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Technical Proposal - ORIGINAL

Infor Travel Expense Management System

Prepared in response to the State of West Virginia

Solicitation # CRFP 0947 ERP2000000001

Closing Date: May 15, 2020



Submitted by:

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Cover Letter

May 15, 2020

Melissa Pettrey, Senior Buyer
Department of Administration, Purchasing Division
2019 Washington Street, East
Charleston, West Virginia 25305

Re: Solicitation # CRFP 0947 ERP2000000001

Dear Ms. Pettrey and Review Committee:

In today's competitive technology landscape, we appreciate that you have choices when it comes to the software and implementation services that will propel you into the future. On behalf of Infor, thank you for the opportunity to present our response to the State of West Virginia for a Travel Expense Management System (Solicitation # CRFP 0947 ERP2000000001). We understand the importance of this initiative and the long-term impact this project will have on how West Virginia State Government plans, books, and accounts for travel across the Mountain State.

This planned modernization of West Virginia's expense management system will provide critical functionality to travelers across the State. The proposed Infor solution will give employees the ability to enter, organize and submit expense information, while also providing unique and insightful capabilities for spending control, reporting, and analysis. Leaders across the State will be able to actively manage employee-initiated expenses, reduce costs, and accelerate the travel approval process. Ultimately, we want to change the way the State thinks about travel related expense reporting and control, making it easy for employees to plan travel, request payments, and capture travel related expenses.

Ultimately, we believe our solution will not only deliver a modern expense management system to the State but will provide us the opportunity to extend our partnership with West Virginia. We are proud to employ over forty West Virginians in our downtown Charleston, WV office, and are looking to increase that number to over 100 employees over the next few years.

Infor is deeply committed to the State of West Virginia. We recognize the State of West Virginia is unique. We are committed to the long-term goals that extend well beyond travel and expense management. Our organizations will be one team with one goal – transforming the State's Travel Expense Management System through the eventual rollout, adoption, and ongoing support of your Infor solution. We stand ready to address any questions or offer clarification during your review.

Sincerely,

A handwritten signature in dark ink that reads "Rhoda Steward".

Rhoda Steward, Senior Account Executive
phone: 615-602-1089
email: rhoda.steward@infor.com



Executive Summary

The State of West Virginia's strategic initiatives are propelling it forward, building on efforts to serve the needs of residents and visitors across the State. As it relates to technology, we understand that technology integrating business processes to create a collaborative foundation is critical to the management of scarce resources. With Infor, you have a partner you can rely upon, to collaborate with, and to develop plans and solutions for both the expected and unexpected challenges that undoubtedly arise over the life of a project. Infor is uniquely qualified to address your project goals and objectives while collaborating with you to deliver a Travel Expense Management System that:

- is delivered by a single vendor;
- has configurable forms for submission of employee reimbursements;
- contains all the appropriate identifiers as determined by the State;
- meets the functionality and implementation requirements outlined in the RFP, and;
- will be live and fully functioning within six (6) months of contracting.

To effectively address each of the State's objectives, we feel it is imperative to develop a strong foundation based on open communication, trust, and mutual vision regarding all the steps that will eventually lead to a successful implementation of your Infor software. We recognize that this project goes beyond the features and functionality of your Infor Travel and Expense System, with long-term partnership being of critical importance.

We will share your goals and objectives. Together we will incorporate best process and organizational practices for your new system. We will take the time to review, analyze, and make ongoing adjustments to exceed your expectations, and as good stewards of the public's money, yield the most value wherever possible.

Software as-a-Service (SaaS)

Infor is proposing for the State a fully hosted and fully managed SaaS solution. Infor leverages the services of Amazon Web Services (AWS) as our Infrastructure as a Service (IaaS) partner. Our proposed solution includes a set of system, application, database, and infrastructure installation and support services. These include application and hardware administration, patch management, database and operating system management, performance monitoring, backup and recovery, archiving, and proactive health checks.

As one of the first enterprise software companies to embrace the Cloud, we know how to do exactly what the State is requiring for its Travel and Expense Management solution. In fact, with more than 9,000 customers in the Cloud, we are accustomed to developing, deploying, and supporting a Software as a Service model.

Ease of Use

The proposed Infor solution is focused on delivering value to the State in three (3) key areas: usability, mobility, and incorporation of State policies and forms (accountability). Users will be able to access the solution from desktop or mobile. This includes the creation and approval of expense reports with Infor

Figure 1: Flexible GUI





Expense for iOS and Android™, a consumer-grade native application with receipt photo capture and offline functionality. Our solution is also designed to consistently enforce all State travel and audit policies by alerting employees to policy violations as they enter data and allow them to provide explanations or make corrections before submitting plans or expenses.

Collaboration Delivers Value

Infor is proposing a unified solution and implementation services to the State. Through over 35 years of experience in the Public Sector, we have provided better business results to large public sector organizations across the globe, including to states such as Idaho, New Hampshire, South Dakota, Michigan, Arizona, California and New York. We've also successfully delivered expense management solutions to customers like Western Connecticut Health Network, Christus Health, St. Luke's Health System, Lawrence Livermore National Labs, York Region, ON, Lincoln Public Schools, and Raymond James to name a few. We understand the uniqueness of complex projects in State Government, as well as the intricacies of a Travel and Expense Management System project. We know what it will take to make the State successful. We even use the proposed solution internally for Infor's own travel and expense tracking and management.

To simplify the implementation of your Infor solution, we are proposing a dedicated team of Infor consultants to work together with consultants from RETech Enterprises, who bring years of experience in working with CGI solutions. Together, we will deliver the quickest time to value for the State, integrating your ERP system to your Infor Travel and Expense System, allowing the State to realize greater efficiencies, and streamline how you manage and track travel and expenses.

Strong Support and Issue-Resolution Capabilities

Our support and development teams will work alongside the State and provide the State with a dedicated Customer Success Manager to ensure you can easily connect to support personnel, as well as have access to a wide range of critical resources, including software patches, service packs, updates, release notes, knowledge base articles and updates, recorded briefings, and online communities. As a result of our commitment in this important area, the Infor Support team was recognized for 11 years in a row with the Confront Achievement in Customer Excellence Award, an honor that recognizes outstanding achievement in customer satisfaction. This award demonstrates the Infor Technical Support team's commitment and effectiveness in providing world-class support.

Commitment to the Mountain State

Our mission at Infor is to lower our customers' total cost of ownership with applications that are beautiful and innovative, purpose-built for the sectors and markets we serve, and built on an industry-standard technology platform. And our values – community, culture, and care – underscore the way we treat each other and how we treat our customers and partners. We think differently about our customers and their communities.

In West Virginia, that partnership has already blossomed over the past few years. Our Charleston, WV office is home to over 40 Inforians. We anticipate that we will eventually hire over 100 technical employees in Charleston in the disciplines of software engineering, cloud operations, and consulting and support services to support our public sector customers, like the State of West Virginia. The State has been a fantastic partner and we expect that partnership to continue to grow.





About Infor

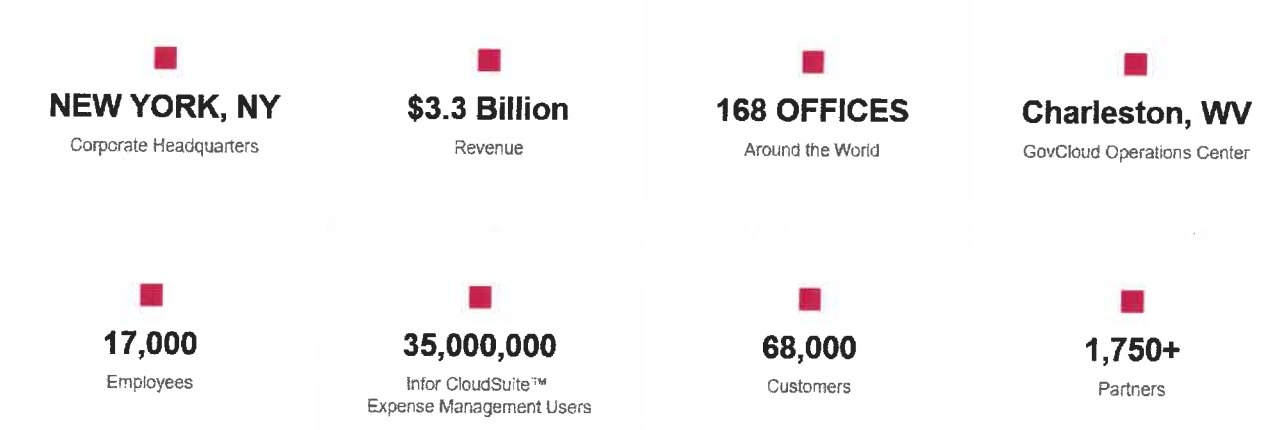
Infor is the world's third largest provider of enterprise software and is one of the fastest growing enterprise application providers, with more customers than our two largest competitors combined. We also have one of the highest customer retention rates in the industry.

Built to government specification, our solutions are designed to meet the needs of large governments like the State of West of Virginia. We know that the responsibilities of public sector organizations are unlike those of any private-sector business.

Ultimately, the State should expect more from their enterprise software vendors. At Infor, we're committed to:

- Providing deep industry functionality that drives productivity
- Being a long-term innovation partner and continuous solution investment for our customers
- Delivering better business outcomes and doing business in a flexible and responsible way
- Creating software that is usable

Figure 2: By the numbers



Response Reference

4.1 Background and Current Operating Environment

4.1 Background and Current Operating Environment: *The State of West Virginia (herein after referred to as "State") has an annual travel budget of approximately \$68 million, including airfare, hotel, meals, and other related expenses. The State has a fully implemented Travel Card program, and an established relationship with a West Virginia-based travel agency. The State has a partially implemented travel and expense system as a part of our current ERP system and currently processes approximately 5,000 expense reports annually within that system. On average, an additional 65,000 expense reports are processed via paper submission annually. Oversight of the travel program is handled centrally by two FTEs in the West Virginia State Auditor's Office, with day to day activity handled at the agency level throughout the state. The central location and core program staff is in Charleston, WV. The location for the work will be apportioned based upon the type and nature of the individual components proposed by the Vendor. The Vendor will be expected to travel within the State to attend and conduct meetings and planning sessions, host configuration development workshops, and provide training. The systems work may be a combination of both on-site and off-site, where off-site is at the Vendor's technology location.*

Infor Response: Infor has read this requirement. Based on our experience and the new normal we are dealing with COVID 19, we are recommending a more online/collaborative implementation with the State.

We understand that there are 170 agencies and there will be slight nuances between them.

We are quoting a prescriptive approach based on best business practices. As such, we recommend that the State create a centralized team that provides a consolidated specification list for all agencies. We are confident that if we are privileged enough to be selected as your partner, we can provide the system and services that accomplishes all the stated goals. Infor will host meetings with the CORE project team, and we will validate that we have a solid set of specifications for the various agencies.

For training, users will find that the Infor Expense Management is an intuitive system. Therefore, we do not expect end-user training to be complicated. Our team will provide a mixture of change management and training, consisting of documents, short videos, application help screens, and instructor-led training via an online meeting tool to ensure that all users are fluent in the application.

4.2. Project Goals and Mandatory Requirements

4.2. Project Goals and Mandatory Requirements: *The State is soliciting competitive proposals from Vendors to replace or renew our Travel and Expense Management system in order to support its travel authorization and expense reimbursement process.*

The State is seeking a system with the capability to enable employees to plan their travel, obtain travel approval, and submit travel and other out-of-pocket expense reports electronically, in accordance with State Agencies' varying travel policies. Additionally, the State is interested in information related to any solution's capability for booking travel arrangements. The system should be supplied as a Software as a Service (SaaS) offering. The system must address the requested business and information technology functionality described in the RFP as well as solutions which promote a continuous improvement model.

Infor Response: Infor proposes to deliver a useable and robust solution in Infor Expense Management that will enable your employees to plan their travel, obtain travel approval, and submit travel and other



out-of-pocket expense reports electronically, in accordance with the State's varying travel policies. Our proposed solution includes:

Infor Expense Reports

Infor designed its Expense Reports module to provide employees with an intuitive, easy to use, and web-based expense reporting system that requires minimal, if no training. Infor Expense Reports leverages the experience users already have through their use of the Internet, browsers, and Microsoft Windows-based applications. The system includes many tools to simplify a traveler's expense capture experience. Some of these features include, but are not limited to:

- **Inline Entry** – to eliminate clicks for a user, all details related to an expense item can be captured in a single screen, including guests, notes, receipts and multi-allocations.
- **Required Field Section** – highlights fields where the user must supply required information avoiding data entry errors or missing critical data.
- **Field Defaulting** – the system uses defaulting as a means of assisting the user to expedite the expense entry process. Field defaulting is configurable within the system allowing application fields to be defaulted with defined values.
- **Credit Card Attach** – uses the data feed from State issued credit card vendors to enable travelers to select charges and automatically populate the expense report, reducing creation time and avoiding data entry errors.
- **Smart Fill** – automatically populates the field values as a user starts to enter the first few initial characters.
- **Drop Down Boxes** – users can select content from drop down boxes.
- **Most Recently Used (MRU) Lists** – MRU lists are automatically created as users input information into various data capture fields within the system so they can be quickly entered through Smart Fill or through user selection on subsequent entries.
- **Dynamically Changing Fields** – as a user selects an expense type, the expense capture screen dynamically provides the appropriate data capture fields required (i.e. legal requirements, airline class of service, guest lists, etc.) to complete the line item entry with the proper and required data.
- **Copy** – to eliminate the need to re-key similar expenses, an employee may also click on the "Copy" button and copy similar line items and itemizations.
- **Multiple Receipt Capture Methods** – capture receipts easily, directly into Infor Expense Management, using a mobile device's camera at the time of the expense, email receipts into Expense Management or use a scanner to capture receipts.
- **Fully Featured Mobile** – have all the same capabilities on the mobile application to capture/approve expenses as on the desktop; exchange rates, projects, corporate credit card transactions, business policies enforced.

Infor will automatically enforce referential integrity through group controls so that users may only enter valid State data (cost centers, expense types, general ledger account numbers, etc.). Any required mathematical calculations are automatically performed by the application, eliminating the errors commonly found in spreadsheets or paper-based expense reporting systems.

Also, the State's travel policy will automatically be enforced during data entry by the Infor business rules engine and display to the traveler those policy exceptions. This will proactively ensure compliance, eliminate errors, proactively educate users of the travel policy, control spend, and overall minimize the



expense reimbursement cycle. The system can also ensure those expenses that are personal expenses entered to an expense report, out-of-pocket and/or credit card transactions, can be identified as a personal expense or easily indicated as a personal, non-reimbursable expense by the user.

Infor Travel Plans

Infor Travel Plans automates the pre-trip approval stage so you can enforce corporate policies, curtail unnecessary trips, and maintain a sharp focus on managing your travel spend. With Infor Travel Plans, you can streamline the State's approval process, saving both time and money. Some of these features include:

- **Managing travel plans from anywhere:** With Infor Travel Plans, you can enter your critical information at the office, from your hotel, on a plane, or even from your mobile device. You can create, track, manage, and approve documents wherever you are, anytime, anywhere.
- **Adaptability and Speed:** You can quickly and easily update the system to handle acquisitions, re-organizations, and update the tools as your business changes. You have full ownership and control of your XM System Administrative Tool. With these powerful capabilities at your fingertips, you can dynamically realign your travel and expense policies and procedures to meet evolving business needs and see changes in effect immediately.
- **Acting quickly on alerts:** Infor Travel Plans incorporates alerts and automatic analysis capabilities to help nip policy violations in the bud and uncover hidden opportunities for savings. The system alerts employees to violations as they enter data, allowing them to provide explanations or make corrections before submitting plans or expenses. It also alerts reviewers and obtains necessary approvals.

Additionally, Infor Travel Plans will help increase your time to value through:

- Automated end-to-end travel management
- Improved employee spend control
- Integrated business intelligence
- Increased operational efficiencies
- Improved global functionality

Real-time reporting for advanced T&E data visibility

Expense Management features a modern and beautiful user-experience design that streamlines all phases of the expense reporting process. As a result, you'll be able to improve the way you track, analyze, and control employee-initiated expenditures to realize important opportunities for cost savings.

Security and compliance

Increase compliance and reduce risk with embedded controls and audit rules. With proactive violation alerts, you can identify policy violations before they happen. The enhanced visibility can also help you to reduce errors and the risk of fraud.

Cloud Deployment

With Infor Expense Management in the Cloud, the State can take control of your employee-initiated expense needs without having to install or maintain any components within your IT infrastructure. As a software-as-a-service (SaaS) solution, Infor Expense Management has obtained clean SSAE 16 (formerly SAS 70) reports every year since 2004, satisfying even the most stringent Sarbanes-Oxley requirements. Hosted by Amazon® Web Services (AWS) cloud infrastructure, Infor Expense Management is a globally

accepted solution available in 16 languages around the globe. Best of all, Infor Expense Management translates to a speedier implementation with minimal involvement from IT and lower ongoing costs as your application is maintained and upgraded by Infor.

World-class Technical Support

Our support model includes multiple mechanisms to monitor customer satisfaction, using feedback from user groups, the Customer Advisory Board, Infor Services, Infor Support, and the dedicated Customer Experience team. Our Technical Support offering will ensure that the State can easily connect to support personnel and have access to a wide range of critical resources, including software patches, service packs, updates, release notes, knowledge base articles, updates, recorded briefings, and online communities. Because of our commitment to this important area, the Infor Support team was recognized for 11 years in a row by receiving the Confrimit Achievement in Customer Excellence Award. This honor recognizes outstanding achievement in customer satisfaction. This award demonstrates the Infor Technical Support team's commitment and effectiveness in providing world-class support.

Continued Investment

Infor spends as much as 15.7% of its revenue on research and development, delivering value-added enhancements and extending the value of your technology investment.

Vendor should describe its approach and methodology to providing the service or solving the problem described by meeting the goals/objectives identified below. Vendor's response should include any information about how the proposed approach is superior or inferior to other possible approaches. Additionally, if a Vendor can provide a solution in addition to or in lieu of the goal/objectives defined below, the Vendor should outline such solution within the topic.

Infor Response: At Infor, we recognize that a business applications software solution is a significant investment. It is one that can raise perplexing questions during the implementation.

How will this solution impact productivity? What is the most efficient way to implement the solution? Who will train the core project team members? These challenging questions among others are why Infor created the Infor Deployment Method (IDM), which has an exceptionally robust and progressive project management layer embedded.

The key benefits of Infor Deployment Method include:

- **Business Process Thinking:** Focus on the business benefits, not just the software.
- **Enterprise Architecture:** Designing a sustainable I.T. foundation.
- **Global Rollouts:** Model company definition followed by repeatable global deployments.
- **Project and Program Management:** Provides structure and governance.
- **Flexibility:** Methodology tasks can be combined in different way to suite to the specific needs of the organization.
- **Knowledge Transfer:** Built in training and organization change management disciplines.
- **Reduced Project Risk:** Address high risk items during early iterations, coupling with a focus on risk mitigation and contingency strategies.

