data-driven performance:** *Scores are based on documented metrics (e.g., uptime, SLA performance, compliance certifications), not marketing claims.*
- **Future readiness:** *Preference is given to solutions that demonstrate advanced automation, predictive analytics, and flexible architecture capable of adapting to emerging technologies and regulations.*





## D.9 Evaluator instructions (internal use)

*(Keep this section internal; mark “Remove before sending to vendors,” if you distribute a clean copy.)*

- *Record scores independently before group deliberation.*
- *Justify each score with concrete evidence from the vendor’s submission or demo.*
- *Use the comments column for observations relevant to contract negotiation (e.g., unusual SLA exceptions, limited region coverage).*
- *Flag any differentiators worth further discussion, such as:*
  - *Proven AI-driven fraud detection*
  - *Transparent real-time reporting*
  - *Flexible, modular APIs*
  - *Demonstrated 99.999% uptime or resilience*



## Section E: Core requirements

This is the most important part of the RFP: the checklist of what you must have. This is where vendors prove their solutions actually work for you. The stronger and more detailed your requirements are, the less guesswork there is later in demos or contract negotiations. Group them into buckets—functional, technical, and security—so it’s easier to compare responses side by side. Consider including deal-breaker items. It saves everyone time if you make the nonnegotiables explicit up front.

Here’s what to include in this section.

### **Functional requirements**

- Detailed table of requirements (vendor fills in response column)
- Example categories:
  - Service or solution capabilities
  - End user experience
  - Reporting and analytics
  - Customization and integration
  - Regulatory compliance

### **Technical requirements**

- Architecture and hosting
- Performance and scalability
- APIs and integration options
- Accessibility standards (e.g., WCAG, ADA)
- Data management, migration, and purging

### **Security and compliance**

- Certifications (e.g., ISO, SOC, PCI, GDPR)
- Privacy and data protection practices
- Risk and incident response plans
- Regulatory coverage by region

Here’s an example of how this could look.



## E.1 Purpose

*This section defines the mandatory and preferred capabilities required for the project. Vendors must respond directly within the tables below, providing concise, factual information and links to any supporting documentation or evidence.*

*Do the following for each requirement:*

- *Indicate whether the capability is Standard, Configurable, Custom, or Not Available.*
- *Include short narrative explanations; marketing language will not be evaluated.*
- *Where applicable, provide measurable metrics (e.g., uptime, fraud loss rate, transaction latency in milliseconds).*



## E.2 Functional requirements

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe how your system supports domestic and cross-border transactions across multiple currencies and payment methods.			
Explain your subscription, recurring billing, and installment capabilities, including retry logic and dunning management.			
Outline how your platform handles real-time refunds, reversals, and partial captures.			
Provide an overview of your reporting dashboards and ability to export data to external BI tools.			

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe how users can configure pricing models (e.g., tiered, usage-based, seat-based, hybrid).			
Explain how your system automates tax calculation and invoice localization for different countries.			
Detail how businesses or subaccounts can self-serve (e.g., update payment methods, access receipts, manage subscriptions).			
Indicate whether your solution supports stablecoin or other emerging payment rails and how compliance and settlement are handled.			
Describe your multientity or parent-and-child account management features.			
Identify any environmental or sustainability initiatives built into your operations (e.g., digital receipts, paperless reporting).			

*Here are some prompts for narrative depth:*

- *What KPIs demonstrate success in live production environments?*
- *Which features are configurable by business users vs. engineering teams?*
- *Provide 1–2 examples of measurable ROI achieved by existing enterprise clients.*



## E.3 Technical requirements

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Provide an architectural overview diagram or link. Identify core components, data flow, and redundancy.			
Describe your API framework (e.g., REST, GraphQL, webhooks) and authentication standards.			
Describe your API framework (e.g., REST, GraphQL, webhooks) and authentication standards.			
Explain how version control and backward compatibility are maintained.			
State your average platform uptime (%) and reference your public status page URL.			
Detail your scalability model: how does the system handle seasonal peaks or Black Friday-level loads?			
Outline your sandbox or test environments, including parity with production and data refresh cadence.			
Describe any AI- or ML-driven optimization features (e.g., intelligent routing, predictive retries, anomaly detection).			
List available SDKs, plug-ins, and developer tools, including supported languages.			

