

**REQUEST FOR PROPOSAL  
FOR  
CORPORATE T&E CARDS, PROCUREMENT CARDS &  
ONE CARDS**

**XYZ Company Inc.  
And its Subsidiaries and Affiliates**

*This Request for Proposal is considered confidential and should not be distributed outside your organization without the written consent of XYZ Company Inc.*

XYZ Company Inc.  
Address  
City, Province, Postal Code

XYZ Company Inc.

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## **1. EXECUTIVE SUMMARY**

### **1.1. RFP Executive Summary**

XYZ Company Inc. ("XYZ Company") is selecting service provider(s) for Corporate Travel and Entertainment (T&E) cards, Purchasing cards and/or One cards. Our objective is to select the service provider(s) who most fully meets the requirements identified in this Request for Proposal (RFP). XYZ Company may elect to award a contract pursuant to the RFP. Your company is invited to take part in this process and provide a proposal that satisfies XYZ Company's requirements.

Within the RFP you will find all the information necessary to do a proper assessment of XYZ Company's requirements. ***Unless otherwise indicated, all financial information is stated in Canadian dollars.***

## **2. CORPORATE OVERVIEW**

### **2.1 Profile**

XYZ Company Inc. [Insert Company Profile.]

### **2.2 Financial Overview**

XYZ Company, with sales in excess of [\$\_\_\_] in fiscal 200[ ], has [ ] facilities located in [(list all provinces)]. XYZ Company also maintains [ ] distribution centers, [ ] staffing locations and [ ] regional sales offices located throughout Canada and [ \_\_\_ ].

## **3. PROJECT OVERVIEW**

### **3.1 Project Background**

The scope of this RFP for Corporate T&E cards, Purchasing cards or One cards includes XYZ Company's operations in Canada and [\_\_\_\_\_]. XYZ Company Inc. requests that the service provider bid on a Canadian/global arrangement, as well as individual regions. XYZ Company Inc. realizes that the service provider may not service all regions included in this RFP.

### **3.2 Joint Benefits to XYZ Company Inc. and to the Chosen Service Provider(s)**

Driving XYZ Company's vision for a new relationship with a Corporate T&E card, Purchasing card or One card provider is the belief that this new approach will create opportunities for substantial cost savings and quality enhancements. XYZ Company is offering an opportunity to bid for a significant volume of XYZ Company's business in return for a commitment to offer superior quality delivery and service.

XYZ Company is looking for opportunities to work with its selected provider(s) to find savings through utilization of shared business plans, forecast information, equitable payment terms, and continuous process improvement programs.

Coupled with the overall Corporate T&E card, Purchasing card or One card volume requirements, this represents a significant opportunity for existing and new service providers. *All historical relationships will be challenged and current service providers may be changed, if and when appropriate.* Service providers that offer industry-leading capabilities such as integration and client servicing will enjoy some of these benefits:

- Working with a world leader
- Substantial, stable business volume
- Immediate placement on the Preferred Supplier List for XYZ Company
- Significant joint cost reduction

### 3.3 Project Goals

Partner with various functions throughout XYZ Company to achieve significant cost savings and process improvements for numerous commodities.

### 3.4 Purpose of this Request for Proposal

XYZ Company is issuing this RFP to suitably qualified Corporate T&E card, Purchasing card or One card service providers. Service providers are invited to respond to this RFP by describing how they can meet the requirements set out in this RFP and by providing other information requested. Responses to this RFP will be used to qualify service providers for the final evaluation and price negotiation phases of the selection process.

### 3.5 Potential

The volumes listed below are indicative only and should be used as a guide for quotation purposes. They are not to be regarded as fixed and will undoubtedly change during the course of any contract. While each service provider is encouraged to provide quotations for the full range of services contained in this RFP, it is required that responses be limited to only those items that fit current capacities and capabilities.