The Infor Deployment Method (IDM) will serve as the governing methodology for all project related work for the Project. IDM defines what is to be delivered from the project; who is responsible for that work;

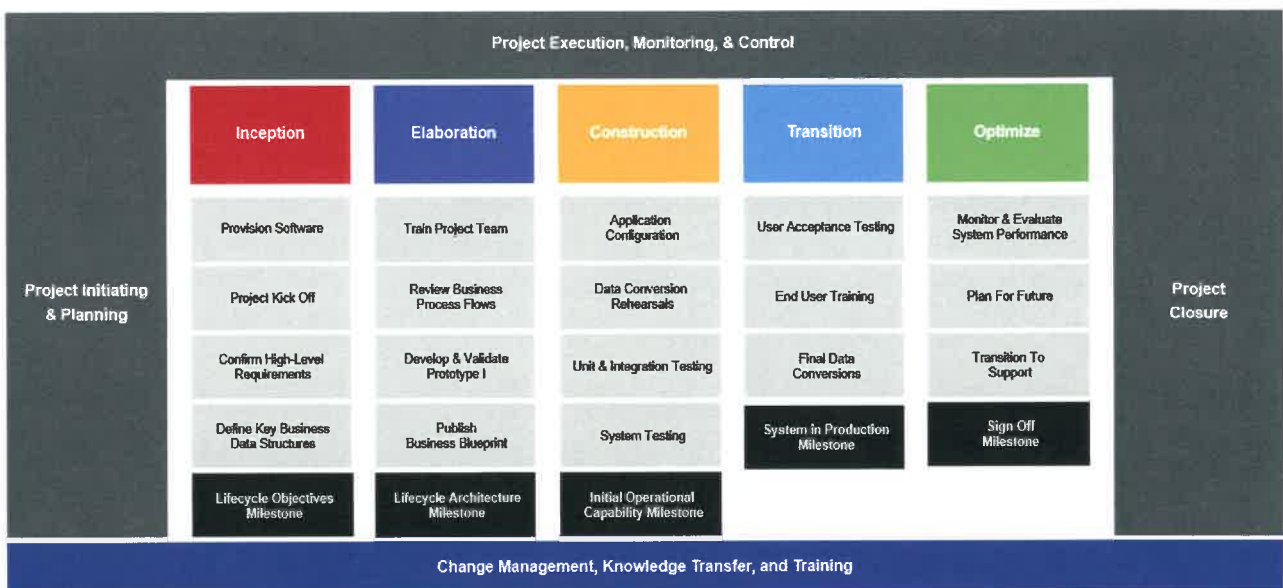
and how the work is performed. Throughout the implementation there will be a gradual transfer of knowledge and ownership from the Infor Services Team consultants to State's project team until the members of the project team become the drivers and champions of the new system and business processes. IDM enables us to implement our solutions using a framework that delivers a smooth, fast, and accurate project execution. Our implementation approach is a proven, disciplined, organized methodology that is repeatable from customer to customer. Our methodology is based on years of refining and improving the steps and procedures that constitute implementation best practices.

Infor solutions are already built with functionality specific to Government, helping reduce the complexity, risk, and cost of implementation. We are constantly working to expand our ability to benefit your business in ways that other software providers cannot.

Defined below are high-level descriptions of each IDM Implementation Stages:

- **Inception Stage:** Infor and the State will confirm program requirements. We will initiate the Fit-Gap process to identify and confirm the high-level business process flows and categorize the requirements within the MoSCoW list (Must Have, Should Have, Could Have, Won't Have).
- **Elaboration Stage:** Infor and the State will complete the Fit Gap by confirming any exceptions to the State's newly identified business process flows against the application, build the prototypes, and validate the prototype through one or more Conference Room Pilots (CRPs). We also use the Elaboration Phase to conduct a series of Data Action Labs where we focus on defining values for various master tables within the system.
- **Construction Stage:** Infor and the State will take the confirmed business process flows, the results of the CRPs, and the Data Action Labs and begin to configure the final system prior to Testing.
- **Transition Stage:** Infor and the State performs data conversions, performance testing, and user acceptance testing. The Transition Stage concludes with a Go-Live event.
- **Optimize Stage:** The Optimize Stage is the period after Go-Live where Infor supports the State's team as you take complete ownership of the system, planning for the future, and transitioning out of the project.

Figure 3: Infor Deployment Method Overview



Activities and Deliverables by Stage

Below is more specific information about each stage of the Infor Deployment Method.

Table 1: Activities and Deliverables by IDM Stage

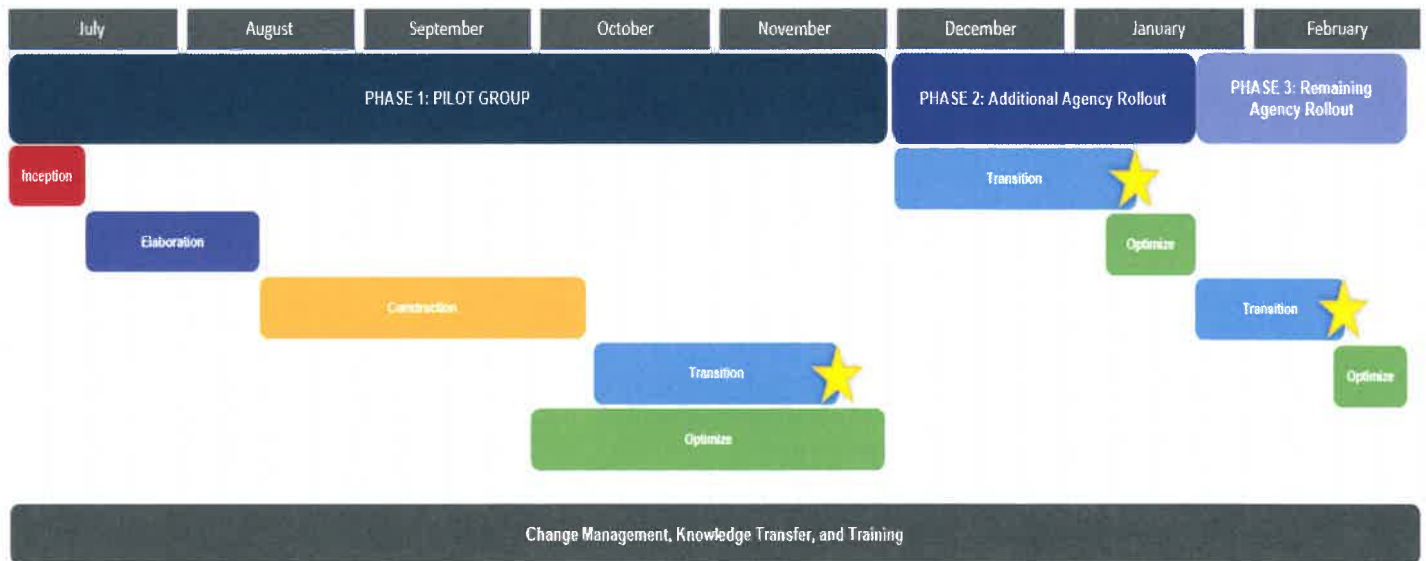
Description	Key Activities	Key Deliverables	Milestone
INCEPTION STAGE			
During the Inception Stage the project team confirms the program requirements.	<ul style="list-style-type: none"> Sales to ICS Hand-off Project kick-off Confirm value realization drivers Confirm high-level requirements Project Team training Change Management Stakeholder Analysis Sponsor communication/Project Kick-off 	<ul style="list-style-type: none"> Project management plan Project schedule High-level future state process model Integration strategy and governance 	Lifecycle Objectives
ELABORATION STAGE			
During the Elaboration State the project team complete the business process flows, builds prototypes, validates the prototype through one or more iterations, and defines values for various master tables within the system.	<ul style="list-style-type: none"> Conference room pilot(s) Confirm to-be workflow processes Define business blueprint Change Management Strategy/Plan Communication Plan Training Plan 	<ul style="list-style-type: none"> Future state business process models Business blueprint Business data values Finalize Project Plan 	Lifecycle Architecture
CONSTRUCTION STAGE			
During the Construction Stage the project team takes the confirmed business process flows and the results of the prototype, to configure and build the final system prior to Testing.	<ul style="list-style-type: none"> Finalize application configuration Configure workflow, business rules, data Conduct Unit & Integration Testing Conduct System Testing Develop cutover plans Use Acceptance Testing End User Training (Users and Managers) Administration and Super User Training Project Communications Execution 	<ul style="list-style-type: none"> Configured Application Test results Ready for User Acceptance Testing (UAT) 	Initial Operational Capability
TRANSITION STAGE			
During the Transition Stage the project team performs data conversions and user acceptance testing. Go-Live occurs at the end of this stage	<ul style="list-style-type: none"> Train End Users and System Administrators Perform User Acceptance Testing Conduct data migrations Cut-over Stakeholder Management and Communications 	<ul style="list-style-type: none"> UAT completed User acceptance results handled End User training completed Successful Go-Live 	System in Production

Description	Key Activities	Key Deliverables	Milestone
OPTIMIZE			
The Optimize stage is the period immediately after Go-Live where the project team supports the end-user and IT organization as they take complete ownership of the system, plan for the future, and roll-off the project team.	<ul style="list-style-type: none"> Resolve post go-live issues Capture lessons learned Transition to support Go-Live follow-up Communications Plan for Future 	<ul style="list-style-type: none"> Project closed and moved to support mode Business benefit KPIs Customer reference 	Project Closure

Estimated Timeline

We have formulated this response with best practices in mind. Our proposal assumes that State will create a centralized team that will provide a consolidated specification list for all agencies. We will follow a core standard workflow with minor nuisances between agencies. We are confident that if we are privileged enough to be selected as your partner, we can provide the system and services that accomplishes all the stated goals. After thoughtful consideration of the State's desired implementation timeline, Infor has developed a preliminary plan based on a six-month pilot phase followed by two (2) additional phased agency go-lives. Together the State and Infor will predetermine the number of agencies per phase, which may impact the level of effort required for each phase. During Phase 1, we focus on deploying an initial set of critical functionalities and configurations for a predefined Travel Policy and Work Plan. We recommend a phased approach to enable institutions to go live quickly and help reduce the time-to-value from software investment. After the initial go-live, institutions deploy additional functionality and optimize the functionality already deployed during the following two (2) phases. Under this approach, the team will establish the operational baseline during Phase 1, and the following agencies will be handled in a business combination approach and taught to use the new capabilities. The following figure depicts a high-level overview of our approach and timeline for the phased approach. Infor provides a detailed MS Project Plan in section 4.2.1.1.4.

Figure 4: High-Level Estimated Timeline

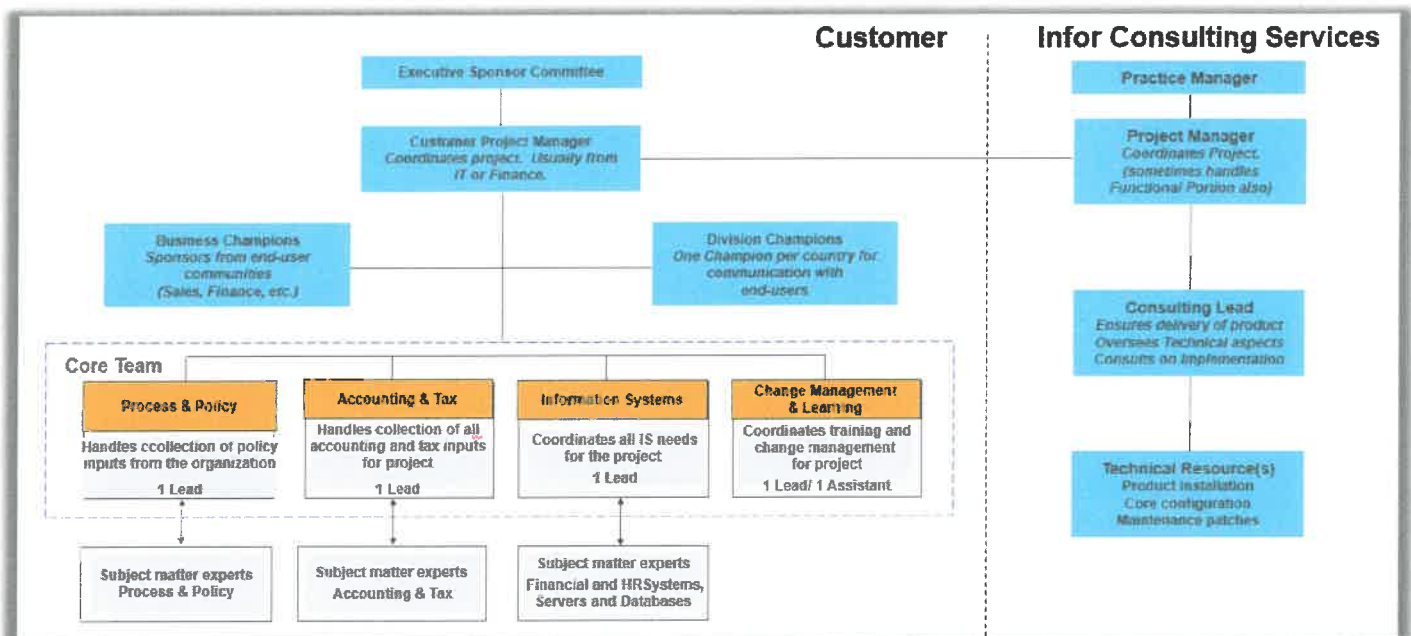


Infor and the State's team will jointly develop and mutually approve a baselined schedule prior to project start, that will include all known tasks, resources, non-working time and holidays, and projected go-live date. Please note the draft schedule is not intended to show and should not be used to determine not-to-exceed values or guaranteed completion dates but should be used to garner a high-level understanding of the methodology, and the rough timeframe we anticipate the project requiring.

Representative Staffing Model

For a project of this size and scope, Infor would normally expect to have a Project Manager, Consulting Lead, and a varying number of Technical Resources assigned to the project. Infor typically anticipates a well-matched team of Executive Sponsors, a Project Manager, Business Champions, Division Champions, Subject Matter Experts (SME) as part of the State's team. Infor recognizes that many State team-members have the additional job of maintaining and providing services to the constituents and residents of the State and will always bear this in mind when scheduling project work. Given the current environment with COVID-19 mitigation strategies in place, Infor has developed, implemented, and refined techniques to deliver all aspects of the project remotely. If the Infor Services team is fortunate enough to continue in this process with the State, and travel restrictions and limitations are still in place, Infor is confident that a successful project and (more importantly) a successful solution can still be delivered remotely, leveraging phone calls, Microsoft Teams, WebEx, SharePoint, and other collaboration tools.

Figure 5: Representative Staffing Model



4.2.1. Goals and Objectives - The project goals and objectives are listed below.

4.2.1.1. General

4.2.1.1.1. Vendor solution should be contained within a single product maintained by one vendor. Vendor should provide information stating how the solution is hosted and how each module is integrated with the other. If the solution is a combination of disparate products delivered through a relationship, Vendor should detail the integration and who owns the relationship and detail how administrative functions and user profiles are related within the solution.



Infor Response: The Infor Expense Management suite includes four (4) integrated applications (Expense Reports, Travel Plans, Payment Requests, and Timesheets) that can be used either individually or in any combination to automate expense-related business processes, enforce policy compliance, cut administrative costs, and reduce the risk of accidental errors and intentional fraud. We are proposing the Expense Reports and Travel Plans components of the Infor Expense Management suite.

All modules within the core application suite work together and share a common, integrated master data foundation where appropriate. Transactions that cross modules carry forward data and details to link them as part of an integrated business process.

Infor Expense Management comes with a System Administration Tool called SAT for Administrative users. This tool can be used for administrative functions and creating and maintaining user profiles any other related function within the solution. Please see the screen image below with SAT user Profile setting.

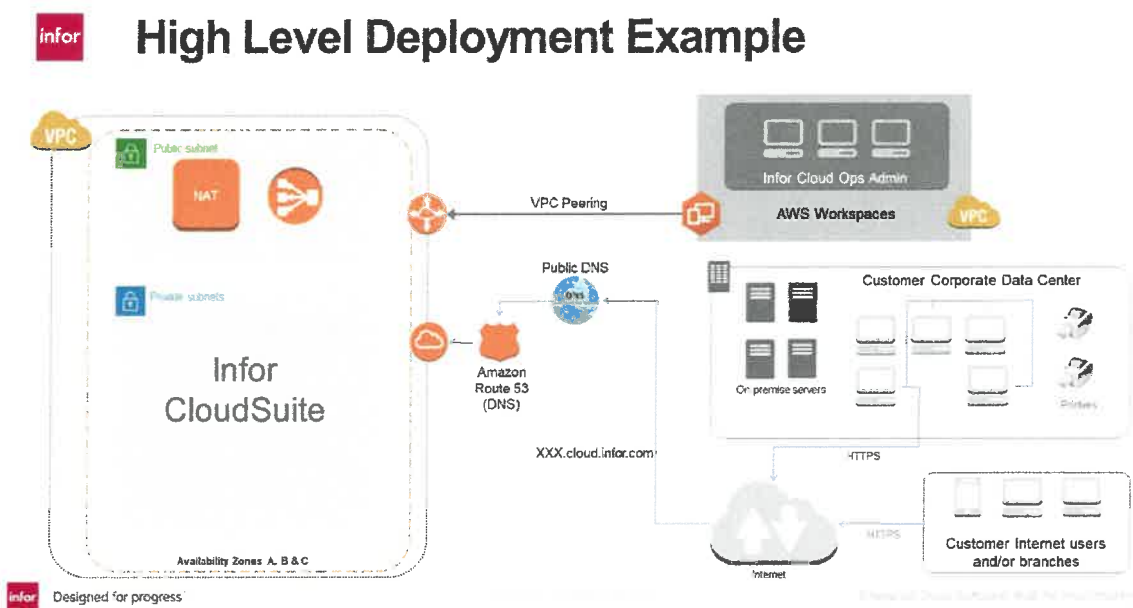
Figure 6: SAT User Profile Setting

First Name	Last Name	Login	Status
Admin	Admin	adminau_066@info	Active
Admin	CAH	adminca_066@info	Active
Admin	DE	adminde_066@info	Active
Admin	UV	adminuv_066@info	Active
Admin	MX	adminmx_066@info	Active
Admin	User	admin_066@info-d	Active
Admin	GOV	admingov_066@info	Active
Admin	US	adminus_066@info	Active
Amanda	Fleur	afleur_066@info-d	Active
Andrew	Maki	amaki_066@info	Active
Anna	Durst	adurst_066@info-d	Active
Approver	Three	approver03_066@info	Active
Approver	Two	approver02_066@info	Active
Approver	One	approver01_066@info	Active
Ashutosh	Saxena	ashutosh.saxena@info	Active
Atsushi	Yuri	ayuri_066@info-d	Active
AutoApprovalBkg	Robot	AutoApprovalBkg	Active
AutoApproveCheck	Robot	AutoApproveCheck	Active
Barbara	Hopper	bhopper_066@info	Active
Benot	Colin	bcolin_066@info-d	Active
Beth	Page	bpag_066@info-d	Active
Beth	Franklin	bfranklin_066@info	Active
Beth	Benson	betsy.benson@info	Active
Billy	Humphrey	bhumphrey_066@info	Active
Billy	Stark	billy.stark@info	Active
Billy	Stark (Approver)	billy.stark@info	Active
Bob	Grou	bgrou_066@info	Active

Infor provides a fully hosted and managed solution leveraging Amazon Web Services (AWS). Infor solutions include a set of system, application, database, infrastructure installation, and support services. The support services include application and hardware administration, patch management, database and operating system management, performance monitoring, backup and recovery, archiving, and proactive health checks.

Technology infrastructure services—Infor leverages the services of Amazon Web Services (AWS) to provide infrastructure services to its clients. Infor has chosen to partner with AWS because AWS offers unmatched strength and sophistication at delivering cloud infrastructure. Infor's innovative technology framework enhances the AWS service portfolio with capabilities that support the enterprise, including federated services to permit single sign-on across the organization, automated logging and monitoring, and a full range of industry-grade cloud infrastructure elements. AWS complements Infor's industry-specific software because they offer a superior delivery model, competitive cost structure, and proven record of operational excellence. The figure below shows the various layers and components of our cloud solution.

