
PMS RFP Checklist/Template

Use this detailed RFP template to request structured, comparable responses from PMS vendors and streamline your selection process.

Section 1: Company & Property Information

Hotel/Group Name: _____

Property Type (independent, resort, chain, etc.): _____

Number of Rooms: _____

Primary Markets Served: _____

Section 2: Functional Requirements (by Module)

- ☐ Reservations
- ☐ Front Desk
- ☐ Housekeeping
- ☐ Revenue Management
- ☐ CRM
- ☐ Reporting & Analytics
- ☐ Rate & Availability Management

Section 3: Integrations (by System)

- ☐ POS
- ☐ RMS
- ☐ CRM
- ☐ Channel Manager
- ☐ Booking Engine
- ☐ Payment Gateway
- ☐ Loyalty Platform

☐ Guest Messaging System

☐ Accounting Software

Section 4: Security & Compliance

☐ Data Hosting Location

☐ Encryption Standards

☐ PCI DSS Compliance

☐ GDPR Compliance

☐ Audit Logs

☐ Role-based Access Control

Section 5: Implementation & Training

Estimated Implementation Timeline: _____

☐ Migration Support

☐ Staff Training (on-site / online)

☐ Change Management Plan

☐ Onboarding Support Duration

☐ Post-launch Optimization

Section 6: Pricing & Contract Terms

Subscription Fees: _____

Setup Costs: _____

Hidden Fees: _____

Renewal Policies: _____

Mid-term Review Clause: _____

Exit Terms & Data Handover: _____

Section 7: Vendor Support & References

Support Model (24/7, multilingual, regional): _____

Response Times & Escalation Procedures: _____

Vendor References & Case Studies: _____

Product Roadmap Transparency: _____

**Tip: Send this RFP to multiple vendors to compare responses side by side.
This structure ensures faster evaluations and better decision-making.**