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe your monitoring and alerting architecture. What metrics are visible to clients in real time?			
Explain your disaster recovery and failover process, RTO or RPO targets, and evidence of testing.			

Here are some prompts for narrative depth:

- Include quantitative performance metrics (e.g., latency, throughput, error rate).
- Provide links or screenshots from your developer documentation.
- Specify whether integrations with ERP, CRM, or accounting systems are certified or custom.



## E.4 Security and compliance requirements

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
List all current security certifications (e.g., PCI DSS Level 1, ISO 27001, SOC 2 Type II).			
Describe your data protection and encryption standards (in transit or at rest).			
Provide your incident response process, including escalation and notification timelines.			
Explain how your platform does fraud detection and risk scoring, including any ML-based systems.			

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Outline your compliance coverage for the GDPR, PSD2, CCPA, and regional mandates (e.g., APAC, LATAM, EMEA).			
Describe your user access controls, role-based permissions, and audit trail capabilities.			
Confirm your adherence to OFAC or sanctions screening and export control restrictions.			
Describe how you maintain data residency and sovereignty compliance for different markets.			
Provide your penetration testing frequency, third-party auditors, and summary of recent results (no confidential findings).			
Detail how you meet web accessibility and ADA and WCAG standards.			

***Here are some prompts for narrative depth:***

- *Include anonymized breach response examples or tabletop exercise outcomes.*
- *Describe how clients receive real-time visibility into security events or anomalies.*
- *Provide sample compliance documentation or attestations.*



## E.5 Reporting and data requirements

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe built-in analytics dashboards and ability to customize reports.			
Explain how data can be exported via API or scheduled reports.			
Clarify whether clients can join platform data with internal data warehouses without manual extracts.			
Provide examples of real-time reconciliation or revenue forecasting dashboards.			
Detail your data retention and deletion policies.			



## E.6 Policy and compliance enforcement

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe how the system enforces minimum commitment periods, cancellation policies, and refund windows across regions.			
Explain how your solution adapts to changes in local regulations (e.g., ARL, PSD2, RBI mandates).			
Identify any built-in tools for automated policy updates or compliance alerts.			





## E.7 Integration requirements

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
List supported integrations with ERP, CRM, and accounting platforms (e.g., SAP, NetSuite, Salesforce).			
Explain your API rate limits and throttling policies.			
Describe your authentication and authorization standards (e.g., OAuth 2.0, API keys, SAML).			
Outline your health-monitoring APIs and system status transparency.			
Confirm whether integration keys or credentials can be rotated automatically and how notifications are issued.			



## E.8 Customization and extensibility

Requirement or prompt	Response summary	Availability (S/CU/N)	Evidence or notes
Describe how workflows or rules can be customized by business users without code.			
Explain your extension framework (e.g., webhooks, plug-ins, partner apps).			
Detail your developer environment or marketplace for third-party extensions.			
Provide examples of clients who have extended your platform for unique use cases.			



## E.9 Nonnegotiable vs. preferred capabilities

Category	Requirement	Type (must-have/preferred)
Reliability	Uptime $\geq$ 99.99% with transparent status reporting	Must-have
Fraud management	ML-based adaptive risk scoring	Must-have
Integration	Fully documented REST or GraphQL APIs	Must-have
Global compliance	Support for the PCI DSS, GDPR, PSD2, and local ARLs	Must-have
Sandbox environment	Full parity with production for testing	Preferred
Advanced analytics	Real-time dashboards and API-based exports	Preferred
Emerging payments	Readiness to accept stablecoins or digital wallets	Preferred



## E.10 Vendor certification statement

Authorized representative	Title	Signature	Date

**Statement:**

*I hereby certify that all responses are accurate as of the submission date and that capabilities marked as “Standard” or “Configurable” are currently available in production environments.*