Figure 7: High Level Deployment Example Cloud Topology



Infor is proposing a fully managed service, including the specification, management, and scaling of resources required to provide a highly scalable system to the State. Infor's fully redundant infrastructure include:

- Power infrastructure that includes redundant sources (multiple power feeds, generators, battery backups), multiple power distribution systems, and redundant power supplies;
- Environmental controls that include highly available precision HVAC systems, humidity controls, and water detection systems;
- Network infrastructure that includes multiple Internet Service Providers, redundant edge routers, firewalls, and switches;
- Hardware and software redundancy in support of virtualized and physical servers; and,
- Storage solutions that provide redundant back end data storage.

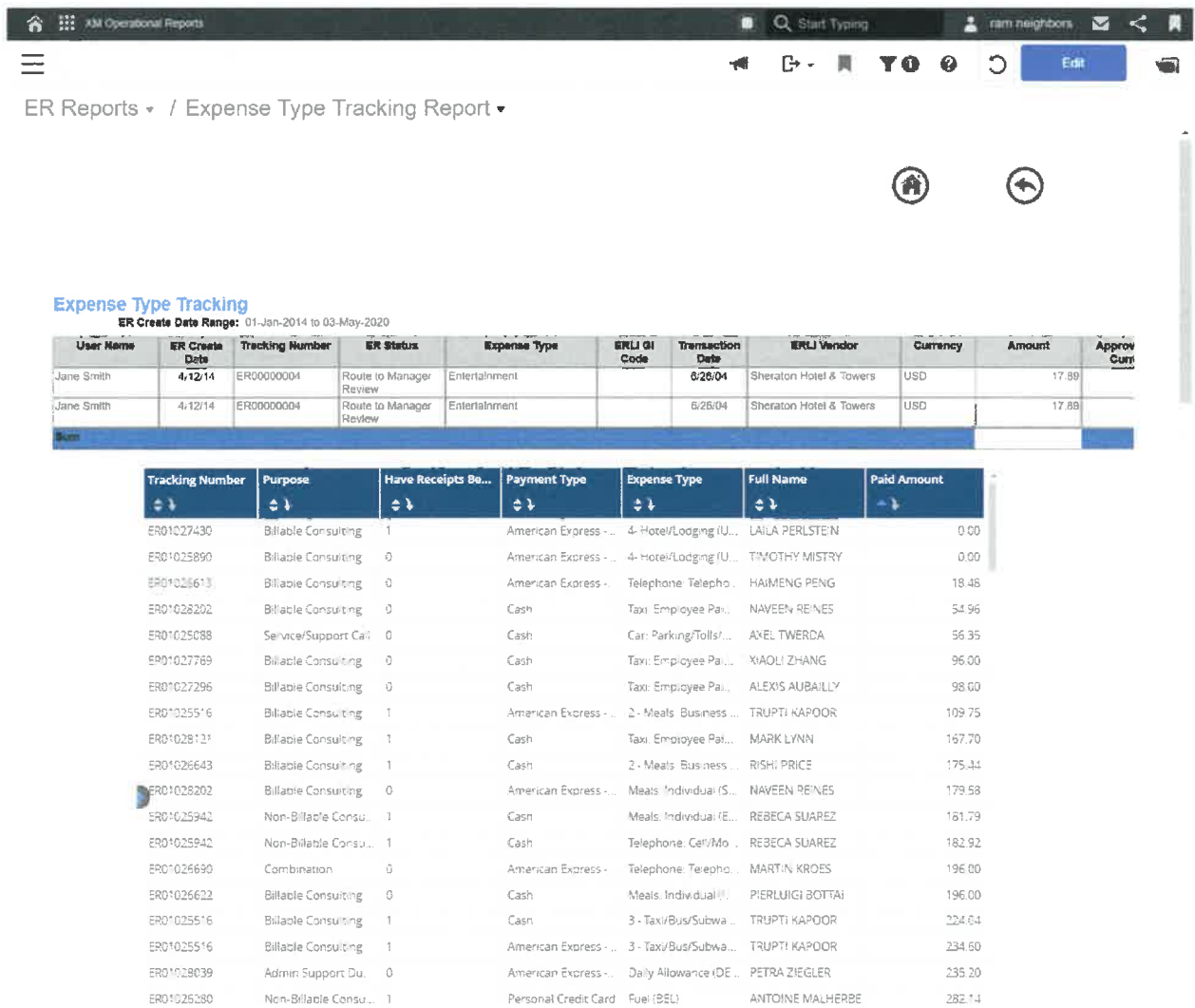
4.2.1.1.2. Vendor solution should support the capability to add a customized form to be used for the submission of employee reimbursements.

Infor Response: Yes, Infor provides the ability for the State to customize the form for employee expenses including hiding fields, changing colors, tab order, adding custom fields as well as other personalizations using the Infor Expense Management administration tool.

4.2.1.1.3. Vendor solution should ensure the basic format of the report contains, at a minimum: Document Identifier, Traveler Identifier, Travel Expense Line Items, Receipt Required Indicator, and Trip Purpose. The solution should also provide an indicator on the expense report for payment method (i.e. out of pocket or p-card). Additionally, the solution should include an explanation field for each expense line item.

Infor Response: The Infor Expense Management solution comes with a dashboard view for users to see before they start an Expense Report. Each expense report is color coded to easily identify if the status of the expense report is Submitted, Returned for More Information, Rejected, or Done. Please see the screen shot of a sample report as per the specification of the State and our dashboard below:

Figure 8: Sample Reports as Per State Specification



User Name	ER Create Date	Tracking Number	ER Status	Expense Type	ERLI GI Code	Transaction Date	ERLI Vendor	Currency	Amount	Approver
Jane Smith	4/12/14	ER00000004	Route to Manager Review	Entertainment		6/26/04	Sheraton Hotel & Towers	USD	17.89	
Jane Smith	4/12/14	ER00000004	Route to Manager Review	Entertainment		6/26/04	Sheraton Hotel & Towers	USD	17.89	
Sum										

Tracking Number	Purpose	Have Receipts Been Received	Payment Type	Expense Type	Full Name	Paid Amount
ER01027430	Billable Consulting	1	American Express - ...	4 - Hotel/Lodging (U...	LAILA PERLSTEIN	0.00
ER01025890	Billable Consulting	0	American Express - ...	4 - Hotel/Lodging (U...	TIMOTHY MISTRY	0.00
ER01026613	Billable Consulting	0	American Express - ...	Telephone: Telepho...	HAIMENG PENG	18.48
ER01026202	Billable Consulting	0	Cash	Taxi: Employee Pai...	NAVEEN REINES	54.96
ER01025088	Service/Support Call	0	Cash	Car: Parking/Tolls/...	AXEL TWERDA	56.35
ER01027769	Billable Consulting	0	Cash	Taxi: Employee Pai...	XIAOLI ZHANG	96.00
ER01027296	Billable Consulting	0	Cash	Taxi: Employee Pai...	ALEXIS AUBAILLY	98.00
ER01025516	Billable Consulting	1	American Express - ...	2 - Meals: Business ...	TRUPTI KAPOOR	109.75
ER01028131	Billable Consulting	1	Cash	Taxi: Employee Pai...	MARK LYNN	167.70
ER01026643	Billable Consulting	1	Cash	2 - Meals: Business ...	RISHI PRICE	175.44
ER01028202	Billable Consulting	0	American Express - ...	Meals: Individual (S...	NAVEEN REINES	179.58
ER01025942	Non-Billable Consu...	1	Cash	Meals: Individual (E...	REBECA SUAREZ	161.79
ER01025942	Non-Billable Consu...	1	Cash	Telephone: Car/Mo...	REBECA SUAREZ	182.92
ER01026690	Combination	0	American Express - ...	Telephone: Telepho...	MARTIN KROES	196.00
ER01026622	Billable Consulting	0	Cash	Meals: Individual (U...	PIERLUIGI BOTTAI	196.00
ER01025516	Billable Consulting	1	Cash	3 - Taxi/Bus/Subwa...	TRUPTI KAPOOR	224.64
ER01025516	Billable Consulting	1	American Express - ...	3 - Taxi/Bus/Subwa...	TRUPTI KAPOOR	234.60
ER01028039	Admin Support Du...	0	American Express - ...	Daily Allowance (DE...	PETRA ZIEGLER	235.20
ER01025280	Non-Billable Consu...	1	Personal Credit Card	Fuel (B&L)	ANTOINE MALHERBE	282.14

When the user clicks on the 'Create a New' button to enter a new report, the user can see Traveler Identifier at the top left corner, Travel Expense Type Lines, Receipt Required Indicator, and Trip purpose. On the Additional Information section, you can have a drop down of various payment methods and purpose. Additionally, you can also have a notes section where the user can provide an explanation of their expense. The user can also enter the date, amount, if receipt is included, change the Profit Center or charge to Project/Grants. They can change the Expense Type or Profit Center by clicking on the magnifying glass. You can also see that certain fields like Expense Type, Date, Amount, Currency, Profit center are marked with a red asterisk as mandatory fields. These screens can be configured for what you want the user to see and make any fields mandatory to your requirements at any time.

Figure 9: Sample Intake Screen

The screenshot shows the Infor XRM interface for an expense entry. At the top, the header includes the Infor XRM logo, a search bar with 'Start Typing', and a user profile for 'ram neighbors'. The main content area is titled 'SWV' and shows a total of '\$0.00' with the owner 'Ram Neighbor'. Below this, the 'Parking' category is selected, and a sidebar on the left shows a 'P' icon and the text 'Parking 100% 1000-102/11/11/Default Cost Center'. The main form is divided into four sections: 1. Standard Information, 2. Charge Code Allocations, 3. Additional Information, and 4. Cash Advance Request, Expense Report, or Purchasing Card Report. Section 1 includes fields for Expense Type (Parking), Date, Amount, Currency (US Dollar), and Receipt Included (Do Not Reimburse (Personal)). Section 2 shows Charge Code Allocations for '100% 1000-102/11/11/Default Cost Center'. Section 3 includes Purpose and Payment Type (Cash, Personal, Credit Card). Section 4 has checkboxes for Cash Advance Request, Expense Report, and Purchasing Card Report. At the bottom, there are buttons for 'Help', 'Cancel', 'Save', 'Switch Orientation', and 'Export'.

4.2.1.1.4. Vendor should provide a project plan with an assumed start date. Agency prefers that the solution be accomplished in six (6) months.

Infor Response: In the figure below, we have included a draft project schedule detailing the key stages and tasks across what we feel will be a three-phased, 6-8 month implementation (depending on non-working time, start dates, holidays, and other seasonal factors). This schedule shows the typical and expected tasks and deliverables the project will step through, as well as key milestones within the project. Infor and the State's team will jointly develop and mutually approve a baselined schedule prior to project start that will include all known tasks, resources, non-working time and holidays, and projected go-live date. Please note the draft schedule is not intended to show and should not be used to determine not-to-exceed values or guaranteed completion dates.

Figure 10: Sample Project Plan

Task Name	Start	Finish
▲ Infor Expense Mgmt. 10.2 Project Plan	Thu 7/2/20	Thu 2/18/21
▲ Phase 1: Pilot Phase - Initial Agency Rollout Phase	Thu 7/2/20	Wed 11/25/20
▲ Stage 1 - Inception	Thu 7/2/20	Fri 7/10/20
Review Project Scope	Thu 7/2/20	Mon 7/6/20
Coordinate with Cloud Operations	Mon 7/6/20	Tue 7/7/20
Provision Expense Mgmt. Environments	Wed 7/8/20	Fri 7/10/20
Sign off on Cloud Provisioning	Fri 7/10/20	Fri 7/10/20
▲ Stage 2 - Elaboration	Mon 7/13/20	Thu 8/13/20
Requirements gathering	Mon 7/13/20	Fri 7/24/20
Requirements draft 1	Mon 7/27/20	Mon 8/3/20
Team Review 2	Tue 8/4/20	Thu 8/13/20
Signed Requirements Document	Thu 8/13/20	Thu 8/13/20
Detailed Project Plan Review	Tue 8/4/20	Wed 8/5/20
Sign-off on Project Plan	Wed 8/5/20	Wed 8/5/20
▲ Stage 3 - Construction (Build)	Thu 8/13/20	Thu 10/15/20
▲ XM ER and TP Standard Configuration	Thu 8/27/20	Tue 9/15/20
Setup Groups	Thu 8/27/20	Fri 8/28/20
Corp Data & Application Parameters	Mon 8/31/20	Tue 9/1/20
Expense Type setup	Tue 9/1/20	Wed 9/2/20
Additional Data Capture (ADC)	Thu 9/3/20	Fri 9/4/20
Field Attributes	Fri 9/4/20	Mon 9/7/20
Workflow	Mon 9/7/20	Wed 9/9/20
Business Rules	Wed 9/9/20	Fri 9/11/20
Email Notification	Fri 9/11/20	Mon 9/14/20
Weblinks	Mon 9/14/20	Mon 9/14/20
XM Receipts Integration	Mon 9/14/20	Tue 9/15/20
Completed ER Configuration	Tue 9/15/20	Tue 9/15/20
▲ Additional Configuration / Mods (TBD estimates)	Tue 9/15/20	Wed 9/23/20
VAT Configuration	Tue 9/15/20	Thu 9/17/20
Other Configurations (TBD)	Thu 9/17/20	Mon 9/21/20
Test Build	Mon 9/21/20	Wed 9/23/20
Completed Modifications	Wed 9/23/20	Wed 9/23/20
▲ Infor QA & Testing of Configuration	Wed 9/23/20	Tue 9/29/20
System setup (XM 10.2.x)	Wed 9/23/20	Fri 9/25/20
Configuration Testing	Fri 9/25/20	Tue 9/29/20
Issue Resolution	Fri 9/25/20	Tue 9/29/20
QA Signoff / Approval to Install	Tue 9/29/20	Tue 9/29/20
▲ XM Interfaces	Thu 8/13/20	Tue 10/6/20
Infor Connector Setup CGI->XM	Thu 8/13/20	Thu 8/20/20
Infor Connector Setup XM-> CGI	Thu 8/20/20	Thu 8/27/20
LDAP / SSO Integration (TBD)	Tue 9/29/20	Tue 10/6/20
Travel Card Setup and Integration	Thu 8/13/20	Thu 8/20/20
PCARD Setup and Integration	Thu 8/20/20	Mon 8/31/20
Integration Testing	Tue 9/1/20	Mon 9/7/20
▲ Test Installation	Tue 9/29/20	Thu 10/15/20
Infrastructure Setup (AppServer, Dbase Svr, etc.)	Tue 9/29/20	Tue 10/6/20
Installation of XM 10.2.x)	Tue 10/6/20	Thu 10/8/20
Load dataset and custom build	Thu 10/8/20	Fri 10/9/20
Cognos Install (client server)	Fri 10/9/20	Thu 10/15/20
Completed Test Installation	Thu 10/15/20	Thu 10/15/20

<ul style="list-style-type: none"> ▲ Stage 4 - Transition <ul style="list-style-type: none"> Attend SAT Training Attend Birst Training ▲ UAT Testing (TBD by customer) <ul style="list-style-type: none"> ER and TP Module Testing Interface Test Fixes and Regression Testing <i>Approval to start pilot</i> Training Development Communications Plan Development ▲ Stage 5 - Optimize <ul style="list-style-type: none"> Develop Application Deployment Plan Develop Production Checklist of tasks Walkthru and iterate thru Deployment Plan and Production Checklist ▲ Production Environment Setup <ul style="list-style-type: none"> Final Walkthru of Production Tasks and Activities Schedule Production Setup Installation of Expense Management Setup XM Receipts Setup Production DB instance <i>Completed Installation Signoff</i> 	<p>Thu 8/13/20 Thu 11/26/20 Thu 10/22/20 Mon 10/26/20 Mon 10/26/20 Tue 10/27/20 Thu 8/13/20 Thu 11/26/20 Thu 10/15/20 Mon 11/2/20 Mon 11/2/20 Thu 11/19/20 Thu 11/19/20 Thu 11/26/20 Thu 11/26/20 Thu 11/26/20 Thu 8/13/20 Mon 8/31/20 Thu 8/13/20 Thu 8/27/20 Thu 10/15/20 Wed 11/25/20 Thu 10/15/20 Wed 10/21/20 Wed 10/21/20 Tue 10/27/20 Tue 10/27/20 Mon 11/2/20</p>
<ul style="list-style-type: none"> ▲ Phase 2: Additional Agency Rollout Phase <ul style="list-style-type: none"> ▲ Stage 4 - Transition <ul style="list-style-type: none"> ▲ UAT Testing (TBD by Agencies) <ul style="list-style-type: none"> Expense Report and Travel Plan Testing Interface Testing Fixes and Regression Testing <i>Approval to begin deployment</i> Training Communications Plan Development ▲ Stage 5 - Optimize <ul style="list-style-type: none"> Develop Application Deployment Plan Develop Production Checklist of tasks Walkthru and iterate thru Deployment Plan and Production Checklist <i>Completed Installation Signoff</i> ▲ Phase 3 - Remaining Agency Rollout Phase <ul style="list-style-type: none"> ▲ Stage 4 - Transition <ul style="list-style-type: none"> ▲ UAT Testing (TBD by Agencies) <ul style="list-style-type: none"> Expense Report and Travel Plan Testing Interface Testing Fixes and Regression Testing <i>Approval to begin deployment</i> Training Communications Plan Development ▲ Stage 5 - Optimize <ul style="list-style-type: none"> Develop Application Deployment Plan Develop Production Checklist of tasks Walkthru and iterate thru Deployment Plan and Production Checklist <i>Completed Installation Signoff</i> 	<p>Thu 11/19/20 Wed 11/25/20 Thu 11/19/20 Fri 11/20/20 Fri 11/20/20 Fri 11/20/20 Fri 11/20/20 Mon 11/23/20 Mon 11/23/20 Tue 11/24/20 Tue 11/24/20 Wed 11/25/20 Wed 11/25/20 Wed 11/25/20 Mon 11/30/20 Thu 1/7/21 Thu 12/10/20 Fri 1/8/21 Thu 12/10/20 Fri 1/8/21 Thu 12/10/20 Tue 12/22/20 Tue 12/22/20 Thu 12/31/20 Thu 12/31/20 Mon 1/4/21 Mon 1/4/21 Mon 1/4/21 Mon 1/4/21 Fri 1/8/21 Mon 1/4/21 Thu 1/7/21 Fri 1/8/21 Mon 1/18/21 Fri 1/8/21 Tue 1/12/21 Tue 1/12/21 Thu 1/14/21 Thu 1/14/21 Mon 1/18/21</p> <p><i>Mon 1/18/21 Mon 1/18/21</i></p> <p>Mon 1/25/21 Thu 2/18/21 Mon 1/25/21 Mon 2/15/21 Mon 1/25/21 Mon 2/15/21 Mon 1/25/21 Mon 2/1/21 Mon 2/1/21 Mon 2/8/21 Mon 2/8/21 Tue 2/9/21 Tue 2/9/21 Tue 2/9/21 Tue 2/9/21 Mon 2/15/21 Tue 2/9/21 Fri 2/12/21 Mon 2/15/21 Thu 2/18/21 Mon 2/15/21 Tue 2/16/21 Tue 2/16/21 Wed 2/17/21 Wed 2/17/21 Thu 2/18/21</p> <p><i>Thu 2/18/21 Thu 2/18/21</i></p>

Project Assumptions

Infor considered the following project assumptions when developing our preliminary sample project plan for the Infor Expense Management SaaS/Cloud implementation of the Expense Reports (ER) and Travel Plan (TP) modules shown on the previous pages.