#### INFORMATION:

XYZ Company's 200[ ] global Corporate T&E card annual net billings are Cdn\$ [XXX] broken out regionally as follows:

Canada	_____
United States	_____
United Kingdom	_____
France	_____
Germany	_____
Japan	_____
Singapore	_____
Other	_____

XYZ Company's 200[ ] global Corporate T&E card annual transaction volume is [X] transactions, broken out regionally as follows:

Canada	_____
United States	_____
United Kingdom	_____
France	_____
Germany	_____
Japan	_____
Singapore	_____
Other	_____

XYZ Company's 200[ ] global Corporate T&E cardholder total is [X] broken out regionally as follows:

Canada	_____
United States	_____
United Kingdom	_____
France	_____
Germany	_____
Japan	_____
Singapore	_____
Other	_____

XYZ Company's 200[ ] Canadian Purchasing card data is as follows:

Number of accounts	_____
Annual net billings	_____
Transaction volume	_____

#### **4. GUIDELINES FOR SUBMITTING REPLIES**

##### **4.1 Confidentiality**

A service provider may not use, disclose, or duplicate this RFP for any purpose other than preparing a response as requested in this document without obtaining XYZ Company's prior written consent. A service provider shall keep XYZ Company's data confidential and prevent its disclosure to any other party. Further, a service provider shall restrict the disclosure of this RFP and XYZ Company's data to only those of the service provider's employees who have a need to know. Unless a service provider has XYZ Company's prior written permission, it will not 1) associate its products or services with XYZ Company or XYZ Company's operations, or 2) represent to anyone that XYZ Company has employed or endorsed its products or services.

XYZ Company will not disclose or share one service provider's response to this RFP with another competing service provider or other organization, but it shall be permitted to share the responses with XYZ Company employees or with contract professionals working with XYZ Company on this project.

##### **4.2 Proposal Validity**

A service provider's proposal must remain valid for a period of [XXX] days after the proposal submittal deadline set forth below. All proposals, information and responses to this RFP and their attachments will be considered as an offer to develop a contract.

##### **4.3 Receipt of RFP**

RFP's will be sent by e-mail on Month, Day, 200[ ]. Please confirm receipt of RFP with [ ] via e-mail at [xxx@xxx.com] by [MM/DD/YY].

##### **4.4 Election not to Submit Proposal**

In the event a service provider elects not to proceed with submission of a proposal to XYZ Company, please inform XYZ Company of such decision in writing addressed to the attention of [ ] and return this RFP, and any other material obtained from XYZ Company, retaining no copies, promptly after receipt of the RFP. XYZ Company requests that a service provider provide any rationale for this decision in the aforementioned letter.

#### **4.5 Submitting Questions**

Any questions or other inquiries from a service provider concerning this RFP must be submitted to [ ] via electronic mail at [xxx@xxx.com] by [HH:MM] on [MM/DD/YY]. All written questions and inquiries will be answered via electronic mail and provided to all other participants to ensure fairness in the process. Answers will be circulated via electronic mail on [MM/DD/YY].

The service provider understands and agrees that: (1) it has an affirmative duty to inquire about and seek clarification of any question or other item in the RFP that the service provider does not fully understand or that the service provider reasonably believes is susceptible to more than one interpretation and (2) the proposal submitted by the service provider must explain any and all conditions, exceptions, or limitations included in any response to any question or other item in the RFP.

#### **4.6 Timetables**

XYZ Company anticipates the following general time frames in connection with issuance of this RFP, review and analysis of proposals.

<b>Event</b>	<b>Date/Time Frame</b>
RFP Issuance	[MM/DD/YY]
Confirmation of RFP Receipt	[MM/DD/YY]
Submit RFP Questions	[MM/DD/YY]
Receive XYZ Company Inc. Reply to Questions	[MM/DD/YY]
Estimated RFP Response Review Period by XYZ Company Inc.	[MM/DD/YY] – [MM/DD/YY]
Estimated Final Decision Made and Service Provider Selected	[MM/DD/YY]

#### **4.7 Reliance on Oral Comments**

For purposes of this RFP and questions concerning it, no company may consider any oral representations or statements by an officer, employee, or agent of XYZ Company Inc. to be an official expression on its behalf, unless authorized by [NAME, TITLE], and provided in a written communication. ANY ATTEMPT TO CIRCUMVENT THIS PROCESS MAY RESULT IN IMMEDIATE DISQUALIFICATION FROM THE EVALUATION PROCESS.