## E.11 Guidance for evaluators (internal use)

- *Use the quantitative data provided here to validate claims during demos.*
- *Prioritize vendors that provide verifiable metrics over narrative promises.*
- *Assign additional weighting to solutions that demonstrate:*
  - *Documented uptime > 99.99%*
  - *Proven ML or AI optimization results*
  - *Modular, interoperable APIs*
  - *Enterprise-grade sandbox parity*
  - *Strong data privacy and jurisdictional controls*



## Section F: Implementation and support

Even the best solution is useless if the rollout flops. This section is where you investigate whether vendors have a plan that won't derail your timelines or overextend your team. Ask them to explain their methodologies, required resources, and how they'll train and support you. The key is to think past launch: what happens when something breaks or when there's a new release? A polished response here should make you feel like the vendor will be a partner, not just a product pusher.

Here's what to include in this section:

- Implementation methodology and timeline
- Required resources (from vendor and buyer sides)
- Training and onboarding
- Support model (e.g., tiers, hours, SLAs)
- Upgrades and release management

Here's an example of how this could look.



### F.1 Purpose

*This section captures how the vendor will deliver, deploy, and sustain the proposed solution. A complete response should cover implementation methodology, resourcing, testing, change management, and long-term support commitments.*



## F.2 Implementation approach and timeline

Phase	Description or deliverables	Target dates	Vendor responsibility	Client responsibility
Discovery and requirements	Objectives, integration points, and compliance scope			
Design and configuration	System design, environment setup, and customization			
Development & integration	API integration, data migration, and sandbox validation			
Testing & UAT	Functional and performance testing, regression, and user sign-off			
Launch preparation	Cutover plan, rollback strategy, and training			
Launch and stabilization	Production deployment, hypercare, and monitoring			
Postlaunch review	KPI validation, optimization plan, and handoff			

Here are some prompts for vendors:

- Identify the project management framework used (e.g., agile, hybrid).
- Describe how implementation tasks are tracked and reported to clients.
- Provide examples of average time to go live for engagements of similar scale.
- Outline risk mitigation steps for integrations with third-party systems.



## F.3 Resourcing and governance

Role	Vendor title or function	% allocation	Location or time zone
Project manager			
Technical lead or solution architect			

Role	Vendor title or function	% allocation	Location or time zone
Implementation engineer(s)			
Compliance or security adviser			
Account manager			
Support manager			

Here's additional guidance:

- Identify escalation hierarchy and decision-making cadence.
- Confirm whether key roles are in-house or subcontracted.
- Provide org chart or RACI diagram for project governance.



## F.4 Training and knowledge transfer

Training type	Audience	Format	Frequency	Materials provided
System admin	Internal admins	Virtual or on-site		
Developer	Engineering or Integrations	Hands-on sandbox session		
Operations	Finance or Support teams	Recorded modules		
Security	Compliance staff	Documentation and Q&A		

Here are some prompts for vendors:

- Provide sample agendas or syllabus outlines.
- Indicate availability of on-demand training or certification paths.
- Explain how training materials stay current with new releases.



## F.5 Support model and service levels

Support tier	Description	Hours of coverage (local time)	Response time target	Resolution target
Tier 1 – Basic	General inquiries and configuration questions			
Tier 2 – Technical	Integration errors and API issues			
Tier 3 – Critical	System outage and data integrity incidents			

Here are some prompts for vendors:

- Include contact channels (e.g., portal, chat, phone, Slack-style integrations).
- Confirm availability of 24/7 enterprise support for critical incidents.
- Describe how support tickets are prioritized and tracked.
- Outline uptime SLA commitments and historical performance data (ideally  $\geq 99.999\%$ ).
- Explain how clients are notified of outages or incidents in real time.



## F.6 Maintenance, upgrades and change management

Topic	Vendor response or policy summary
Release frequency	
Release types (major, minor, or hotfix)	
Notification lead time	
Downtime expectations	
Rollback procedures	
Backward compatibility assurance	
Customer sandbox sync schedule	

Here are some prompts for vendors:

- Explain how releases are communicated (e.g., release notes, changelogs, webinars).
- Provide details on API versioning and deprecation policy.
- Describe your process for managing customer-requested enhancements.
- Indicate whether upgrades can be automated without downtime.