Infor is eager to partner with you for success and are recommending a best practices approach. We assume the State will create a core project team and provide consolidated specifications for the State/agencies. We expect slight nuances between the agencies but overall, it will adhere to a core standard. We are including the following:

- Three phased roll-out for all 170 agencies:
 - Phase 1: Approximately 25-35 pilot agencies from July 2, 2020 to November 25, 2020
 - Phase 2: Approximately 50-70 additional agencies from November 30, 2020 to January 20, 2021
 - Phase 3: Remaining agencies from January 20, 2021 to February 24, 2021
- Functionality considered in this estimate:
 - One daily Travel / Corporate Card transaction file into XM ER module
 - One daily PCARD interface into XM ER module
 - One daily Ghost interface into XM ER module
 - Standard XM Cash Advance functionality (through the TP module only)
 - Government per diem integration
- Data migration: The Expense Management implementation will be treated as a net new implementation and any existing historical data will not be migrated to Expense Management.
- All interfaces as described
- Training and change management as described
- The State's staffing expectations will include:
 - Project Sponsor
 - Project Manager
 - Subject Matter Experts (HR, ERP, IT data file integration SMEs)
- Exclusions:
 - International configuration and rollouts beyond the U.S.
 - Budget Control feature of Expense Management application suite
 - Optical Character Recognition (OCR) feature

4.2.1.2 Expense Management - Ease of Use

4.2.1.2.1. Agency prefers that the solution integrate with the online booking tool for pre-trip pricing and authorization of trip prior to purchase of any online reservations.

Infor Response:

The Infor Expense Management solution allows integration of Online Booking (OLB or PNR) records into the Infor XM Expense Report (ER) module for comparison of actual expense to the booking record costs (i.e. actual cost variance vs. planned cost). The Infor Solution allows for this integration of OLB records into the Expense Report (ER) module for this reconciliation.



If the State prefers to leverage pre-trip approval of bookings into the XM Travel Plan (TP) module then the State would have two (2) options:

- Using the TP Module, the employee would attach a copy of their booking confirmation to the TP document. The user would submit the TP document to their manager and the manager would be able to review their employee's booking confirmation attachment as part of the TP document review and approval process.
- The employee would submit a TP document to their manager with expected and estimated booking costs, including airfare, hotel and car rental, etc. estimates. When the employee submits their TP to their manager, then the manager would perform the review and approval process of the TP. The TP document would then be automatically routed to the State's Travel Agency and they would see the approved TP. The Travel Agency would then be able to perform the booking per the details in the approved TP.

4.2.1.2.2. Agency prefers that the solution has the capability to calculate mileage based on user specified origination and destination and allow for editing of the amount claimed if different than the amount calculated and to require a justification if the amount of mileage claimed by the user differs from the amount of mileage calculated by the solution.

Infor Response: The Google Map widget is built into the Infor Expense Management application and can be setup for the user to be required to use the widget to calculate trip mileage. The user will see the Icon widget on any mileage expense lines as depicted in the figure below. Selecting the widget will render the Google Maps page as shown below.

Figure 11: Sample Mileage Reimbursement

1 Standard Information

* Expense Type

Mileage Reimbursement

* Expense Date

4/30/20

* Distance (Mile)

Mileage Route

SWV Mileage

Total: \$0.00 Owner: Pam Neighbor

Mileage - Company Car / Map

You can manage recent entries

Route Name/Automatically generated / blank

SWV Office Location

A

Charlestown, VA

Charlestown, VA 22014, USA

+ -

110

B

Parkersburg, VA

Parkersburg, VA, USA

+ -

275.41 Mile

C

Morgantown, VA

Morgantown, WV, USA

+ -

112.48 Mile

Distance

388.81 Mile

Find on Map

Map Satellite

Map

Satellite

Map

Satellite

Map

Satellite

infor Response Reference

20

Both direct mileage entry by a user or using integrated mapping from Google Maps can be used to calculate and capture mileage.

Infor Expense Management has Google Maps integration built in. Individual waypoints, from/to, can be entered via map integration with Google Maps. The system will automatically calculate the distance and reimbursement for the trip and record the waypoints of the travel.

Using the integrated mapping, a user can save a common mileage route by providing a unique name for the route or have the system automatically generate a name if the user does not provide a unique name for the route. The user can select from this saved list the next time they travel the same route to quickly and easily add and calculate the mileage reimbursement using with the same route details. Additionally, the user can easily edit the mileage that was calculated and provide a justification as to why they made a change.

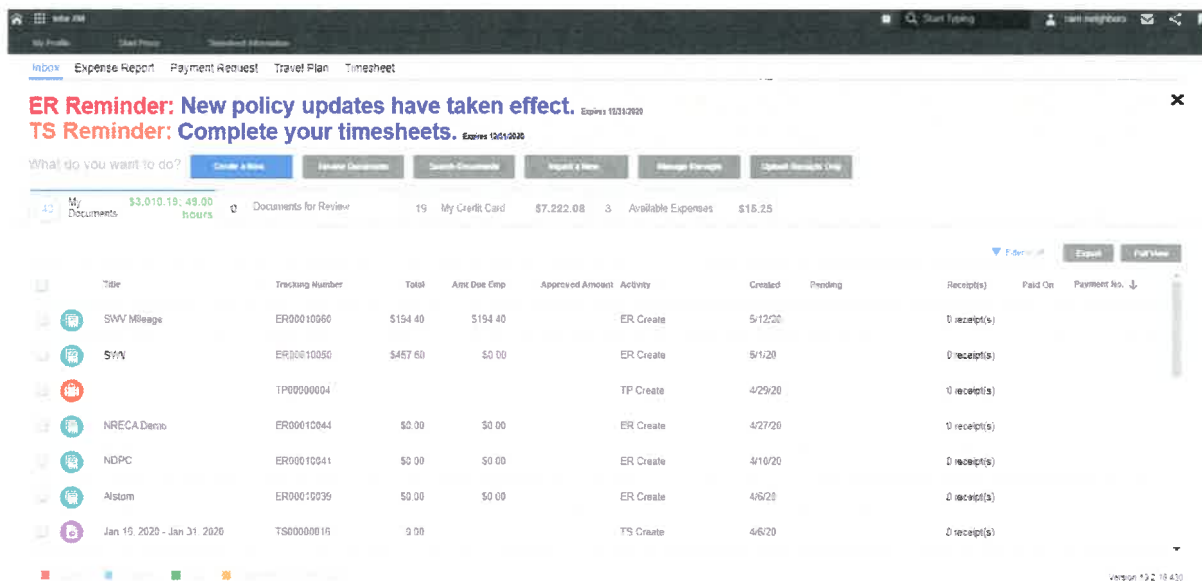
The Expense Management application is designed to automatically calculate mileage costs for personal car use reimbursement or company car calculation. The system stores mileage rates that are date effective so that mileage expenses are correctly calculated based on the date of the expense and not the date of the expense report submission.

Mileage rates are administered through the System Administration Tool (SAT) application. Administrators can assign the mileage rates to various groups to support rates specific for each group such as company car and personal car or different departmental rates.

4.2.1.2.3. Vendor solution should have the capability for the traveler to initiate a reimbursement request for their travel expenses through a direct entry of travel expenses. The solution should also include the capability for the employee to query on the status of pending travel reimbursements.

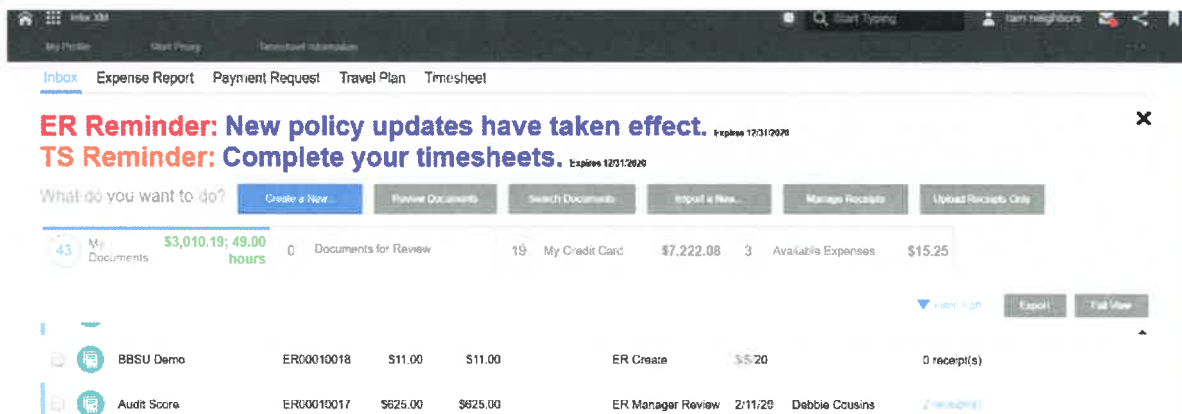
Infor Response: Infor Expense Management provides a dashboard so users can initiate a reimbursement request through direct entry of travel expenses. The solution has the capability for the employee to query on the status of pending travel reimbursements. Please see the Dashboard view of our Infor Expense Management below. As you can see, the traveler can create a new expense report through direct entry of travel expenses by clicking on the 'create new' button. The traveler can also see the date when the expense was created and where the expense approval is in the pending column

Figure 12: Sample Dashboard View of Infor Expense Management



The traveler can see from the dashboard below that one of the expense reports Audit score is pending with the manager and it is under ER Manager Review.

Figure 13: Sample Dashboard Showing Status



4.2.1.2.4. Vendor solution should have the capability to create traveler profiles for each participating traveler as well as interface with the traveler's personnel records maintained within the State's Human Resources module.

Infor Response: In Infor Expense Management, a user profile can be created and can also be downloaded or interfaced with the traveler's personnel records maintained within the State's Human Resources module.

4.2.1.2.5. Vendor solution should have the capability to allow the user to print an expense report and all supporting documentation.

Infor Response: Infor Expense Management has the capability to print an expense report and all supporting documentation. Please see the screen shot below of a printed expense report. Users can easily print by clicking the Print Document icon on the left corner and print it to paper or save as pdf document. Please see the image Select a destination for various options for printing the expense report.

Figure 14: Sample Printed Expense Reports

Print this document

Expense Report ER00010017 Audit Score

Employee Name Ram Neighbor

Employee ID 1000@@1000@@132@1000@@102

Submit Date Feb 11, 2020


From Date Feb 4, 2020

Employee Title

Cost Center 1000-102/0/0/Default Cost Center

Purpose Internal Meetings

To Date Feb 4, 2020



Linked Documents

No documents to display

ER TP Comparison

No data to display

Financial Overview

Total Reported Expenses	\$625.00
Less Personal Expenses	\$0.00
Business Expenses	\$625.00
Less Unauthorized Expenses	\$0.00
Authorized Expenses	\$625.00
Less Company Paid Expenses	\$0.00
Company Pays to Corporate Charge Card(s)	\$0.00
Less Cash Advances	\$0.00
Amount Due Company from this Expense Report	\$0.00
Amount Due Employee	\$625.00

Expense Summary

Expense Category	Amount	Approved Amount
73500	\$300.00	
Air	\$325.00	

Account Distribution

No data to display

Expense Details

Type	Date of Expense	Transaction Amount	Amount	Exchange Rate	Approved Amount	Purpose	Payment Method	Vendor	VAT Reclaim Amount	VAT Non-Reclaim Amount									
Airfare	Feb 4, 2020	\$325.00	\$325.00	1		Internal Meetings		TWA	\$0.00	\$0.00									
Booking Agent: Corporate Travel Agent Departure Date: Feb 4, 2020 Ticket Status: Used Allocations: 100.00%, \$325.00, 1000-102/0/0/Fortune USA Inc Fortune USA Inc.																			
Meals - Business	Feb 4, 2020	\$300.00	\$300.00	1		Internal Meetings			\$0.00	\$0.00									
Location: Allentown Pennsylvania/United States Allocations: 100.00%, \$300.00, 1000-102/0/0/Fortune USA Inc Fortune USA Inc. Guests: Count: 3, Average: \$100.00																			
<table> <tr> <td>Ram Neighbor</td> <td>Infor OS Training</td> <td>Infor</td> </tr> <tr> <td>Kevin Kraft</td> <td>Infor OS Training</td> <td>Infor</td> </tr> <tr> <td>Debbie Cousins</td> <td>Infor OS Training</td> <td>Infor</td> </tr> </table>											Ram Neighbor	Infor OS Training	Infor	Kevin Kraft	Infor OS Training	Infor	Debbie Cousins	Infor OS Training	Infor
Ram Neighbor	Infor OS Training	Infor																	
Kevin Kraft	Infor OS Training	Infor																	
Debbie Cousins	Infor OS Training	Infor																	

Overview

No data to display

Meals - Business	Feb 4, 2020	\$300.00	\$300.00	1	Internal Meetings	\$0.00	\$0.00
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Location: Allentown/Pennsylvania/United States

Allocations: 100.00%, \$300.00, 1000-102/0/0/Fortune USA Inc. Fortune USA Inc.

Guests: Count: 3 Average: \$100.00

Ram Neighbor		
Kevin Kraft	Infor OS Training	Infor
Debbie Cousins	Infor OS Training	Infor

Overview
No data to display

Document Exceptions
Violation Explanation

Item Exceptions

Violation	Explanation
1 Preferred Airfare vendor not used	<No explanation was required for this type of policy exception >
2 Meals - Business Over Limit Per Guest	New client

Document Notes
No data to display

Item Notes
No data to display

Audit Log
No data to display

Print this document

4.2.1.2.6. Vendor solution should have the capability for multiple proxies to plan travel and submit reports on behalf of the travelers.

Infor Response: Multiple Proxies can be created for every user to submit reports on behalf of the travelers.

4.2.1.2.7. The vendor should describe how their solution will be a user-friendly system with an interface. Vendor should detail information regarding wizards or context sensitive help provided within the application and if any additional installation or applets are required for use.

Infor Response: With Infor Expense Management Expense Reports, your employees get a user-friendly system with a user interface reminiscent of today's mobile banking apps, which makes it easy for them to scan and upload receipts and other expense-related documents via mobile device or desktop computer. Infor Expense Management provide information regarding help within the application.

Infor Expense Management help can be designed using System Administration Tool (SAT) for each Expense Type or create a Policy help using Business Rule.

First let us look at how the help can be designed for an Expense Type. For example, Expense Type "Cellular Phone" can have help instructions built-in the System Administration Tool(SAT) as shown in the below image.

Figure 15: Building in Context Sensitive Help

Expense Management Administrator - Corporate Data - Expense Type - admin

File Manage Tools Help

Data Type: Expense Type

Name	Expense Category	Status
Airfare	Air	Active
Car Rental	Car Rental	Active
Car Rental: Other Charges	Car Rental	Active
Cash Advance	Cash Advance	Active
Cash Advance Request	Cash Advance	Active
Cellular Phone	Telephone	Active
Conference	Non-Travel	Active
Currency Exchange	Other Travel	Active
Daily Allowance: Austria	PerDiem	Active
Daily Allowance: Finland	PerDiem	Active
Daily Allowance: Germany	PerDiem	Active
Daily Allowance: Norway	PerDiem	Active
Daily Allowance: Sweden	PerDiem	Active
Dues, License & Admissi...	Non-Travel	Active
Employee Awards	Entertainment	Active
Entertainment	Entertainment	Active
Fax	Office Supplies	Active
Filing Fees	Non-Travel	Active
Gas	Other Travel	Active
Gifts: Customers	Entertainment	Active
Gifts: Employees	Entertainment	Active
Hotel	Hotel	Active
Hotel: Other Charges	Hotel	Active
Hotel: Services (Fax, etc)	Hotel	Active
Incentive Meals	Non-Travel	Active
Kilometers: Austria	Other Travel	Active
Kilometers: Belgium	Other Travel	Active
Kilometers: Canada	Other Travel	Active
Kilometers: Denmark	Other Travel	Active
Kilometers: Finland	Other Travel	Active
Kilometers: Germany-Adm...	Other Travel	Active
Kilometers: Germany-Con...	Other Travel	Active
Kilometers: Spain	Other Travel	Active
Kilometers: Switzerland	Other Travel	Active

1 - 50 of 64

Find Clear

Expense Type Per Diem Itemized Membership

Name: Cellular Phone

Expense Category: Telephone

G/L Code: @@DB_EXP_TYPE_6

Travel Category: Telephone

Special Code: Other

Short Label: Cell

Itemization Only: No

External System Id: 007

Status: Active

Credit Card Only: ☐

Do Not Auto-Itemize: ☐

Instructions:

<div class="main">
<u>Do you know</u>: You must comply with the Company Bring Your Own Device (BYOD) policy for reimbursement under this expense type. Refer to the BYOD policy here.</div></br>

Image Name: expense_cellular_phone.png

External Key: Cellular Phone

Add Update

When a traveler creates an expense report for "Cellular Phone" they will see the context sensitive help and can click on a link to access the help documents as per the image below:

Figure 16: Context Sensitive Help

Test ER
Total: \$0.00

Cellular Phone

Standard Information

Expense Type	Date	Amount	Currency
Cellular Phone			US Dollar

Charge Code Allocations (100% 1141 W Sales)

Charge Code	Allocation
	100%

Online Help can also be designed for an Expense Type amount checking. For Example, Expense Type cellular phone can be claimed only for \$100 as per the business rule created in the System Administration Tool (SAT) as shown in the images below:

Figure 17: Building Context Sensitive Help

Edit Business Rules

Template: Advanced Postfix Generator

Name: Mobile Bill Check

Severity: Notification

Explanation: Interactive and Report

Fire On Itemization: ☐

Fire Online and Offline: ☐

Status: Policy Based Routing

Active: ☐

Fire On

Name
Update ER Line Item (Create)
Update ER Line Item (Review)
Update Guest
Update Guest Chooser
Update PR Document Header
Update PR Invoice
Update PR Line Item (Create)
Update PR Line Item (Review)

Strings

Description

Mobile Bill Check

Interactive Message

As per company policy Mobile bill should not exceed more than \$100. Please refer the policy.

Policy

Please Click here to review the company policy on T&E expenses for more details.

Report Message

Mobile Bill Check

External Key:

Edit Business Rules

Template: Advanced Postfix Generator

Name: Mobile Bill Check
 @@CST_BusinessRuleDefn.businessRuleTitle_0

Severity: Invalid Notification: Interactive and Report

☐ Fire On Itemization

Fire Scope: Every time

Status: Active Policy Based Routing:

Fire On:

- Update ER Line Item (Create)
- Update ER Line Item (Review)
- Update Guest
- Update Guest Chooser
- Update PR Document Header
- Update PR Invoice
- Update PR Line Item (Create)
- Update PR Line Item (Review)

Strings Parameters Apply To Violation Visibility

☐ Consider personal expenses

Prefix	Element	Operator	Value
	expenseItemAmtPaid	>	\$100.00
AND	expenseType	=	Cellular Phone

Type: Name: Value: Update

External Key: OK Cancel Help

When a traveler creates an expense report for cellular phone for more than \$100, they will see the warning that the policy has been violated as per the image below:

Figure 18: Built in Warnings

ER000000001 - Expense Report for Jane Z Smith - ER Create - Google Chrome

Test ER
 Date: 5/1/2010 Total: \$101.00

Cellular Phone

Warning: You must comply with the Company Bring Your Own Device (BYOD) policy for reimbursement under this expense type. Refer to the [BYOD policy here](#).

As per company policy Mobile bill should not exceed more than \$100. Please refer the policy.

[View Policy](#)

Please [click here](#) to review the company policy on T&E expenses for more details.

Cellular Phone
 100% 1141 W Sales
 5/1/20

Total: \$101.00

Standard Information

Expense Type	Date	Amount	Expensing
Cellular Phone	5/1/20	101.00	100% 1141 W Sales

Receipt Included: Do Not Reimburse (Personal)

Charge Code Associations: [106% 1141 W Sales]

Additional Information

Notes

4.2.1.3 Expense Management – Administration

4.2.1.3.1. Agency prefers that the solution has the capability to configure multiple policies and expense types without additional IT involved coding and to easily configure audit rules without programming skills.