#### **4.8 Code of Ethics**

Service providers are not permitted to extend to XYZ Company's employees any commissions, payments, gifts, kickbacks, entertainment, or other things of value. Service providers acknowledge that the giving of any such payments, gifts, entertainment, or other things of value is strictly in violation of XYZ Company's Policy on Conflicts of Interest and any such activity may result in the disqualification of a service provider and/or in the cancellation of any negotiated agreement between the parties. A service provider must notify XYZ Company's Business Practices department located in [CITY, PROVINCE (1-XXX-XXX-XXXX)] of any such solicitation by any of XYZ Company's employees or agents.

#### **4.9 RFP Conditions and Disclaimers**

This RFP does not create a binding agreement for provision of services between XYZ Company and any potential service provider, except to the extent that service providers will be bound by the representations, warranties and conditions contained in this proposal. XYZ Company has issued this RFP to solicit bids from potential service providers for a comprehensive solution to the requirements outlined in this document. Only the execution of a written contract will obligate XYZ Company in accordance with the terms and conditions contained in such contract.

All costs associated with the preparation of a Proposal or contract in response to this RFP will be borne solely by the service provider. All Proposals shall become the property of XYZ Company.

XYZ Company reserves the right to accept or reject any or all response(s) to this RFP even if all of the stated requirements are met.

XYZ Company reserves the right to amend or cancel this RFP in any manner prior to awarding the contract. XYZ Company will notify all responsive service providers in this event.

XYZ Company reserves the right to share, with any person of our choosing, the RFP and any Proposals in order to secure expert opinion.

For purposes of the evaluation process, XYZ Company reserves the right to make copies of a service provider's proposal. XYZ Company reserves the right to verify all information provided by a service provider via business references from a service provider's clients. Service providers must agree to provide and release necessary authorizations for XYZ Company to verify any of the service provider's previous work. Misstatements of experience and scope of prior work may be grounds for disqualification of the service provider.

Service providers are hereby advised that XYZ Company is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of a proposal from any service provider in response to it. In particular, you should note that XYZ Company may:

- Reject any proposal which does not conform to instructions and specifications which are issued herein
- Not accept proposals after the stated submission deadline
- Not necessarily accept the lowest priced proposal
- Reject all proposals, if it so decides
- Award a contract in connection with this RFP outside of the timelines stated in section 4.6
- Make no award of a contract

#### **4.10 Form of Submission**

Service provider proposals must be prepared simply and economically in strict accordance with the format and instructional requirements of this RFP. Responses should be a concise delineation of your company's capabilities to satisfy the requirements of the question, with emphasis on completeness and clarity of content.

All service providers are required to present proposals using the same headings, categories and sequence as outlined in the RFP to ensure a fair, equitable, and timely evaluation. XYZ Company reserves the right to reject any and all proposals submitted that fail to conform to the requirements of the RFP and to request additional information from any service provider submitting a proposal. SERVICE PROVIDERS MUST ENSURE THAT QUOTES ARE CURRENT AND ACCURATE. INCOMPLETE PROPOSALS OR PROPOSALS THAT ARE NOT PREPARED IN ACCORDANCE WITH THIS RFP MAY BE ELIMINATED FROM THE EVALUATION PROCESS.

You must provide [XX] hard copies of your proposal. In addition, please email an electronic copy to [xxx@xxx.com]. Submission of your proposal must be made to the following address:

XYZ Company Inc.  
Address  
City, Province, Postal Code  
Attention: \_\_\_\_\_  
Tel: (XXX) XXX-XXXX  
Email: xxx@xxx.com

**XYZ COMPANY MUST RECEIVE COMPLETED PROPOSAL BY  
[TIME (EST, CST, MST, PST) MM/DD/YY]**

XYZ Company will acknowledge receipt of all proposals submitted prior to the above stated deadline. Acknowledgment will be made by electronic mail. Proposals received after the deadline will not be considered in connection with this RFP, unless XYZ Company grants prior authorization.