## F.7 Incident management and monitoring

Incident type	Detection mechanism	Notification method	Resolution workflow
Service outage			
Security breach or attempt			
Integration failure			
Data discrepancy			

Here are some prompts for vendors:

- Provide sample status page link or dashboard screenshots.
- Describe use of machine learning anomaly detection for early alerting.
- Clarify incident postmortem sharing process.
- List standard RTO or RPO objectives.



## F.8 Continuous improvement and optimization

Vendors should describe how they continually enhance system performance and customer outcomes through analytics, AI-driven insight, and proactive monitoring. Provide examples of measurable improvements delivered to existing enterprise clients (e.g., higher authorization rates, lower decline ratios, improved settlement times).



Optimization area	Methodology	Frequency or cadence	Client visibility mechanism
Fraud and risk models	ML training on global transaction data		
API performance	Continuous latency monitoring and automatic tuning		
Reconciliation accuracy	Automated cross-system matching		
Reporting and analytics	Feature enhancements driven by usage data		



## F.9 Post-implementation review and success metrics

Metric or outcome	Baseline value	Target value (postlaunch)	Measurement method
Authorization rate			
Fraud loss rate			
Average transaction latency			
Reconciliation time			
SLA adherence			
Customer satisfaction (CSAT or NPS)			

Here are some prompts for vendors:

- Define success checkpoints (30, 60, or 90 days after launch).
- Specify who owns measurement and reporting.
- Include example dashboards or scorecards used with other enterprise clients.



## F.10 Vendor attestation

Authorized representative	Title	Signature	Date
Customer satisfaction (CSAT or NPS)			

**Statement:**

*I hereby certify that all implementation and support details provided in this section are accurate as of the date above and reflect current production practices and service levels.*



## F.11 Evaluator notes (internal use)

- Confirm that the vendor provided specific timeline and resource commitments.
- Verify SLAs include measurable uptime or response targets.
- Prioritize vendors that offer:
  - Documented uptime of  $\geq 99.99\%$  with public status transparency
  - Predictive or ML-driven incident detection
  - API-first upgrade path with backward compatibility
  - Structured hypercare and optimization cycles



## Section G: Commercials

This is the money section, where things can get messy if you don't guide vendors clearly. Clarify how you want pricing broken down—for example, line items, units, and volume tiers—so you can compare bids without pulling out a calculator for every page. The more structured you make this, the easier it'll be to see who's giving you true value versus who's hiding fees in the fine print. Here's a good tip: push for flexibility terms so you know what happens if your usage doubles or if you want out early.

Here's what to include in this section:

- Pricing template (line items, unit costs, and volume tiers)
- Fee structure (e.g., subscription, transaction, license)
- Optional services pricing
- Discounting and flexibility terms
- Contractual terms and conditions (e.g., standard forms, whether redlines are allowed)

Here's an example of how this could look.



### G.1 Purpose

*This section defines how pricing and commercial terms must be presented.*

*The goal is to simplify comparison across vendors by standardizing fee disclosure, volume assumptions, and contractual flexibility.*

Cost component	Description	Unit or basis	Currency	Estimated monthly volume	Unit price (\$)	Total (\$)
Transaction processing fees	Core payment processing cost per successful transaction	Per transaction				

Cost component	Description	Unit or basis	Currency	Estimated monthly volume	Unit price (\$)	Total (\$)
Cross-border or FX fees	Applied to international transactions	% of transaction value				
Dispute or chargeback fees	Per case or per \$ volume disputed	Monthly or per merchant				
Recurring billing or subscription module	Licensing or per-merchant fee	Per transaction				
Fraud prevention and risk tools	ML- or AI-driven fraud scoring and alerts	Monthly				
API access or integration support	Maintenance of sandbox and developer portal	Monthly				
Support and maintenance	Tiered support package cost	Specify				
Optional modules or add-ons	Payouts, wallets, analytics, etc.					