Infor Response: The Infor system is extremely flexible and configurable, allowing the State to manage various aspects of the system, essentially owning the system without Infor's continued involvement. The Infor System Administration Tool (SAT) makes it easy for the State to easily add/update/change defined business rules, policies, mileage rates, meal limits, per diems, etc. Mileage Rates and meal per diems are effective dated information. The transaction date will determine which rate is in effect and used when entering an expense report item.

The Infor Expense Management solution provides powerful group-based capabilities which is an efficient way to configure global setups. Group based data is the most advanced of the policy controls, allowing business rules, policies, and workflow to apply to specific individuals or groups of individuals, resulting in virtually unlimited configurability. The configurability of Infor Expense Management is very powerful for organizations to define the policy controls, workflows and data access both globally and/or uniquely by varied business units as the needs dictate.

4.2.1.3.2. Agency prefers that the solution has the capability to create an alert when expense reports are entered for the same traveler with overlapping travel periods. The created alert should continue through the workflow of the document to all approval level(s).

The solution will be configured to create an alert when expense reports are entered for the same traveler with overlapping travel periods. The created alert can also continue through the workflow of the document to all approval level(s).

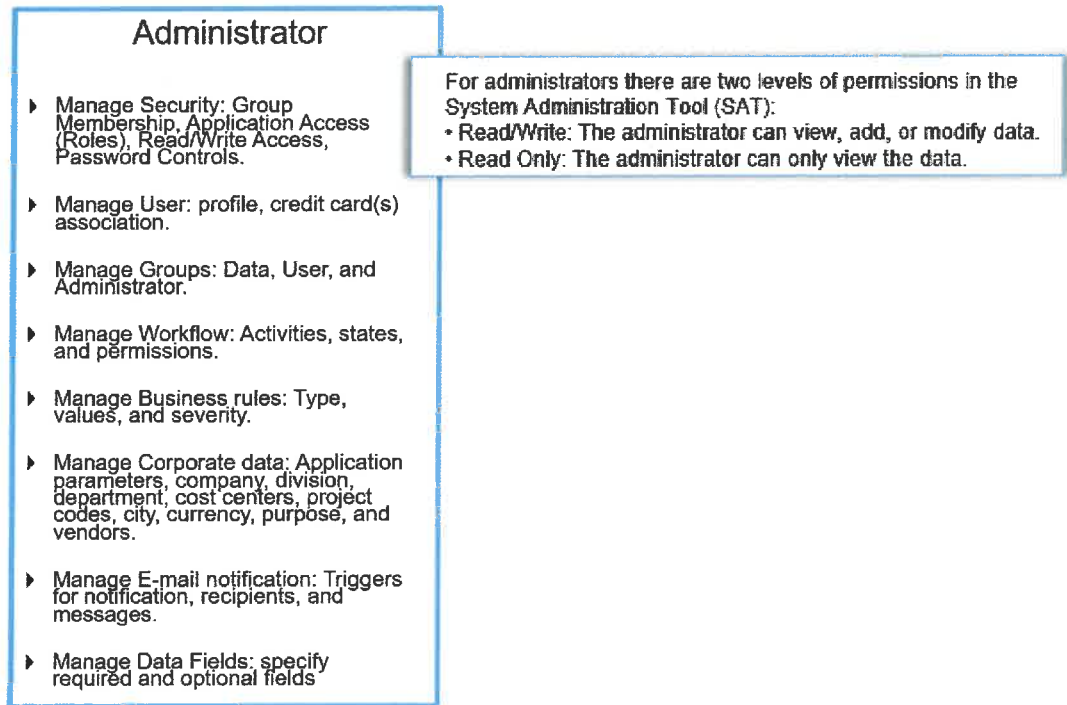
4.2.1.3.3. Agency prefers that the solution has the capability to allow one cardholder to transfer transactions to another traveler if they were made on their behalf in order to record the transactions to the correct traveler's expenses.

Infor Response: The State can improve how employees work by populating expense reports with detailed hotel information, airline ticket data, and car rental information directly from credit card feeds. You'll save time and cut costs. If the corporate card(s) are set to allow "Assignment", then a user is permitted to redirect transactions from their card(s) to other users. This assignment capability is new to 10.2.15 and is really used more for centrally billed P-Card or Travel card where this is a single individual processing the card with all the transactions on it and need to redirect transaction from the centrally billed card to the respective users for the transactions

4.2.1.3.4. Vendor solution should have the capability for an Administrator(s) to modify edits within the system. Edits may include required data elements within a screen, data formatting within the system such as date format, currency, etc..., and required attachments for expense reports.

Infor Response: Yes, Infor Expense Management comes with a System Administration Tool (SAT). Administrators can modify system edits, rules, and define what data elements are required including currency, date formatting, etc. A brief description of the Administrator(s) role is given below:

Figure 19: Administrator Role Snapshot



There are two (2) kinds of administrators:

- System administrators
- Super administrator

System Administrators administer only a subset of the data in the Infor XM application. The Super Administrator can administer any data in the Infor XM application.

System administrators

A system administrator can only add or remove users from groups to which he has access as an administrator. Specifically, a system administrator can view or modify data such as user information, corporate data, and business rules that belongs to the groups to which they have access.

A system administrator with full permissions can:

- Add or remove users from groups that are contained in his administrative groups.
- Activate and reactivate users from groups that are contained in his administrative groups.
- Add or modify data corporate data for groups that are contained in his administrative groups.
- Add or modify business rules for groups that are contained in his administrative groups.
- Override application parameters that are contained in his administrative groups.
- Start a server but cannot stop it. Only a super administrator can stop a server.
- View all administrative logs.

Super administrator

There is one super administrator. The super administrator has all the capabilities of a system administrator, with some additional ones. Because of this special status, the super administrator can perform all the actions available in Infor XM SAT without restriction.

A super administrator can:

- Add or remove users from any or all groups
- Deactivate or reactivate any users from any groups, regardless of membership
- Add or modify all data for any groups, regardless of membership, including corporate data, and business rules. The super administrator can add or modify any data that has not been assigned to a group
- Start and stop a server
- View all administrative logs

The super administrator has access to all data and permissions in the system without belonging to any groups or having direct access to any roles.

4.2.1.4 Credit Card Population and Reconciliation

4.2.1.4.1. Agency prefers that the solution has the capability to pre-populate expense reports using the feed from a corporate credit card source such as a purchasing card, meeting card, or team card.

Infor Response: Infor Expense Management's Universal Credit Card Import supports multiple, standard corporate card feed formats (Visa VCF4, MasterCard CDF 3, AMEX GL 1025 and 1080, Diners Club (standard)) from corporate card providers to enable travelers to select charges and automatically populate the expense report, reducing creation time and avoiding data entry errors. Additionally, this can also be used to import card feed information from other non-standard feeds such as PCards and gas cards. A user can have more than one card linked to their profile and is able to populate an expense report with multiple charges from different card providers. The credit card information is imported and processed by Infor Expense Management as frequently as needed.

Users can also download their personal credit card transactions from their banks and then upload and attach them to their Expense Reports. Banks need to provide their feeds in OFX (Open Financial Exchange) format. OFX is an industry standard and most banks provide Credit Card transactions data in this format.

4.2.1.4.2. Agency prefers that the solution has the capability to prevent duplicate expense transactions from being submitted and to prevent duplicate credit card transactions being assigned to multiple expense reports.

Infor Response: This is a default edit provided by Infor Expense Management. The State can determine to not allow a duplicate entry or mandatorily make the user enter a justification statement on why this may not be a duplicate for approval. Business rules can be built in the system to make it mandatory to enter a justification statement on why this may not be a duplicate before sending for approval.

The system does not allow any duplicate credit card transactions being imported into the system. Credit Card transaction reference numbers are checked on import into the system and if that transaction is already in system it will not be allowed to re-import.

4.2.1.4.3. Vendor solution should have the capability to reconcile multiple cards to a single user. For example: A single user may have both a purchasing card for their department and also an individual card. The solution should also include the capability to support either a 'one-card' purchasing card or a 'travel only' card. Additionally, the solution should also address any charges that may be made on the purchasing card for personal use.

Infor Response: The solution includes the capability to support either a 'one-card' purchasing card or a 'travel only' card. You can process standard feeds from American Express®, MasterCard®, Visa®, and Diners Club® to automatically populate expense reports with credit card transaction details. Additionally, the solution addresses any charges that may be made on the purchasing card for personal use when the expense report is created.

A user may have one (1), two (2) or more credit card accounts attached or assigned to their user profile.

4.2.1.5. Receipt Imaging Capabilities

4.2.1.5.1. Agency prefers that the solution support the submission of receipts from multiple electronic means including email and scan.

Infor Response: Multiple methods are available for a user to capture and attach digital documentation to an expense item or report:

- **Scan:** This integrated capability allows the users to scan receipts and attach the scanned image file to the expense report via file upload using file explorer.
- **Email:** Receipts can also be emailed and automatically attached to the expense report by referencing the expense report number in the email or stored in the user's receipt store for later attachment if an expense report number is not referenced in the email.
- **Camera:** Receipts can be captured as pictures via a camera which can be a camera, laptop camera or smartphone camera. With a Smartphone/Laptop camera, the picture can either be attached immediately while entering an expense report using the Smartphone/Laptop or emailed into the receipt store for attachment at a later time. When using a stand-alone camera, the file would have to be transferred to a laptop for attachment or emailing to receipt store.
- **Fax:** For customers who desire fax capability in addition to the options above, Infor offers a pre-built integration with eFax for SaaS customers. This allows you to leverage a barcode cover page to have centrally faxed items automatically attach to the correct expense report.

4.2.1.5.2. Vendor solution should support electronic receipts directly from an outside vendor, eliminating the need for additional receipt substantiation. The preferred solution should also have these capabilities within any mobile functionality within the solution.

Infor Response: Yes, Infor Expense Management supports electronic submitted receipts, including receipt upload from a mobile device. Additional information about mobile functionality is included below in response to questions in section 4.2.1.6.



4.2.1.6 Mobile Capabilities

4.2.1.6.1. Agency prefers that the solution provides a mobile application to users at no additional cost. The solution should be compatible with iOS Version 13 and newer, Android version 9 and newer, and HTML 5 compliant mobile browsers.

Infor Response: Travelers can be productive while on the go, anywhere, anytime having the ability to create and/or approve expense report using mobile devices like Apple iOS and Android (the stated versions are supported). The same capabilities are available online via a browser, including policy enforcement, exchange rates, corporate credit card transactions are all available with mobile devices.

The Infor Expense Management mobile application is an internet-based enterprise suite of software applications that automate manual business processes. Infor Expense Management Mobile uses workflow systems and the State's business policies to automate processes to run smoothly and efficiently. The Infor Expense Management Mobile application includes Expense Reports (ER) that automates the creation, submission, approval, and payment of expense reports.

4.2.1.6.2. Vendor solution should have multiple capabilities for the user including, but not limited to, the following:

4.2.1.6.2.a. view on-line booking reservations.

4.2.1.6.2.b. view and submit expense reports

4.2.1.6.2.c. view and upload receipts

4.2.1.6.2.d. view and approve expense reports

Infor Response: All of the above items are included with the Infor Expense Management Mobile application. Users can also use this application to:

- Create expense reports
- Attach expenses
- Attach receipts
- Approve documents
- Filter documents
- Add proxy users

4.2.1.7. Accounting

4.2.1.7.1. Agency prefers that the solution has the capability to assign default funding by traveler as well as the ability to charge expenses to different departmental funds and/or projects

Infor Response: Back office integration tools provide a standard means for importing information such as cost centers, employees, hierarchies, remittance information, vendors, and GL codes from Infor or non-Infor backend systems to Infor Expense Management. It is also used to default funding by traveler as well as the ability to charge expenses to different departmental funds and/or projects. It can also check the budgets for the funding/projects.

4.2.1.7.2. Vendor solution should have the capability to interface with the ERP financial solution in order to maintain proper Chart of Accounts information currently maintained within the current ERP solution. The solution should include the capability to record multiple distribution lines for an

expenditure, as well as permit all coding elements in the Chart of Accounts for an expenditure. The solution should also permit for 'date effective' default accounting distribution based upon the traveler's user ID profile.

Infor Response: Infor Expense Management has the capability to interface with the CGI Advantage ERP financial solution in order to maintain proper Chart of Accounts information currently maintained within the current ERP solution. The solution includes the capability to record multiple distribution lines for an expenditure, as well as permit all coding elements in the Chart of Accounts for an expenditure. Our team has a deep understanding and knowledge working specifically with the State's CGI ERP system. We are including a seamless integration to the FIN and HRM applications.

4.2.1.7.3. Vendor solution should have the capability to provide cash advances for the traveler and to generate payments or invoices to travelers based on the reconciliation of travel advance request payments versus actual expenses incurred.

Infor Response: Infor Expense Management has the capability to provide cash advances for the traveler and to generate payments or invoices to travelers based on the reconciliation of travel advance request payments versus actual expenses incurred.

First the user creates a cash advance Expense Report. In the screenshot example below, it is for \$1,000.

Figure 20: Cash Advance Request

test for cash advance
Date: 5/12/20 | Total: \$0.00 | Amount: \$1,000.00

Cash Advance

\$1,000.00

Standard Information

Expense Type: Cash Advance | Amount: 1,000.00 | Currency: US Dollar

Receipts Incurred: Do Not Reimburse (Personnel)

Change Code Allocations [100% to 111154/1141 W Sales]

111154/1141 W Sales | Western Sales Region

Once the Cash Advance request is created and sent for approval, a dashboard view lets you easily track the progress. The outstanding Balance is highlighted on top left corner.

Figure 21: Cash Advance Request

test for cash advance
Date: 5/12/20 | Total: \$0.00 | Amount: \$1,000.00

Outstanding Balance

You have an outstanding balance due to the company of \$1,000.00. The last reimbursement will cover \$0.00.

My Documents | \$0.00 | Documents for Review | \$3,048.46

Amount you owe the company in US Dollar: 1,000.00

Title	Tracking Number	Total	Cash Advance	Approved Amount	Activity	Created	Pending	Paid On
test for cash advance	ER00001530	\$0.00	\$1,000.00		ER Manager Review	5/12/20	Approved One User	May 12, 2020

When the User creates an Expense Report after they travel, it will be deducted/reconciled accordingly with respect to the Cash Advance amount originally asked for.

4.2.1.7.4. Vendor solution should have the capability to split a transaction across extended accounting strings, to integrate rules for assigning costs to a given set of accounting strings, to validate account string values used by specific travelers, agencies or departments.

Infor Response: Infor Expense Management has the capability to split a transaction across extended accounting strings, to integrate rules for assigning costs to a given set of accounting strings, to validate account string values used by specific travelers, agencies or departments.

The accounting strings are assigned to users according to the security the users have for assigning costs to a given set of accounting strings. The users can use a drop down of the accounting strings they are eligible to assign costs. These accounting strings are validated with the financial systems of the state. Please see the screenshot of the Expense Report of a traveler with split transaction to various account strings for an expense type below.

Figure 22: Account Strings with Split Transactions

The screenshot displays the Infor Expense Management interface for a user named 'Hans Sengler'. The main section shows a transaction for 'Office Supplies' with a total amount of \$457.80. The transaction is split into three charge code allocations:

Percentage	Amount	Profit Center	Project
50%	\$228.90	1090-10200/Default Cost Center	Project 1
50%	\$228.90	1090-10200/Portune USA Inc	Project 2
50%	\$228.90	1090-10200/Health Benefits	Project 3

The interface also includes sections for 'Standard Information' (Expense Type, Date, Amount, Currency) and 'Additional Information' (Purpose, Payment Type).

4.1.7.4.5. Vendor solution should have the capability to provide archiving of transactions and attached documents as well as the capability of auditing finalized transactions within the system.

Infor Response: Infor Expense Management allows archiving of transactions and attached documents. Infor Expense Management can create an Auditor/Accountant Role to route the approval after it is approved by the manager. This role will have the capability of auditing financial transactions with the Expense Management system and approve before released for payments. The State can choose if they want to send all or selected expense reports to this role for approval.

4.2.1.8. Approving Manager Capabilities

4.2.1.8.1. Agency prefers that the solution has a highly configurable workflow that can be configured to the traveler level, if necessary, without the need for programming.

Infor Response: Infor Expense Management's workflow engine provides maximum flexibility (e.g., unlimited levels of routing from one step to multiple steps) for our customers. The State will have the functionality to manage workflow activities throughout the entire organization or sub-divisions (groups)

with “special” requirements (e.g., Executive Routing may differ from IT personnel). The workflow is configurable, allowing workflows that can be dollar-based thresholds for approval routings and/or exceptions, cost center or project-based approval, and others without the need for programming. Infor Expense Management can provide hierarchy routing for administrative staff based on their supervisor as indicated on the user profile, which will be used for routing a document to their supervisor for approval. Project-code based approvals can be accommodated with parallel project/charge code routing, which will route expenses based on the project codes used in the allocation of expenses based on the approvers set on the project definitions, to determine who receives the expenses for review. We recommend that the State work towards a standard configurable overall workflow for the various State agencies.

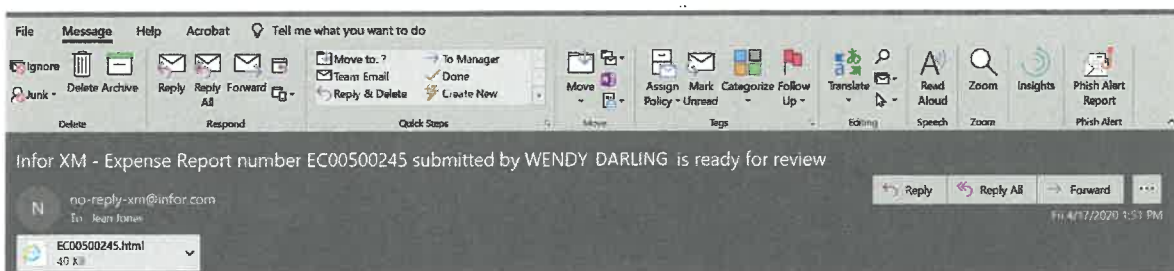
4.2.1.8.2. Agency prefers that the solution includes alerts and reminders to managers when reports are available for review and approvals.

Infor Response: Infor Expense Management provides standard email notifications to the traveler if any edits (e.g., rejections, over-rides, or if more information is needed) or payment updates have been made to a document. Infor Expense Management also sends email notifications to managers of late approvals or pending approvals and are able to review the contents of a submitted document right within the email, approve the document directly within the email, and, if appropriate, without ever having to actually launch the application, to review and approve the document itself. Managers can even accept or reject any exception to your travel policy directly within the email. Infor Expense Management can also send email notifications to the traveler throughout the process, proactively informing them when documents are approved, rejected, paid, etc...

The email notifications contain all the details of the document in the body of the email, so approvers have all the data presented to them to make their approval decisions right from the email.

Email notifications are configurable so additional email notifications can be defined using the Infor System Administration Tool (SAT). Email approval can also be configured to not require a user’s credentials during email approval of an expense report if the email user authentication is the same authentication method used to directly access the Infor Expense Management application.

Figure 23: Sample Email Notification to Managers



Expense Claim titled Monthly Expenses April 2020, number EC00500245 submitted by WENDY DARLING is ready for your review.
Expense Report EC00500245 submitted by WENDY DARLING is ready for your review.

[iOS Mobile users click here](#)

Managers can simply click on the document attached to the email to review all the Expense Report details and approve or reject the expense.

4.2.1.8.3. Vendor solution should include the capability to route various split expense reports by line item expense different approvers.