## **5. XYZ COMPANY INC. REQUIREMENTS**

### **5.1 Overview of Requirements**

XYZ Company will evaluate each service provider's proposal in a fair, consistent, and objective manner. Responses to questions or requirements identified in this RFP will form the basis of XYZ Company's evaluation. With this in mind, service providers should ensure the following information is accurate and, in the event of an agreement award, will be sustainable throughout the tenure of the agreement.

XYZ Company is seeking reliable, financially stable service providers who can meet its stringent cost, quality and service requirements. Criteria used to evaluate this RFP will be (but not limited to):

#### Supplier Experience

- Service
  - Turnaround time on card processing (new card, replacement card, new employee card) must be less than [XX] working days
  - Separate and/or combined cards for Corporate T&E and Procurement, including virtual cards
  - Payment methodology
  - Flexible capabilities for procurement card restrictions (dollar volume, transaction volume, etc.)
  - One global point of contact in addition to local contacts for each country in the program
- Implementation, Project Management and Transition
  - Exhibit the ability to provide management of entire card issuance/termination process
  - Ability to ensure a successful transition from current provider(s)

- Operations & Technology
  - Ability to submit card applications and/or terminations in a manner selected by XYZ Company [select 1 or more method that is appropriate to XYZ Company including fax, phone, email, call-center and/or electronic submission.]
  - Training for users and administrators of commercial cards
  - Ability to interface with [ ] expense reporting software
  - Ability to interface with [ ] financial systems and [ ] e-procurement software
  - Ability to turn supplier categories “on & off” based upon MCC codes (MCC Blocking Functionality)
  - Ability to supply sufficient (i.e., at least [XX]) account number fields
  - Ability to execute billings in local currency
  - Ability for cardholders and administrators to access account and transaction information, as required
  - Ability to support cardholders and administrators in their local language
- Reporting & Measurement
  - Ability to provide monthly statements for cardholders and managers
  - Ability to provide relevant period reporting
- Card Acceptance
- Spend Controls/Security
- Data Privacy
  - Compliance with Canadian privacy legislation
- RFP Preparation and Presentation
  - Ability to convey capabilities through a thorough but concise RFP response and presentation
  - Demonstrate clear understanding of XYZ Company’s overall objectives and needs

## 6. **RFP QUESTIONS**

### 6.1 **Service Provider Background and Experience**

- 6.1.1. Provide a brief overview of your company. Include the following:
- Name and address (corporate office and main Canadian, U.S. and International locations)
  - Brief history of the company
  - Key program contacts that will be assigned to XYZ Company
  - Service provider’s organization chart
  - Number of years in the Commercial card (Corporate T&E card, Purchasing card and/or One card) business and ownership structure
  - Annual reports for the last two years
  - Size of staff dedicated to Corporate T&E cards, Purchasing cards and/or One cards
- 6.1.2 Provide a brief description of the benefits and value of your services. Discuss how long you have been offering these services as well as total number of corporate clients enrolled in your programs.
- 6.1.3 Describe your growth and/or expansion strategy. How does it align with XYZ Company’s goals as stated in section 3.3?

## **6.2 Service**

- 6.2.1 What changes in account team structure, reporting or personnel would occur as XYZ Company moves from implementation to on-going maintenance?
- 6.2.2 What processes have been put in place with other customers to monitor their satisfaction with service and quality? How has customer feedback been used to improve and change impressions of service and quality?
- 6.2.3 How has communication to customers regarding internal changes, new processes/procedures, issue identification and problem resolution been managed?
- 6.2.4 Please describe your problem resolution procedures. Who would XYZ Company contact when there are questions/problems? Does this contact change throughout the entire process?
- 6.2.5 Please describe your day-to-day client servicing capabilities?
- 6.2.6 Please describe your relationship management capabilities?
- 6.2.7 What type of contract can you provide XYZ Company to manage our account across countries?
- 6.2.8 Describe the manner in which service is provided to customers once cards are issued.
- 6.2.9 Please describe your service standards.
- 6.2.10 Describe the consultative tools and processes you have in place to provide XYZ Company with information and advice regarding program performance, growth and best practices with comparisons to industry benchmarks and standards?