**Here are the instructions for vendors:**

- *Use the table format above.*
- *Provide a short narrative that describes pricing assumptions (e.g., volume tiers, region mix, average ticket).*
- *Clearly identify any minimum monthly commitments or threshold pricing.*
- *All values must be expressed in USD; if multiple currencies are quoted, include conversion logic.*



## G.3 Volume tier breakdown

Tier level	Transaction volume range	Per-transaction fee (\$ or %)	FX fee (%)	Total monthly estimate
Tier 1	0–100K transactions per month			
Tier 2	100K–1M transactions per month			
Tier 3	1M+ transactions per month			

Here's a prompt for vendors:

- Include sensitivity analysis or scenario examples (e.g., what happens if volume doubles, what happens if currency mix changes).



## G.4 Contract terms and flexibility

Term type	Vendor response or policy summary
Standard contract length	
Renewal mechanism	
Termination notice period	
Early exit fee or penalty	
SLA credit structure	
Volume adjustment clauses	
Price review cadence	
Currency fluctuation handling	
Data retention or portability rights	

Here are some prompts for vendors:

- Specify whether pricing automatically scales down when transaction volumes decrease.
- Describe the process for renegotiation during multiyear contracts.
- Clarify any minimum spend requirements.
- Outline incentives for early renewal or multiproduct adoption.



## G.5 Discounts and incentives

Discount type	Eligibility criteria	% or value	Notes
Volume-based discount			
Multiservice bundle discount			
Long-term commitment discount			
Promotional or intro offer			



## G.6 Pricing model flexibility

Indicate whether your pricing model supports multiple approaches such as:

- Flat-rate, per-transaction pricing
- Tiered or usage-based pricing
- Hybrid seat and usage models
- Entitlement-based feature gating

Describe how clients can simulate billing scenarios before deployment and whether real-time usage data feeds directly into invoices.



## G.7 Invoicing and reconciliation

Area	Prompt	Vendor response
Invoice frequency	How often are invoices generated (monthly, biweekly, custom)?	
Invoice format	Are machine-readable formats available (CSV, JSON, PDF)?	
Consolidated billing	Can multiple entities be billed under one master account?	

Area	Prompt	Vendor response
Data transparency	Can invoices include transaction-level breakdowns?	
Reconciliation tools	Are automated reconciliation APIs provided?	
Audit logs	Is a full audit trail available for billing corrections?	



## G.8 Payment terms and currency handling

Payment method	Accepted currencies	Settlement timeline	Fees (%)	Notes
ACH or wire				
Credit or debit card				
Stablecoin or digital wallet				
Cross-border payouts				

Here are some prompts for vendors:

- Explain how exchange rates are sourced and updated.
- Describe FX fee calculation transparency for clients.
- Clarify settlement delays by region.



## G.9 Assumptions and dependencies

Vendors must list any commercial assumptions that underpin pricing (e.g., minimum monthly volume, exclusive relationship, specific payment methods used). Any unstated assumption later discovered will be considered invalid.



## G.10 Optional add-ons and value-added services

Add-on or feature	Description	Unit price (\$)	Recurring (Y/N)	Estimated annual cost (\$)
Advanced analytics or dashboard suite				
Embedded wallets or payouts module				
ML-enhanced fraud engine upgrades				
Dedicated account manager				
Premium support tier or 24/7 coverage				



## G.11 Commercial compliance checklist

Requirement	Compliant (Y/N)	Comments
Transparent breakdown of all fees provided		
Pricing that's valid for at least 90 days		
No mandatory automatic renewal without opt-out notice		
All currencies and FX fees disclosed		
Volume-based tiers explained		
Contract termination clauses defined		





## G.12 Vendor certification

Authorized representative	Title	Signature	Date

**Statement:**

*I certify that the pricing and commercial information provided in this proposal are complete and accurate as of the date above and reflect all applicable discounts, fees, and terms currently offered to enterprise clients of comparable scale.*



## G.13 Evaluator notes (internal use)

- *Verify that totals reconcile with the Excel pricing sheet.*
- *Identify vendors that provide:*
  - *Transparent, itemized billing*
  - *Predictable pricing models without hidden surcharges*
  - *Automated reconciliation and real-time usage tracking*
  - *Multicurrency support with live FX visibility*
  - *Flexible exit or downgrade options*
- *Record warning signs: unclear volume assumptions, vague “custom quote,” or bundled fees that lack disclosure.*



## Section H: Vendor profile

Here, you're looking past the product and at the company itself. Anyone can promise features; you want to know whether the vendor has the people, financial stability, and track record to back that promise up. A well-written profile should show you who it is, how it's run, and where it's headed. Instead of just accepting a generic "About Us" page, ask for bios of the team you'd be working with and a peek at the vendor's road map so you can see whether it'll still be relevant three years from now.