Infor Response: Infor Expense Management's workflow engine provides maximum flexibility (e.g. unlimited levels of routing from one step to multiple steps) for our customers. The State will have the functionality to manage workflow activities throughout the entire organization or sub-divisions (groups) with "special" requirements (e.g. Executive Routing may differ from IT personnel). The workflow is configurable allowing workflows that can be based on dollar-based thresholds for approval routings and/or exceptions, cost center/project-based approval and others. It is recommended that the State work towards a standard configurable overall workflow for the various State agencies.

Infor Expense Management has a Charge Code Review Feature, where parallel workflow can be created in the System Administration Tool (SAT), see example image below:

Figure 24: Charge Code Reviews

Expense Management Administrator - Workflow Editor - admin_066@infor-demo.com

File Manage Tools Help

Business Process

Expense Report

Draw

Export to Visio

Activity

ER Create

ER Manager Review

ER Pre-Pay Audit

Done

ER Trash

ER Export

ER Verify

ER Pre-Export Exception

ER Charge Code Manager Review

ER VAT Lookup Exception

ER Post-Export Exception

ER Receipt Hold

Group Review

EP Post-Pay Audit

ER Owner Review

Transitions Out Of Activity

Label	To Activity	Order	Status	Active
Send to Audit	ER Pre-Pay Audit	0	-105	✓
Approve	ER Pre-Pay Audit	0	0	✓
Submit	ER Receipt Hold	0	-101	
Submit	Group Review	0	-104	
Save and Close	ER Charge Code Manager Review	1	-1	✓
Return to Infor for redistribution	ER Charge Code Manager Review	3	-3	✓
Return for More Information		2	-2	
Reject	ER Create	4	-6	✓

Transitions Into Activity

Label	From Activity	Order	Status	Active
Submit	ER Receipt Hold	0	-103	
Submit	ER Manager Review	0	-103	✓
Submit	ER Create	0	-103	
Submit	ER Owner Review	0	-103	
Save and Close	ER Charge Code Manager Review	1	-1	✓
Return to Infor for redistribution	ER Charge Code Manager Review	3	-3	✓

Clear

Add Edit

Undo Redo

Unsaved Tracking Enabled

4.2.1.8.4. Vendor solution should allow for the delegation of approval authority.

Infor Response: This is allowed. A 'Proxy' within Infor Expense Management is a person who is authorized by an employee/administrator to create, edit, submit, and review documents for employee. 'Proxy Create' lets a proxy complete expense reports on another user's behalf. The proxy acts in all capacities as the person they are proxying for, which includes access to digital receipts from the repository, corporate credit card charges, cost centers/projects, etc. The user still retains access to these functionalities as well. An authorized 'Proxy Creator' can create an expense report and submit it on behalf of user, enter

out-of-pocket transactions, attach corporate/State credit card transactions, and attach digital receipts on behalf of user. An authorized 'Proxy Approver' can review policy exceptions, review expense items submitted for reimbursement, and review digital receipts submitted on behalf of approver.

4.2.1.9 Payment Reimbursement Capabilities

4.2.1.9.1. Agency prefers that the solution has the capability to differentiate between reimbursable and non-reimbursable expenses. For example: purchases charged to the state purchasing card that would be reconciled through the tool would not be reimbursable expenses to the traveler.

Infor Response: Infor Expense Management has the capability to differentiate between reimbursable and non-reimbursable expenses. For example, purchases charged to the State purchasing card that would be reconciled through the tool would not be reimbursable expenses to the traveler and would be paid to the purchasing card company directly. Infor Expense Management supports Payment types like pay to employee or pay credit card company for each expense line. This is controlled in the System Administration Tool (SAT). Users can choose how to handle expense lines with multiple payment splits so that the correct payment information can be sent to the State financial system. Payments can be made directly to the credit card vendor instead of the employee if the State card was used. This eliminates the need for the user to have to be reimbursed personally and then make a payment to the credit card vendor. This helps to eliminate any late fees or out-of-pocket expenses to your employees.

As you can see from the screenshot below for an Expense made by a Traveler on the State credit card, the payment type is defaulted to Visa – Corporate Card. That means the purchases charged to the State purchasing card would be reconciled through the tool and would not be reimbursable expenses to the traveler.

Figure 25: Split Amounts

SWV
Date: 3/17/19 Total: \$467.60 | Owner: Ram Neighbor

Office Supplies

Office Supplies
100% 1000-102/0/0/Default
Cost Center
3/17/19

Airfare
100% 1000-102/0/0/Default
Cost Center
3/17/19

Total: \$467.60

Help Cancel Save

Switch Classification Export

1 Standard Information

*Expense Type: Office Supplies *Date: 3/17/19 *Amount: 150 *Currency: US Dollar

Receipt Included Do Not Reimburse (Personal)

2 Charge Code Allocations [100% 1000-102/0/0/Default Cost Center]

*Percentage 1: 50 *Amount 1: 75 *Profit Center 1: 1000-102/0/0/Default Cost Center Project 1

*Percentage 2: 50 *Amount 2: 75 *Profit Center 2: 1000-102/0/0/Fortune USA Inc Project 2

*Percentage 3: 50 *Amount 3: 75 *Profit Center 3: 1000-102/0/0/Health Benefits Project 1

3 Additional Information

Purpose: Payment Type:

4.2.1.9.2. Agency prefers that the solution has the capability to interface files to the existing ERP system and include details for payment to the vendor system.

Infor Response: Yes, the Infor Expense Management system will interface to the ERP system and include payment details to vendor systems. The standard suite includes out-of-the-box interface capability that enables the use of today's EAI and other integration technologies.

- XMDB Tool /Staging tables for ERP systems (HR import, GL/payroll imports, AP/Payment exports, project imports and credit card data feeds). Real time or flat file transfers can occur to these staging tables to update the necessary information from the various systems.
- XML over http (or https) for systems that can be accessed as Web Services. This includes online booking tools and imaging solutions.

Infor's open approach ensures that we can support whatever systems the State may have in place now or in the future.

Please see section 4.2.1.14 for information detailing the inbound and outbound integration with Infor's Expense Management and CGI's FIN and HRM applications.

4.2.1.10. Dunning

4.2.1.10.1. Vendor solution should have the capability to automatically send email alerts and reminders to travelers and/or approvers for multiple items such as, but not limited to, the following:

4.2.1.10.1.a. required receipts.

4.2.1.10.1.b. a travel expense submission rejection, adjustment, modification, resubmission and payment

4.2.1.10.1.c. a travel expense that exceed the travel guidelines.

4.2.1.10.1.d. aging, un-allocated credit card transactions.

Infor Response: Infor Expense Management comes with a set of Business Rules and more can be added or modified according to the State's needs. The solution has the capability to automatically send email alerts and reminders to travelers and/or approvers for multiple items such as, but not limited to, the following:

- Required receipts
- A travel expense submission rejection, adjustment, modification, resubmission and payment
- A travel expense that exceed the travel guidelines
- Aging, un-allocated credit card transactions

4.2.1.11 Reporting

4.2.1.11.1. Agency prefers that the solution consists of a single consolidated reporting platform for the purposes of auditing and the comparison of travel data to expenses data. It is highly desirable for the solution to provide a variety of robust reporting and analytics capabilities, such as dashboards, at no additional cost.

Infor Response: Infor Expense Management provides a single reporting tool that has robust reporting and analytics using Infor Birst Reporting. With Infor Birst for reporting, the State gets a collection of pre-built reports that can be used right out-of-the-box to get started. These reports include essential operational functions such as spend reports (organizational, merchant, credit card, etc.), violation

reports, and trend reports. You also get streamlined report building capabilities that make it easy for any business user to create ad-hoc, drag-and-drop reports without any help from IT.

You'll have a clear starting point for quick and easy reporting because the predefined report templates that come with the solution are styled to meet the latest user interface standards. This will help ensure that all your reports have a consistent look and feel. But the pre-defined report templates don't limit your choices—you can create new reports based on the pre-built reports or even build ad-hoc reports to get answers to your specific questions. The metadata-driven models behind Infor Birst Reporting are designed for simple, intuitive report building. You don't need to be a programmer or IT staff member to create reports.

Users can narrow information down to only what is important to them via prompts and filters within the application. They can also click on links within the reports to drill into the information to gain context for further analysis and to take action. Users can export report content to a variety of formats, including Microsoft® Word, Excel®, and PDF.

Birst for Expense Management Operational Reporting provides a set of pre-defined analytic dashboards and reports that help you to:

- Analyze employee business expenditures
- Evaluate policy compliance and enforcement
- Provide proactive business management

Infor Expense Management delivers a set of standard expense reports, payment request reports, timesheet reports and travel plan reports, to help you manage your business expenditures and resources. The following dashboard analytic report content includes reports on:

- Expense Reporting – 30
- Payment Reporting – 9
- Timesheet Reporting – 23
- Travel Plan Reporting – 7
- Administration Reporting – 4

4.2.1.11.2. *Agency prefers that the solution includes the capability of data exportation to the State.*

Infor Response: Infor Cloud supports the ability for the State to export your Infor Expense Management transactional data to the State's on-premise directory location. This can be accomplished by the State via an Infor Expense Management provided utility to download your data from your Infor Cloud sFTP secure tenant directory.

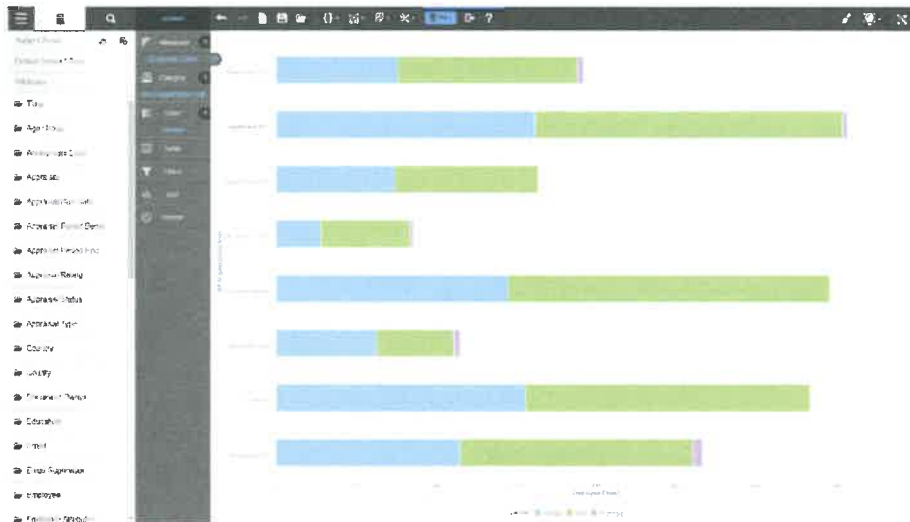
4.2.1.11.3. *Vendor solution should include ad-hoc querying and reporting capabilities available to the State both at user specific and administrative levels, varying from top level data to line item data.*

Infor Response: With Infor Birst Reporting, the State gets a collection of pre-built reports that you can use right out-of-the-box to get started. These reports include essential operational functions such as spend reports (organizational, merchant, credit card, etc.), violation reports, and trend reports.



You also get streamlined report building capabilities that make it easy for any business user to create ad-hoc, drag-and-drop reports without any help from IT. You can create new reports based on the pre-built reports or even build ad-hoc reports to get answers to your specific questions. The metadata-driven models behind Infor Birst Reporting are designed for simple, intuitive report building. You don't need to be a programmer or IT staff member to create reports. Using Infor Birst Visualizer, users have the ability to interact through a wizard-driven facility. Users will be able to report on various levels and get line item details if needed. The delivered analytic content provides hierarchical and graphical reporting.

Figure 26: Infor Birst Visualizer



4.2.1.11.4. Vendor solution should provide the capability to produce elapsed time reports to include: time elapsed between employee travel and employee submission, time elapsed between employee submission and completion of all approvals, and time elapsed between employee submission and reimbursement payment. The solution should also require a justification of elapsed time between employee travel and employee submission of expense reports that exceeds a specified number of days.

Infor Response: With Infor Birst Reporting, the State gets a collection of pre-built reports that can be used right out-of-the-box to get started. These reports include essential operational functions such as spend reports (organizational, merchant, credit card, etc.), violation reports, and trend reports. You also get streamlined report building capabilities that make it easy for any business user to create ad-hoc, drag-and-drop reports without any help from IT.

You'll have a clear starting point for quick and easy reporting because the predefined report templates that come with the solution are styled to meet the latest user interface standards. This will help ensure that all your reports have a consistent look and feel. But the pre-defined report templates don't limit your choices—you can create new reports based on the pre-built reports or even build ad-hoc reports to get answers to your specific questions. The metadata-driven models behind Infor Birst Reporting are designed for simple, intuitive report building. You don't need to be a programmer or IT staff member to create reports.

Please see the image below for a sample of elapsed time reports to include time elapsed between employee travel and employee submission, time elapsed between employee submission and completion

of all approvals, and time elapsed between employee submission and reimbursement payment. These are out-of-box reports and can be modified to meet State-specific requirements:

Figure 27: Elapsed Time Reports Sample

ER Reports ▾ / ER Reimbursement Time Report ▾

ER Reimbursement Time

ERs Credited in the Year: 2014

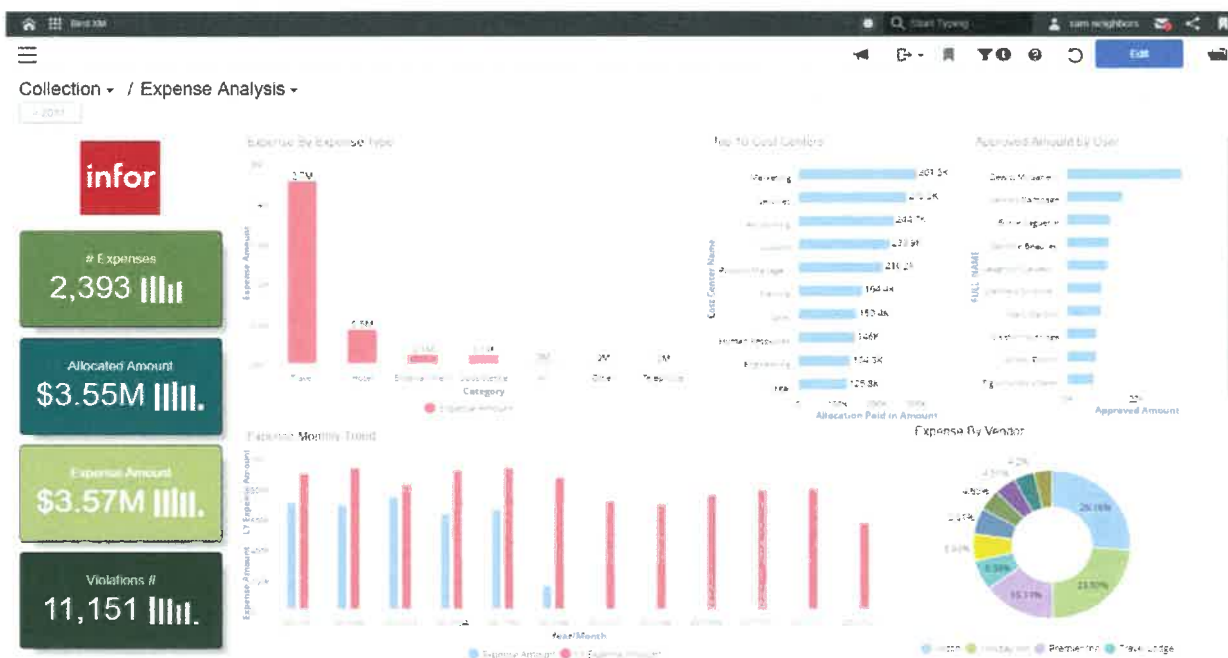
Company Name	Tracking Number	User Full Name	Create Date	Submitted Date	Approved Date	Paid Date	Submit to Paid Elapsed Days
Infor	ER00000001	Jane Smith	4/12/14	4/12/14		3/1/13	-407
	ER00000002	Jane Smith	4/12/14	4/12/14		3/1/13	-407
	ER00000003	Jane Smith	4/12/14	4/12/14		3/1/13	-407
	ER00000004	Jane Smith	4/12/14	4/12/14		3/1/13	-407
	ER01028405	BRUCE SMETANA	3/25/14	3/25/14		3/1/13	-389
	ER01028406	BRUCE SMETANA	3/25/14	3/25/14		3/1/13	-389
	ER01028407	BRUCE SMETANA	3/25/14	3/25/14		3/1/13	-389
Average							-389.00
Maximum							-389

There is also an Infor Birst Reporting standard report the State can run which shows Expense Reports in the approval workflow and how long the 'cycle time' is for various reports. The State can also create ad-hoc report(s) from the Infor Birst Reporting database to add additional detailed fields (e.g. time elapsed between employee submission and completion of approvals, and time elapsed between employee submission and reimbursement payment, etc.) which do not appear in the Infor provided standard reports. All the stated report fields are included in our pricing.

4.2.1.11.5. Vendor solution should include multiple reporting capabilities related to travel expense reports. Available reports should include: .

Infor Response: With Infor Birst Reporting, the State gets a collection of pre-built reports that can be used right out-of-the-box to get started. These reports include essential operational functions such as spend reports (organizational, merchant, credit card, etc.), violation reports, and trend reports. You also get streamlined report building capabilities that make it easy for any business user to create ad-hoc, drag-and-drop reports without any help from IT. All the stated report fields are included in our price. Additionally, all reporting fields from the Expense Management solution are including in the Infor Birst Reporting database. The State can create additional ad-hoc reports if reporting needs extend beyond the provided reports.

Figure 28: Infor Birst Reporting Dashboard



4.2.1.11.6. Vendor solution should include reporting capabilities related to outstanding travel advance payments by employees and agency.

Infor Response: Yes, the Infor Birst Reporting solution has the capability to generate reports related to outstanding travel advance payments by employees and agency.

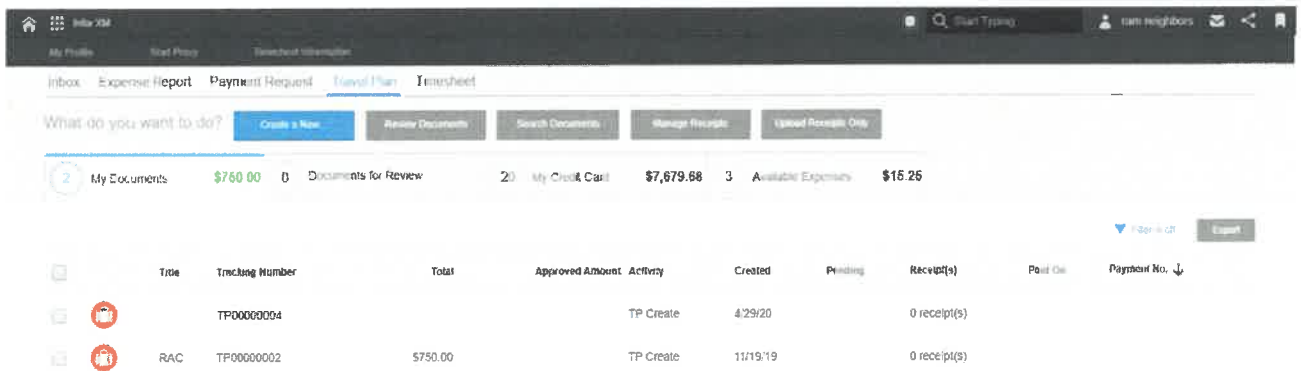
4.2.1.12. Authorizations and Advances

4.2.1.12.1. Vendor solution should include the capability to require a travel authorization that may be initiated by individual agencies and that compares approved expenses per travel authorization to the actual expenses claimed for reimbursement. The solution should have the capability to notify the reimbursement approver(s) of any discrepancy in the amounts.

Infor Response: With Infor Expense Management Travel Plans, you gain valuable insights into your State travel policies and costs by streamlining your approval process with automated review and approval tools. Not only will you regain control of the cumbersome travel planning process, but you can also reduce nonessential travel and improve how you control travel spending. In addition, you can link your travel planning needs with other key operational processes such as expense reporting and project time capture.