## **6.3 Implementation and Training**

- 6.3.1 Please describe your implementation process, providing a definition of each activity. Please describe project milestones and communication plans.
- 6.3.2 Explain the training procedures for your operations staff.

## **6.4 Operations and Technology**

- 6.4.1 What technological innovations have you invested in over the last three years? How have you used these technological innovations to improve your customer's processes and to reduce their costs?
- 6.4.2 How will you help achieve Corporate T&E card, Purchasing card and/or One card standards across XYZ Company?
- 6.4.3 How have you utilized Internet capabilities to improve Corporate T&E card, Purchasing card and/or One card efficiencies and quality?
- 6.4.4 Do you have a disaster recovery plan?
- 6.4.5 Describe your experience with integrating with other T&E software?
- 6.4.6 What types of feeds can you provide XYZ Company to load into our systems?
- 6.4.7 What has been your experience with customers who use an expense reimbursement product?

**6.5 Reporting/Measurement and Enhanced Data**

*To ensure the program is a success, it is important that XYZ Company be able to measure savings, service levels and compliance.*

- 6.5.1 Please describe your reporting capabilities around Corporate T&E cards, Purchasing cards and/or One cards. What information is included in a standard report format? In what format is this information available? Attach copies of your standard reporting.
  - Comment on your ability to provide reports that outline activity within XYZ Company's card program including reports at the company and/or cardholder level, exception reporting etc.
- 6.5.2 How often would you provide reports to customers? Is there a fee if the customer requests a greater frequency?
- 6.5.3 How are reports distributed to XYZ Company users?
- 6.5.4 How do current customers use the reports to manage compliance, service, quality and billing?
- 6.5.5 Please describe any fees associated with customizing a report and the length of time required to receive a customized report.
- 6.5.6 Can you provide reporting information at different levels of the organization (corporate, division, department) and locations?
- 6.5.7 Describe the various reporting options and the level of reporting detail your program offers and describe how these reports can be tailored to meet the requirements of a client.
- 6.5.8 Provide a detailed overview of software that supports the company's commercial card program.
- 6.5.9 Provide a general description of the reporting packages offered.

**Enhanced Data**

- 6.5.10 Provide an overview of the capabilities you possess in providing Enhanced Data over and above basic financial information.

**6.6 Card Acceptance**

- 6.6.1 XYZ Company's Corporate T&E card provider must offer cash advances. Please detail the worldwide cash advance access through ATMs or affiliates and the associated fees.
- 6.6.2 Outline your acceptance capabilities broken out by region as follows:

Canada	_____
United States	_____
United Kingdom	_____
France	_____
Germany	_____
Japan	_____
Singapore	_____
Other	_____

**6.7 Spend Controls/Security**

- 6.7.1 Can the Corporate T&E card, Purchasing card and/or One card be assigned specifically to a vendor or group of vendors?
- 6.7.2 What controls are there to ensure that the Corporate T&E card, Purchasing card and/or One card is used correctly for business purchases?
- 6.7.3 What transaction authorization controls are available on the Corporate T&E card, Purchasing card and/or One card to limit how the card is used?
- 6.7.4 Describe the control parameters on the Corporate T&E card, Purchasing card and/or One card. How quickly can changes be made to these parameters?
- 6.7.5 Describe the liability protection available to XYZ Company. Does this program offer automatic enrollment, dollar amount of coverage and cash advance coverage? Are there deductibles? What is the claims procedure?

**6.8 Tax**

- 6.8.1 Provide your reporting capabilities for GST.

**6.9 Financial Considerations**

- 6.9.1 Please comment on standard payment terms for XYZ Company.
- 6.9.2 Please describe the different billing options available.
- 6.9.3 Describe your delinquent account resolution policy and your proposal for XYZ Company.
- 6.9.4 Describe your annual fee schedule for XYZ Company.
- 6.9.5 Please comment on your flexibility for late payment notices and card cancellations.
- 6.9.6 How have you managed billing processes with other decentralized customers?
- 6.9.7 What payment method options or electronic payment options do you offer? On-line, EFT, cheque, wire, EDI, IVR, etc.?