Here's what to include in this section:

- Company overview (history, ownership, and locations)
- Key staff bios for this engagement
- Financial health (D&B number, annual report, or equivalent)
- Partnerships and alliances
- Improvement and road map

Here's an example of how this could look.



### H.1 Purpose

*This section evaluates the vendor's organizational strength, governance, and ability to deliver sustainable partnership value. Vendors should provide concise, evidence-based responses that demonstrate scale, expertise, financial stability, and technical leadership.*



### H.2 Company overview

Field	Vendor response
Legal name	
Headquarters	
Year founded	

Field	Vendor response
Number of employees	
Ownership or parent company	
Global presence (offices or regions served)	
Primary industries served	
Annual revenue range	
Regulatory licenses or registrations	

Here are some prompts for vendors:

- Provide a two- to three-paragraph company summary that includes history, mission, and market position.
- Emphasize experience in supporting enterprise-scale, multiregion operations.
- Highlight proven ability to stay compliant with developing global payment regulations.



## H.3 Leadership and key personnel

Role	Name or title	Years with company	Relevant experience
CEO or managing director			
CTO or head of engineering			
VP of Product or Platform			
Head of Compliance or Risk			
Customer success lead			

Here are some prompts for vendors:

- Include brief bios (3–5 lines) for each key leader involved in implementation or long-term partnership.
- Describe their technical or regulatory expertise relevant to this RFP.
- Identify any certifications or notable achievements (e.g., ISO lead auditor, AI or ML specialization).



## H.4 Financial stability

Metric or indicator	Value or documentation provided
Annual revenue or funding stage	
Profitability or EBITDA status	
Credit rating or D&B number	
Latest audited financial statements provided (Y/N)	
Financial reserves or insurance coverage	

Here are some prompts for vendors:

- Provide copies of or links to public financial statements (audited, if available).
- For private companies, provide a letter from the CFO that certifies solvency and liquidity.
- Describe funding structure and investor base (if applicable).



## H.5 Certifications, compliance, and risk governance

Certification or framework	Status or expiration	Auditor or issuer
PCI DSS		
SOC 2 Type II		
ISO 27001		
GDPR or data privacy attestation		
PSD2 and SCA compliance		

Certification or framework	Status or expiration	Auditor or issuer
AML and KYC policies		
Business continuity and DR plan		

Here are some prompts for vendors:

- Describe your governance structure for risk management and compliance oversight.
- Detail your internal audit frequency and key controls for fraud prevention, data protection, and system integrity.
- Provide an example of a regulatory audit successfully passed within the last 24 months.



## H.6 Technology and improvement road map

Improvement area	Planned enhancements (12–24 months)	Impact or benefit to clients
Platform scalability		
AI- or ML-driven optimization		
Fraud and risk intelligence		
Data analytics and reporting		
Developer tools or APIs		
Sustainability or ESG		

Here are some prompts for vendors:

- Provide a high-level product road map that highlights upcoming releases or architectural improvements.
- Explain how improvement priorities are influenced by client feedback or market trends.
- Identify any open-source contributions or standards participation.



## H.7 Partnerships and environment

Partner type	Name(s)	Description of collaboration
Banking or acquiring partners		
Payment networks		
Technology alliances		
Integration or platform partners		
Consulting or implementation partners		

Here are some prompts for vendors:

- Describe how these partnerships enhance reliability, global reach, or regulatory coverage.
- Note whether you support orchestration with multiple PSPs or modular interoperability.
- Explain contingency strategies if a partner relationship ends.