The Infor Travel Plan module in Infor Expense Management provides automated review and approval. It will give your managers the option to review and approve employees' travel itineraries and their trip justification before ticketing. Additionally, because travelers need to estimate a trip cost for hotels, meals, and miscellaneous expenses, your managers also gain valuable insight into those employee travel costs.

Figure 29: Travel Plan Dashboard



Infor Expense Management provides a variance between planned expenses and actual travel expenses for the manager and other approvals to see prior to approving the Expense Report document. A sample of this variance ('ER TP Comparison') section the manager and other approver(s) will see is directly below.

Figure 30: Sample Variance 'ER TP Comparison'

Expense Report ER00000031 Boston Trip

Linked Documents						
Tracking #	Document Title	Amount	Submit Date	Document Type	Date Created	Activity
TP00000009	Test ABC	\$400.00	Apr 30, 2020	Travel Plan	Apr 30, 2020	TP Done

ER TP Comparison				
Expense Category	Estimate (TP)	Actual (ER)	Difference	% Difference
Airfare	\$400.00	\$600.00	\$200.00	+50
Car Rental	\$0.00	\$80.00	\$80.00	100
Meals	\$0.00	\$45.00	\$45.00	100
Total	\$400.00	\$725.00	\$325.00	+81.3

4.2.1.12.2. Vendor solution should include the capability to track outstanding travel advances and current advance requests. The solution should send a notification to both the traveler and the supervisor/approver when an advance settlement is over a user-specified amount of time.

Infor Response: Infor Expense Management includes the capability to track outstanding travel advances and current advance requests. The solution can also send a notification to both the traveler and the supervisor/approver when an advance settlement is over a State-specified amount of time.

4.2.1.12.3. Vendor solution should send a warning to the traveler and approver(s) that the traveler has an outstanding advance prior to approving a new advance request. The solution should allow the system administrator the option to allow or disallow travel advance payments at the traveler level.

Infor Response: Infor Expense Management will send a warning to the traveler and approver(s) that the traveler has an outstanding advance prior to approving a new advance request. The solution will allow the system administrator the option to allow or disallow travel advance payments at the traveler level.



4.2.1.12.4. Vendor solution should send a warning to the traveler and approver(s) that the traveler's agency has an outstanding advance balance over a specified limit prior to approving a new advance request. The solution should allow the system administrator the option to allow or disallow travel advance payments at the agency level.

Infor Response: Infor Expense Management will send a warning to the traveler and approver(s) that the traveler's agency has an outstanding advance balance over a specified limit prior to approving a new advance request. The solution will allow the system administrator the option to allow or disallow travel advance payments at the agency level.

4.2.1.12.5. Vendor solution should include the capability for optional travel authorizations to be made on-line through a flexible hierarchical approval process.

Infor Response: With Infor Expense Management Travel Plans, the State can streamline the approval process with automated review and approval tools. This will help the State reduce nonessential travel and improve how you control travel spending. In addition, the State can link travel planning needs with other key operational processes such as expense reporting and project time capture. Workflows and other system configurations can handle any additional authorizations that might be required.

4.2.1.12.6. Vendor solution should record the issuance of a travel advancement payment as a receivable and the reimbursement of a travel advance payment as a cash receipt and calculate any remaining amount due or receivable after the traveler has completed their travel.

Infor Response: Infor Expense Management can record the issuance of a travel advancement payment as a receivable and the reimbursement of a travel advance payment as a cash receipt. It can also calculate any remaining amount due or receivable after the traveler has completed their travel.

4.2.1.12.7. Vendor solution should ensure all requests for travel authorizations and travel advances contain, at a minimum, the following applicable basic information: Document/Report ID, Trip Purpose, Travel Type (i.e. In-State or Out of State Travel), Travel Advance Amount, Travel Departure and Return Dates, Actual Itinerary, and Estimated Expenses.

Infor Response: In the Business rules you can ensure all requests for travel authorizations and travel advances contain, at a minimum, the following applicable basic information: Document/Report ID, Trip Purpose, Travel Type (e.g. In-State or Out-of-State Travel), Travel Advance Amount, Travel Departure and Return Dates, Actual Itinerary, and Estimated Expenses. You can also 'hard stop' or accept the expense with a Warning. The Approver also has the authority to override if desired.

4.2.1.13. Information Storage and Records Retention

4.2.1.13.1. Vendor solution should store multiple pieces of data for travel advance requests and travel expense reports, as applicable to each request. The solution should store, at a minimum, the following: Document/Report ID, Traveler Name, Travel Destination, Travel Start and End Dates, Travel Reason, Travel Advance Amount, Travel Cost by Expense Type, Document Imaged Support.

Infor Response: Infor Expense Management storage can store multiple pieces of data for travel advance requests and travel expense reports, as applicable to each request. The solution can store, at a minimum, the following: Document/Report ID, Traveler Name, Travel Destination, Travel Start and End Dates, Travel Reason, Travel Advance Amount, Travel Cost by Expense Type, and Document Imaged Support. We have included all data elements listed in our proposal.

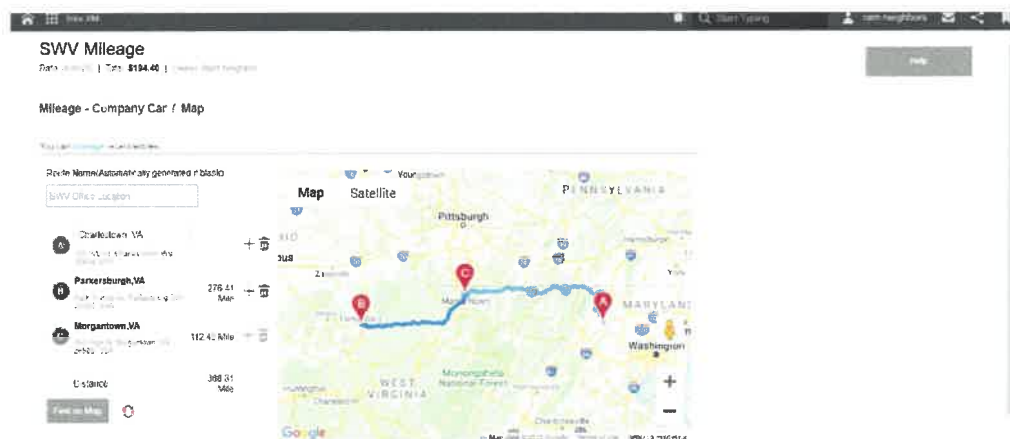
4.2.1.13.2. Vendor solution should store a traveler's official station (city and state) to use in calculating point-to-point mileage. This capability may require the solution to integrate with information stored in the traveler's Human Resources file. Vendor should detail how this information will be stored, as well as, how the solution will integrate with other platforms.

Infor Response: The employee work location will be interfaced as part of the nightly user interfaces and populated into a specific holder in the User record level text field called "Location" and will be loaded into the XM solution. This will be used for any point-to-point mileage calculation.

In Infor Expense Management at the user record level there is a text field called 'Location'. If customer has the user's home office/location data from the HR system, they can simply populate into that field by an interface from the HR system. Infor Expense Management can take this information and put into the start location when an expense report is created for expense type mileage.

The Location will be populated in A as start location as per screen shot below

Figure 31: Sample Mileage



4.2.1.13.3. Vendor solution should store travel information for a minimum of ten (10) years.

Infor Response: There are no technical limits to the amount of data stored in the solution. Infor cloud solutions include two (2) terabytes of storage at no additional charge. This storage limitation applies to the State's production environment only. Additional storage may be purchased by the State at any time. Additional storage is sold as a subscription SKU in increments of 100 gigabytes.



4.2.1.14 Interface and Data Management

4.2.1.14. Interface and Data Management - Vendor solution should interface multiple payment items into the current Enterprise Resource Planning system. The system currently used is the Advantage ERP product.

Infor Response: The Infor Expense Management system is designed with linear scalability to support high concurrency, high volume requirements. Infor Expense Management is capable of not only accepting (import process) data feeds from multiple legacy systems but also updating to (export process) them as well. Infor Expense Management system will be integrated with the CGI Advantage ERP system and will include all details for payment. In addition, the standard suite includes out-of-the-box interface capability that enables the use of today's EAI and other integration technologies.

XMDB Tool /Staging tables for ERP systems (HR import, GL/payroll imports, AP/Payment exports, project imports and credit card data feeds). Real time or flat file transfers can occur to these staging tables to update the necessary information from the various systems.

XML over http (or https) for systems that can be accessed as Web Services. This includes online booking tools and imaging solutions.

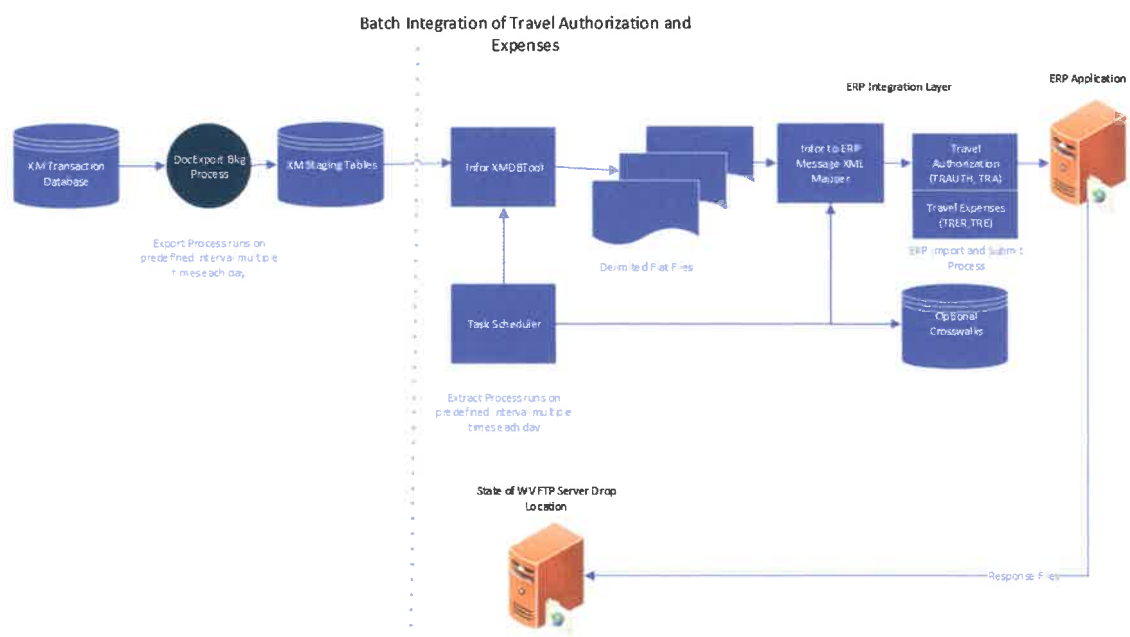
Infor's open approach ensures that we can support whatever systems the State may have in place now or in the future.

Direct Payment Processing

Direct reimbursement is typically approached via Accounts Payable or Payroll, via direct connections to the core financial application. The Infor expense service utilizes an open framework design and will be developed to update CGI HR.

The Infor team has extensive experience integrating with Advantage ERP product using the existing ERP integration architecture. The high-level integration architecture is depicted in the figure below.

Figure 32: Batch Integration of Outbound Travel Authorization and Travel Expenses



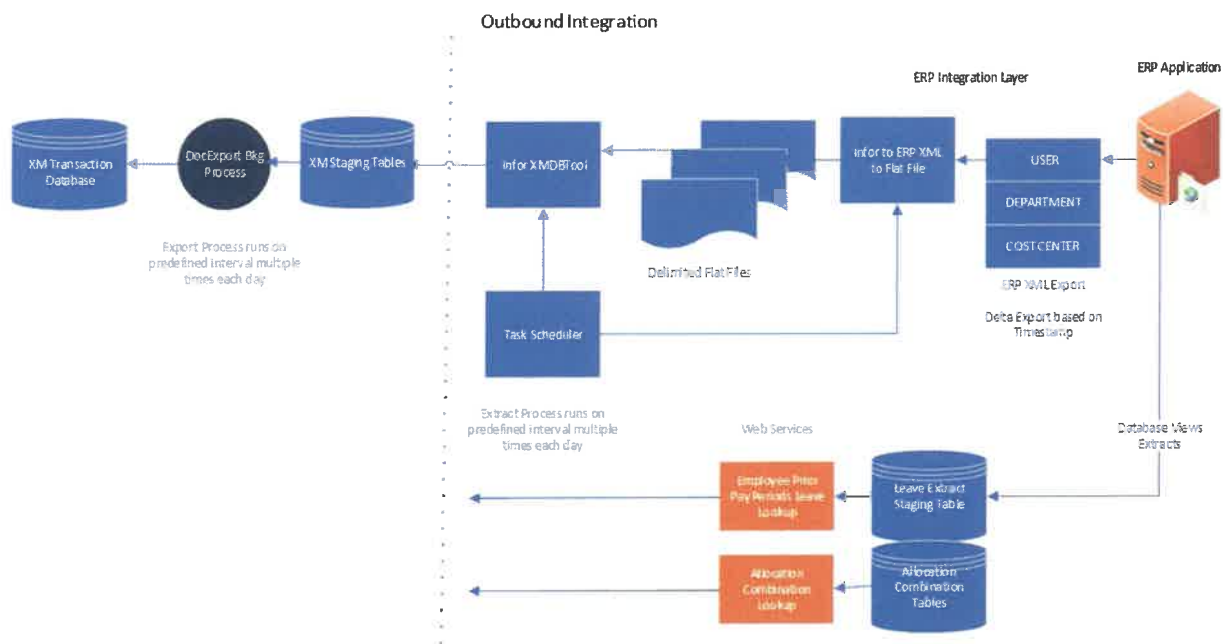
The Job Scheduler in the State of WV Infrastructure will be setup to run the XMDBTool on a regular interval to extract the pending travel authorizations and travel expenses from the XM Staging table. Each of these extracts will consist header files and multiple detail files based on the design. The team will use the existing tools available with the ERP solution to poll the inbound interface folders. When the flat files are available, the integration process will map the flat files to the Travel Authorization and Travel Expense XML structure. Any information that is not in the inbound flat file but can be inferred from the ERP database tables will be added. If necessary additional crosswalks will be used to make the translation process seamless. Once the XML message is processed, the response file will be written to the outbound FTP location. The XM application will then read the response file and tag any exceptions for future handling.

Batch Integration and Web Services for inbound data

The outbound user, department and cost center information will be sent as flat files on a regular basis. Timestamps will be used to identify records that have changed since the last extract and exported from the ERP application. The existing mapping tools will be used to convert the exported XML into multiple flat files that match the structure of the XM staging tables. The XMDBTool will be executed via the Job Scheduler on a regular interval to upload the flat files to the XM Staging tables.

For a better user experience, two new microservices will be created for the Leave information and Allocation combination validation. The Leave Information will be based on the historical leave extract information that is available in the ERP application. The historical leave files received during payroll will be maintained in a historical table and made available via a new webservice for the XML application to query. The Allocation Combination Validation service will use database views to query the information in the database and make it available via a service. The design of the services will be based on discussion with the State. To meet the stated requirements, we plan to utilize the budget structures assigned to the user's department and assign the cost to the appropriate fund center or project.

Figure 33: Batch Integration and Web Services



4.2.1.14.1. Agency prefers that the solution is accessible via a secure website that does not require the use of client side scripts, downloads or other installed software to operate. Vendor should detail solution accessibility.

Infor Response: Infor Expense Management has a multi-tier architecture that consists of these components:

- HTML thin clients that connect to the application servers through the Internet.
- Infor Expense Management also provides a 'Systems Administration Tool' (SAT) for the customer's AP team and system administrators to have access to which allows them to maintain and monitor the Infor Expense Management system. The SAT is provided in both HTML (limited functionality) and a Java Client app (full functionality).

4.2.1.14.2. Vendor solution should interface with the current Human Resource Module in order to maintain current employee information. The solution should integrate, at a minimum, the following:

4.2.1.14.2.a. employee time records in the Human Resources module to default account distribution for the time period of the travel.

Infor Response: Integration to the CGI HR system is included. As part of this interface, we will default the account distribution for the time period of the travel. Please see section 4.2.1.14 for interface design.

4.2.1.14.2.b. employee master files in the Human Resources module to verify the requestor's employment status at the time of the expense.

Infor Response: Integration to the CGI HR system is included. As part of this interface, we will default requestors employment status. Please see section 4.2.1.14 for interface design.

4.2.1.14.2.c. employee leave records in the Human Resources module to verify if the requestor was on any form of leave such as sick, annual, or bereavement leave, at the time of the request. Furthermore, the solution should provide requestor and approver level warnings for requests submitted for travel dates when the Human Resources module indicates the requestor was on leave at the time of travel. The solution should also permit an authorized user to override the warning for infrequent exceptions.

Infor Response: The integration to the CGI HR system is included. As part of this interface, we will verify the requestors leave, provide warnings to the users, and allow an override by the Manager. The Leave Information will be based on the historical leave extract information that is available in the ERP application. The historical leave files received during payroll will be maintained in a historical table and made available via a new webservice for the XM application to query.

4.2.1.14.3. Vendor solution should have the capability to link to Document Management system stored documents.

Infor Response: Infor Expense Management Storage, which come with the solution, provides the capability to contextually attach documents with expense reports and travel plans.

4.2.1.14.4. Vendor solution should support policy and procedure enforcement at the State, Agency, Department/Division, and Employee levels.

Infor Response: Infor Expense Management supports the ability to enforce policy, procedures, and rules at multiple levels using intuitive configuration.

4.2.1.14.5. Vendor solution should have the capability to offer a single-sign on experience, and be able to pass user credentials, regardless of if the vendor is hosting or the State hosts the system.

Infor Response: Infor Expense Management supports SSO using SAML 2.0 and supports authentication against a State's preferred authentication provider using Infor Federation Services. The Infor Expense Management solution utilizes and integrates to your Identity Provider and Authentication into the solution. The Infor solution integrates to either an ADFS or any SAML 2.0 authentication provider. No authentication information is stored in our cloud solution, or on the State's web browser or device. Our applications can integrate with your on-premise Active Directory system (through an ADFS trust) to provide consistency with your on-premise user management systems.

4.2.1.14.6. Vendor solution should have the capability to interface with four primary documents utilized by the traveler.

Infor Response: The Infor team will create interfaces that will send document transactions from Infor XM solution to wvOASIS ERP system on a daily basis. The transactions will be created in XML format and will be submitted to wvOASIS ERP system for processing. During the Inception Phase Infor will work with the State to identify which types of transactions will be mapped to the Infor XM functionality based on specific selection criteria. Infor assumes that each transaction will be triggered based on specific data conditions. These transactions will be generated on a daily basis for processing.

4.2.1.14.7. The Vendor should detail the configuration of the solution and specify if the solution is offered as Software-as-a-Service, hosted, or on premise.

