


MASTER YOUR CARD

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BEST PRACTICES FOR RFP PROCESS



When your organization decides to move forward with the adoption of a new card program or modification of an existing program, the Request for Proposal (“RFP”) process is a critical step. Your RFP will go to banks and card issuers, but not directly to Mastercard or another electronic payment network. As different banks that use our network have developed relationships with state and local governments, we’ve observed some things that can help you in this process.

Mastercard has created a detailed guide on the RFP process to assist those charged with managing it (www.mastercard.us/en-us/governments.html) and it includes sections on:

- Executive overview
- Program objectives
- RFP administration
- Company background
- Issuer background
- Program structure
- Spending and fraud controls
- Electronic card program management
- Paper reports
- Data capture
- Corporate and card services
- Fees and charges
- Billing/payment/liability
- Merchant acceptance
- Business incentives
- Advanced purchasing capabilities
- Tax tracking and recovery
- Affinity programs
- Custom card stock
- Implementation
- Sample contract
- References