## H.8 Diversity, ethics, and sustainability

Program area	Policy summary or certification	Evidence or link
Diversity and inclusion		
Supplier code of conduct		
Environmental sustainability		
Data ethics or responsible AI		

Here are some prompts for vendors:

- Outline internal programs that support diversity, equity, and inclusion.
- Describe how ethical data use and sustainability are embedded into company operations.
- Provide examples of measurable outcomes (e.g., reduced carbon footprint via digital processes).



## H.9 Client references and market reputation

Client and industry	Duration of relationship	Scope of work	Permission to contact (Y/N)

Here are some prompts for vendors:

- Provide at least three enterprise references similar in scale and complexity to [your company].
- Summarize client outcomes such as improved authorization rates, expanded payment methods, and reduced time to market.
- Include press releases or case study links where available.



## H.10 Awards and recognition

Award or recognition	Issuing organization	Year

Here are some prompts for vendors:

- Include any industry or analyst recognitions (e.g., inclusion in payments or fintech leadership reports) that demonstrate credibility and improvement.



## H.11 Vendor statement of accuracy

Authorized representative	Title	Signature	Date

**Statement:**

*I certify that the information provided in Section H is true and accurate as of the submission date and that [vendor] has the financial, technical, and operational capacity to perform the services described in this RFP.*



## H.12 Evaluator notes (internal use)

- *Verify that vendor financials are current and complete.*
- *Confirm that certifications are valid and auditable.*
- *Prioritize vendors that demonstrate:*
  - *Long-term financial viability*
  - *Engineering and compliance depth*
  - *Proven improvement cadence (e.g., ML upgrades, new developer tools)*
  - *Strong partnerships that enable modular deployment*
- *Watch for warning signs such as opaque ownership, unverified certifications, missing audit history, and unstable funding.*





## Section I: References

References give you a sense of how the vendor actually performs. Watch for customers that look like your business in size, industry, or complexity; otherwise, the glowing review doesn't mean much. Ask for specifics: how long the customer's been with the vendor, what the scope was, and what went wrong. A vendor that's confident in its track record will be happy to provide names and stories, not just logos.

Vendors must provide at least 3–4 references with:

- Customer name
- Contact person and title
- Years as customer
- Scope of engagement
- Industry and region

Here's an example of how this could look.



### I.1 Purpose

*This section verifies real-world performance and partnership quality. Vendors must provide complete reference details for organizations that are comparable in size, complexity, and regulatory environment. Each reference should demonstrate measurable success aligned with this RFP's goals.*



### I.2 Reference Table

Client name	Industry and region	Engagement scope	Duration (years)	Annual transaction volume (if applicable)	Primary contact name and title	Email or phone	Permission to contact (Y/N)



## I.3 Reference outcome summary

Client name	Key deliverables	Measured outcomes	Date of implementation	Notes or quotes
	For example, global payment orchestration or AI-driven fraud detection rollout	For instance, +3 pp authorization rate or –25% fraud losses		

Here are some prompts for vendors:

- Specify quantitative results wherever possible (e.g., authorization rate, decline reduction, uptime achieved, time to deploy).
- Include client testimonials or satisfaction survey excerpts, if available.
- Note any ongoing relationship or expansion of scope since launch.



## I.4 Reference validation statement

Authorized representative	Title	Signature	Date

**Statement:**

*I hereby confirm that each client has consented to serve as a reference and that the information provided is accurate. [Your company] reserves the right to contact any reference directly for verification.*



## I.5 Evaluator notes (internal use)

Client	Evaluator observations	Follow-up needed (Y/N)

Here's some guidance:

- *Validate that the reference contact is real and responsive.*
- *Prioritize references that match your regulatory footprint or payment complexity.*
- *Look for evidence of:*
  - *Reliable deployment at scale*
  - *Documented uptime or fraud reduction metrics*
  - *Positive support experience after launch*
- *Flag generic or unverifiable references for demerit.*



## Section J: Appendixes

This section is where you put the glossary, checklists, or scoring matrix—anything that helps vendors craft a better response or makes your evaluation easier. The key is not to overload it. It's useful reference material, but the story should stand on its own without it. Use this space to add clarity, not clutter.