**6.10 Insurance/Emergency Services**

- 6.10.1 Do you provide Travel Accident Insurance? Please describe the level(s) and any associated costs of coverage.
- 6.10.2 Do you provide Auto Rental insurance (CLDI)? Please describe the level(s) and any associated costs of coverage.
- 6.10.3 Do you provide Corporate Liability Insurance (CLI)? Please describe the level(s) and any associated costs of coverage.
- 6.10.4 Please describe any other insurance coverage you may offer.
- 6.10.5 Please describe the Emergency Travel Services your program provides including availability of those services?

**6.11 Foreign Exchange**

6.11.1 How is foreign currency billing and payment usually handled?

6.11.2 Are there any fees associated with foreign transactions?

**6.12 Data Privacy**

6.12.1 Describe how you comply with the data privacy requirements in regard to cardholder data.

**6.13 Other Requirements**

6.13.1 What percentage of the Corporate T&E card, Purchasing card or One card of total volume can you manage given your existing volumes? Do you expect to receive a certain percentage of the Corporate T&E cards, Purchasing cards and/or One cards total volume? If so, what is that volume expectation? Would a change in XYZ Company volume commitment change your approach to implementing a program? If yes, please specify.

6.13.2 Design of the card – describe the options and how much data (how many characters) can be coded on the card.

6.13.3 Please provide any further information around your product offering and capabilities that you feel would facilitate the evaluation and selection process for XYZ Company.

**Fax this acknowledgement within two days of receipt of this RFP to: NAME (fax: XXX-XXX-XXXX)**

Company Name:	
Address:	
City:	
State/Province:	
Zip/Postal Code:	
Country:	

**I have received the following materials enclosed with the RFP:**

- 1) 1 hard copy RFP**
- 2) 1 Diskette**

**By signing below, you:**

**Acknowledge receipt of the above-listed materials**

**Agree to either respond with the Quote Package by MM/DD/YY or to return the "ELECTION NOT TO SUBMIT PROPOSAL" (including all RFP materials) by MM/DD/YY.**

<b>Acknowledged By:</b>	
<b>Title:</b>	
<b>Date:</b>	

## Appendix I: Representations

Your proposal must contain the following representation signed by a duly authorized representative of your company for the proposal to be considered by:

\_\_\_\_(*Insert Company Name*)\_\_ hereby represents and agrees as follows:

1. The undersigned representative of \_\_\_\_(*Insert Company Name*)\_\_ represents that its personnel have read the RFP for which this proposal is being submitted, that such personnel understand the RFP, and that this proposal is responsive to, and complies with the instructions and conditions in the RFP.
2. \_\_\_\_(*Insert Company Name*)\_\_ has an affirmative duty to seek clarification of any question or other item in the RFP that it does not fully understand or that it reasonably believes to be subject to more than one interpretation, and to explain any and all contingencies, conditions, exceptions, or limitations included in its response to any question or other item in the RFP
3. \_\_\_\_(*Insert Company Name*)\_\_ agrees to be bound by the representations, terms, and conditions contained in its proposal. And agrees to enter into a contract based upon the terms, representations and conditions contained in this proposal with XYZ Company if this proposal is successful.

\_\_\_\_(*Insert Company Name*)\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

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

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

**Appendix II: Election Not to Submit Proposal**

**If you decide not to bid, return this form  
by MM/DD/YY**

Company Name:	
Address:	
City:	
State/Province:	
Zip/Postal Code:	
Country:	
Rationale for Election Not to Submit Proposal:	

**Please mail this form and the following materials using XYZ Company's In-bound shipping code (XXXXX) to:**

**XYZ Company Inc.  
Attn: Name  
Address  
City, Province, Postal Code  
Country**

**Please ensure the following materials are returned with this form:**

<b>1 Diskette</b>
<b>Original Request For Proposal</b>

Request for Proposal Declined By:	
Date:	