Here's what to include in this section:

- Glossary of terms
- Submission checklist
- Optional scoring matrix

Here's an example of how this could look.



### J.1 Purpose

*The appendixes provide supplemental materials to help vendors prepare complete, compliant submissions and to make evaluation easier for [your company]'s internal team. Everything here should make the process simpler, not longer.*



### J.2 Submission checklist (vendor use)

Requirement	Description	Included (Y/N)
Signed NDA	Executed confidentiality agreement	
Executive summary	1-page overview of proposed solution	
Company overview (Section H)	Completed tables and bios	
Functional or technical responses (Section E)	All tables filled and labeled	

Requirement	Description	Included (Y/N)
Implementation plan (Section F)	Timeline and resource plan	
Support model and SLAs	Tiered response times clearly defined	
Pricing template (Excel)	Itemized fees, tiers, and assumptions	
Legal or contract terms	Any proposed redlines or terms	
Security or compliance docs	PCI DSS, SOC 2, and ISO 27001 evidence	
References (Section I)	≥ 3 clients with contact info	
Signed vendor attestations	Sections E, F, G, and H signed and dated	

**Instruction:**

*Attach this table as the first page of your response packet. Incomplete submissions might be excluded from evaluation.*



## J.3 Optional attachments (vendor use)

Attachment type	Example content
Architecture diagram	High-level system design that shows data flow and redundancy model
Sample reports	Screenshots of reconciliation dashboards, fraud logs, etc.
Sandbox access	Demo credentials valid for 10 business days
Implementation plan Gantt chart	PDF or Excel timeline
API documentation links	Public developer portal or PDF extract



## J.4 Glossary of terms

Term	Definition or usage in this RFP
API	Application programming interface for system integration (e.g., REST, GraphQL)
Authorization rate	Percentage of transactions approved by issuers
Chargeback	Customer dispute initiated through card network
PCI DSS	Payment Card Industry Data Security Standard
SLA	Service-level agreement that outlines response and uptime commitments
RTO or RPO	Recovery time or point objectives for disaster recovery
ML or AI	Machine learning or artificial intelligence used for fraud detection or optimization
Sandbox	Safe test environment that replicates production for development
PSD2	European payment security regulation that requires Strong Customer Authentication
Stablecoin	Blockchain-based digital currency pegged to fiat value for faster settlement

*(Feel free to expand as needed for industry-specific terminology.)*



## J.5 Optional evaluation scoring matrix (internal use)

Criterion	Weight (%)	Evaluator score (1–5)	Weighted score	Comments or evidence
Product or service fit	25			
Technical capabilities	20			
Security and compliance	20			
Implementation and support	15			
Pricing and commercial terms	10			

Criterion	Weight (%)	Evaluator score (1–5)	Weighted score	Comments or evidence
Vendor strength and references	10			
<b>Total</b>	<b>100</b>			

Here's some guidance:

- Use this matrix to mirror the Excel scoring sheet.
- Document rationale for every score  $\geq 4$  or  $\leq 2$ .
- Attach supporting evidence (e.g., reference call notes, demo screenshots).
- Keep evaluator identity confidential during final scoring consolidation.



## J.6 Vendor submission certification

Authorized representative	Title	Signature	Date

### Statement:

*I certify that this submission is complete and that all information provided throughout this RFP package is accurate to the best of my knowledge. I acknowledge that [your company] reserves the right to verify all statements herein and to reject incomplete or inaccurate proposals.*



## J.7 Evaluator closeout checklist (internal use)

Task	Owner	Status (✓)
All vendors acknowledged receipt of RFP		
Q&A responses circulated to all vendors		
All submissions received by deadline		

Task	Owner	Status (✓)
Scoring completed in Excel sheet		
Reference calls conducted and logged		
Demo summaries completed		
Final consensus meeting held		
Preferred vendor identified and notified		
Contract negotiation initiated		



## J.8 Final notes

Appendixes are living tools. Update this section as your process develops: add new checklists, include evaluation templates for future RFPs, and capture lessons learned after contract signature.