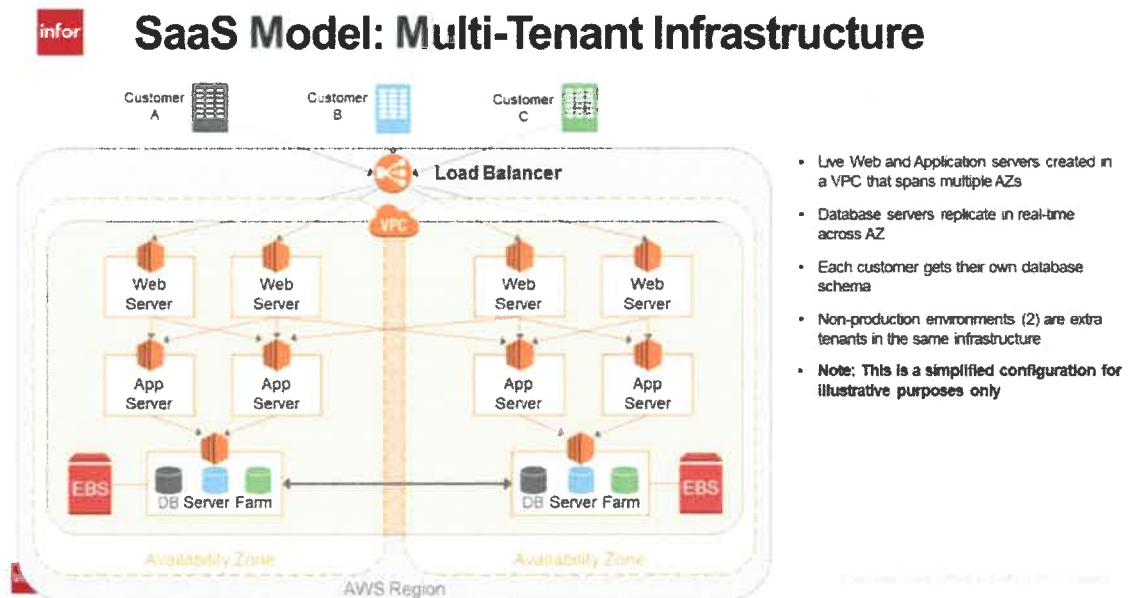
Infor Response: Infor Expense Management can be deployed on-premise or as a Multi-tenant SaaS, cloud deployment. The choice of deployment is up to the client, but our recommendation is for our customers to be deployed in our Multi-tenant (MT) hosted offering. We are bidding our MT SaaS offering. The advantages are discussed in the "Why is cloud the favorable option?" below.

Solution Architecture – Cloud

Infor has partnered with Amazon Web Services (AWS) as our infrastructure partner. Infor leverages the services of Amazon Web Services (AWS) to provide infrastructure services to its clients. Infor has chosen to partner with AWS because AWS offers unmatched strength and sophistication at delivering cloud infrastructure. Infor's innovative technology framework enhances the AWS service portfolio with capabilities that support the enterprise, including federated services to permit single sign-on across the organization, automated logging and monitoring, and a full range of industry-grade cloud infrastructure elements. AWS perfectly complements Infor's industry-specific software because they offer a superior delivery model, competitive cost structure, and proven record of operational excellence. The figure on the following page shows the various layers and components of our cloud solution.

Infor is proposing a fully managed service, including the specification, management, and scaling of resources required to provide a performant, highly scalable system to the State of West Virginia.

Figure 34: Sample Multi-Tenant Diagram



Infor provides a fully redundant infrastructure including:

- Power infrastructure that includes redundant sources (multiple power feeds, generators, battery backups), multiple power distribution systems, and redundant power supplies;
- Environmental controls that include highly available precision HVAC systems, humidity controls, and water detection systems;
- Network infrastructure that includes multiple Internet Service Providers, redundant edge routers, firewalls, and switches;
- Hardware and software redundancy in support of virtualized and physical servers; and,
- Storage solutions that provide redundant back end data storage.

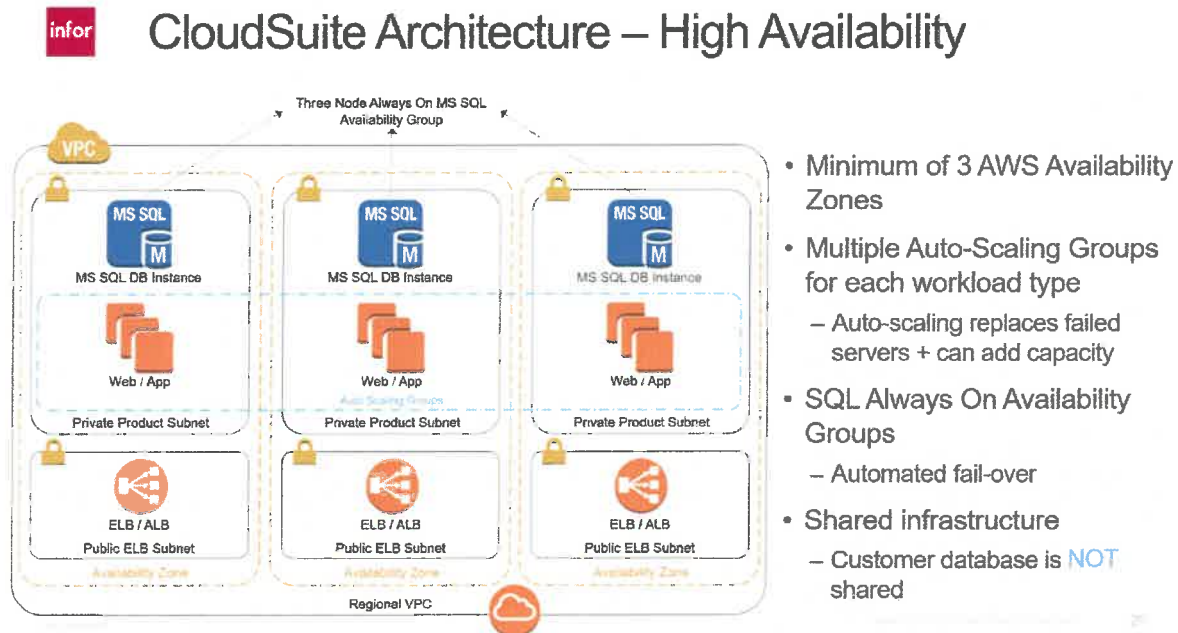
Infor deploys our public sector Cloud customers in a secure environment where their data is completely isolated from the data of any other customer providing separate databases for each customer in our “multi-tenant” applications. We integrate our ITIL-based change management process with yours, giving you full visibility to the work we do on your behalf and, in many cases, the ability to decide if and when changes are introduced. Our applications are capable of integrating with your on-premise active directory system (through an ADFS trust) to provide consistency with your on-premise user management systems.

Infor leverages ISO 27001-compliant, fully audited data centers, with the ability to increase capacity as you need it. We fully manage your disaster recovery solution as well, and that means no shipping of data or tapes to third-party facilities and the multiple-hour delays associated with retrieving them. We employ state-of-the-art data replication to instantly move your backed-up data volumes to the data center(s) where your systems would be restored if a catastrophe were to occur, and we test, document and have a third-party auditor attest to our recovery processes and their success.

Our CloudSuite service is backed (in contract) by SLAs that guarantee application availability and performance. We guarantee 99.5% application availability for our cloud solution. Infor application and

database servers are installed across multiple Availability Zones (AZ's) to provide the highest availability possible. If a data center or AZ partially or completely fails, the workload is automatically redistributed across the other AZ's within the region by the AWS Elastic Load Balancers (ELB) and Auto Scaling services. Relational database servers employ synchronous or near-synchronous replication to duplicate data in multiple AZ's to minimize or eliminate any transaction loss due to a system, data center, or AZ failure.

Figure 35: CloudSuite Architecture



Why is Cloud the favorable Option

- Infor CloudSuite Expense Management is optimized for cloud deployment.
- Upgrades Included – Fast, effortless and painless upgrades that occur without interrupting your organization
- Disaster Recovery and Infrastructure Managed by Infor – Leverage 99.5% uptime (99.9% historically), and enable a true disaster recovery solution
- Best-in-class Security – Protect your data with best-in-class security protocols, chosen to maximize the data security of Infor's products
- Decreases the burden on your IT department

Experience has shown that clients that need/favor predictable costs and cash flow, need to react to change, want to focus on leveraging technology while focusing on core competencies, and reduce resource requirements while staying current are more likely to benefit from SaaS offerings.

One of the many benefits of a Cloud solution is the continuous innovation to our solution set in terms business process change, functional improvements, content improvements, as well as the ever-changing electronic data interchange (EDI) requirements from your customers. Infor manages this on your behalf – which allows you to consume timely this innovation as fast as quality will allow.

Infor rigorously certifies its components, its integration, and content with multi-dimensional approach to ensure the integrity of our CloudSuite. Infor leverages its investment in Cloud automation to make the

upgrade process efficient and seamless for our customers. This enables our customers to easily consume this innovation, stay in compliance with their customers, and gain a competitive edge with increased capabilities.

4.2.1.15. Security and Controls

4.2.1.15.1. Agency prefers that the solution has industry standard security and provide methods that allow the securing of Personally Identifiable Information (PII). The solution should also allow the user to define fields or values that may need to be masked or hide values or fields.

Infor Response: Infor Expense Management provides the ability to mask any field in the solution using the mask capability in the Administration tool. Credit card numbers and accounts are masked by default. Additionally, employee details that are PII related are hidden by employees and managers by default as well.

Personal Identifiable Information(PII)- PII information in Infor Expense Management is secure by default. Infor Expense Management also provides the ability to mask any field including user-defined fields in the solution using the mask capability in the Admin tool. Credit card numbers and accounts are masked by default. Additionally, employee details that are PII related are hidden by employees and managers by default as well.

4.2.1.15.2. Vendor solution should have a security policy outlining the operation of its data center(s). Vendor should provide a summary of such policy within the proposal. A full copy of the policy may be requested.

Infor Response: Infor's Cloud solutions leverage Amazon Web Services (AWS) to provide the physical facilities, network infrastructure and core services upon which our applications are delivered.

Infor has architected our multi-tenant Cloud solutions to eliminate single-points-of-failure, up to and including full data center failures, by distributing all resources required for delivery of the Cloud application services across fully redundant physical infrastructure within the datacenter, and across multiple physical datacenters within an Amazon Web Services (AWS) Region. In the event of a catastrophic datacenter failure (which would trigger a Disaster Recovery activity in a traditional application deployment), all application load automatically and seamlessly transfers to one of the other datacenters in the Region. At worst, users will be required to reauthenticate themselves, and will then continue working where they left off. AWS has several certifications to assure your data is secure in one of our Cloud centers ranging from SSAE16, HIPAA, ISO27001, PCIDSS Lvl 1 and FISMA/DIACAP. Further details are available via <http://aws.amazon.com/whitepapers/>; <http://aws.amazon.com/security/>

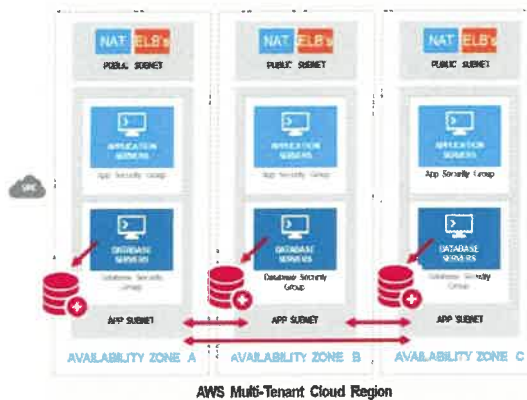
<https://aws.amazon.com/compliance/>

4.2.1.15.3. Vendor solution should have a disaster recovery plan in place. Vendor should provide a summary of such plan. A full copy of the plan may be requested.

Infor Response: Infor application and database servers are installed across multiple Availability Zone's (AZ's) to provide the highest availability possible. If a data center or AZ partially or completely fails, the workload is automatically redistributed across the other AZ's within the region by the AWS Elastic Load Balancers (ELB) and Auto Scaling services. Relational database servers employ synchronous or near-synchronous replication to duplicate data in multiple AZ's to minimize or eliminate any transaction loss due to a system, data center, or AZ failure.

Infor's Information Security Office (ISO) works with Infor's Cloud Operations team to perform BCP/DR tests on an annual basis. We test, document and have a 3rd-party auditor attest to our recovery processes and their success.

Figure 36: Build-in Disaster Recovery



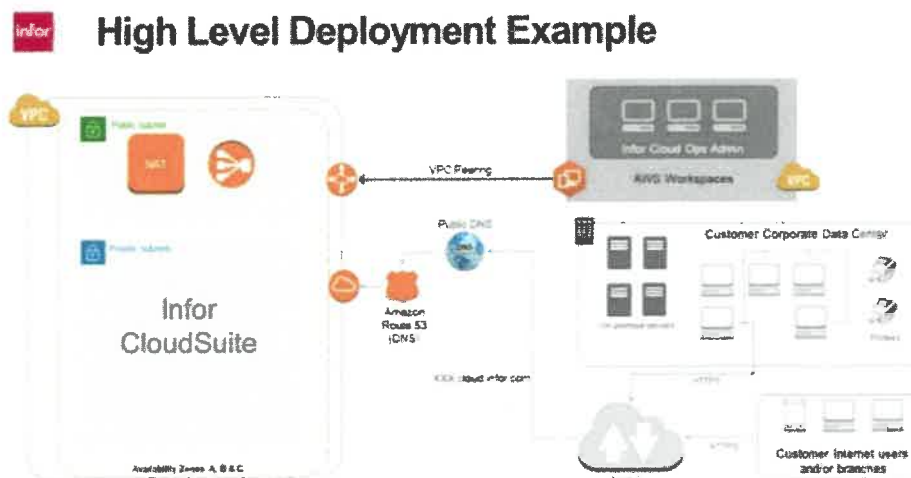
- ☑ Database backup schedule:
 - Transaction Log backups every 15 minutes (7 days retention)
 - Differential backups every 8 hours (14 days retention)
 - Full backups weekly (30 days retention)
- ☑ Snapshots of all server volumes and database backups are taken daily and retained for a minimum of 14 days
- ☑ Data is continuously mirrored across multiple Availability Zones within a Region.
- ☑ In the event of catastrophic AZ failure, data is restored to another AZ in the same Region.

4.2.1.16. Exit Strategy

4.2.1.16.1. *The Agency prefers that the vendor has an industry standard process to back-up the data to include online data (entered values) and any other data items such as attachments. This should include direct data access and tools to copy data from the vendor source to a State-owned facility. Vendor should detail an exit strategy in the case where the State is unable to continue business.*

Infor Response: Yes, all data items (entered values) and attachments etc. are stored and backed up in the AWS cloud.

Figure 37: Deployment Example



It is important to note that the State will always retain ownership of your data. Upon contract termination, Infor will provide an sFTP site with a native database extract from the subscription software

for a limited period of time. In the event the State requires the data in an alternate format or requires any other termination assistance services, Infor and the State would mutually agree upon the scope and fees of such termination assistance services.

4.2.1 17. Customer Service and Support

4.2.1.17.1. Vendor solution should have a comprehensive customer service and support plan. Vendor should detail service and support plans. Continuing maintenance and support should also be reflected in the cost sheet.

Infor Response: You expect a support organization to resolve incidents, track response times, and provide software upgrades, patches, and service packs. At Infor, we believe that is not enough. We take support further because we believe it must be about more than reactive incident resolution and software upgrades. With Infor Support, you receive support that's industry-tailored; where we understand that the speed and quality of the information, we provide are critical to your organization. You get the optimum benefit from Infor, not only because of our deep industry knowledge, but also because we measure ourselves on how quickly we successfully address your issues.

With the Infor Support portal's consumer-grade user interface you can set your viewing preferences, so you receive information presented to you in a personalized way. You can access critical support resources, including software patches, service packs, updates, release notes, a comprehensive knowledge base, recorded briefings, and online communities 24 hours a day, 7 days a week, 365 days a year.

But don't believe us – let our clients speak. For the 11th straight year Infor was selected as a winner in the 2019 Confinity ACE (Achievement in Customer Excellence) Awards. Infor Support was awarded this honor as part of a group of businesses that have demonstrated outstanding achievement in customer experience. Infor was also recognized for Best Use of Feedback Solutions, which acknowledges organizations that best use Confinity solutions to capture, analyze, and act on the Voice of the Customer to improve the customer experience.

Figure 38: Infor Support Team Statistics



Meet the Infor Support Team

Real people

Whether your question is big or small, we're here to support you every step of the way.

Real answers

We don't believe in canned responses or "one-size-fits-all" support. When you have a question, we're listening. And when we have an answer, we make it specific to the issue you're facing right now.

Real support

We joined the Infor Support Team with backgrounds in engineering, development, and other technical fields. Some of us even helped develop the apps we support, so we understand them inside and out. We are all experts and we are all passionate about providing you with exceptional support.

We are vast
1,600+

superstars
Total number of
Infor Support team
members

We are experienced
10.27

years
Average experience
in support

We are celebrated
11

awards
We won the Confinity
Achievement in Customer
Excellence Award
eleven years in a row

We are worldwide
28

countries
The Infor Support team
spans across the world
with 60 offices in 28
countries

We are adored
8.73

out of 10
Average customer
satisfaction score

Support Model Description

Infor offers support on a subscription basis or as a percentage of the license cost. There are two (2) programs that are available, however, we have proposed the **Customer Success Plus Program** to the State.

Infor Premium Support: Provides support for an unlimited number of incidents, continuous online support through a portal that's available 24x7, telephone support, and priority queuing based on the severity of an incident.

Infor Premium Support has defined methodologies and key business systems that allow 24x7 interaction via the online Infor Support portal. Our extensive knowledge base system and recorded webinars are available at your convenience, in addition to extended critical incident support and live, interactive briefings.

Customer Success Plus Program: Infor has quoted the Customer Success Plus Program which has an assigned Customer Success Manager. The Customer Success Manager and the programs associated with this offering delivers dedicated, targeted support to help resolve issues and achieve user satisfaction with Infor's products and technology.

Figure 39: Customer Success Plus Program



Infor Customer Success Plus Program delivers:

- **Assigned Customer Success Manager:** An assigned Customer Success Manager can help resolve issues through coordination of the following activities: access to senior-level Support and development analysts, update planning assistance, scorecard activity reports, and the early adopter program. The CSM provides a personalized, proactive service, they are your advocate at Infor, always working to help you optimize your usage of the Infor solutions by coordinating the right resources at the right time, knowing your needs, and bringing awareness of opportunities to explore.
- **Access to Senior-Level Support and Development Analysts:** Where appropriate, the Customer Success Manager will coordinate meetings with senior Support and development resources to help resolve urgent issues.
- **One-on-One Instruction:** One-on-one instruction can help maximize the utilization of Infor resources, people, and tools.
- **Update Planning Assistance:** You can work with Infor Support to help plan service pack and update installations. The Customer Success Manager can discuss plans, any known issues, and other Support considerations.



- **Discussion on Basic Data Usage:** Data usage review can help to find ways to increase usage and realize additional value from the system.
- **Response Targets:** Infor will make commercially reasonable efforts to respond, based on the following targets:
 - Severity one (1) Within fifteen (15) minutes for Infrastructure Incidents, and within thirty (30) minutes for Application Incidents (24x7)
 - Severity two (2) Within one (1) hour for Infrastructure Incidents (24x7), and within one (1) business hour for Application Incidents during scheduled coverage hours
 - Severity three (3) Within one (1) business hour during scheduled coverage hours
 - Severity four (4) Within two (2) business hours during scheduled coverage hours
 - Severity five (5) There is no set response target for Severity 5 (Minor issue or enhancements)
If the Severity 5 option is not available, your Software utilizes the enhancement request system to enter enhancements requests. You can locate the enhancement request system via www.ers.infor.com/Ers/Login.aspx.
- **Scorecard Activity Reports:** You can receive regular reports detailing Support activity; the Customer Success Manager will analyze the report and make recommendations.
- **Early Adopter Programs:** Obtain insight into planned products and Software enhancements, as well as the opportunity to participate in Beta or Early Adopter Programs.
- **Special Events Support:** Get Support for all severity levels for one weekend a year. This can be an advantage when applying patches, planning application upgrades, or other important company/information technology events.
- **Recommendations for Relevant Infor Events and Opportunities:** Recommendations can help make you aware of the selective events and options available to Infor Customer Success Plus program members.

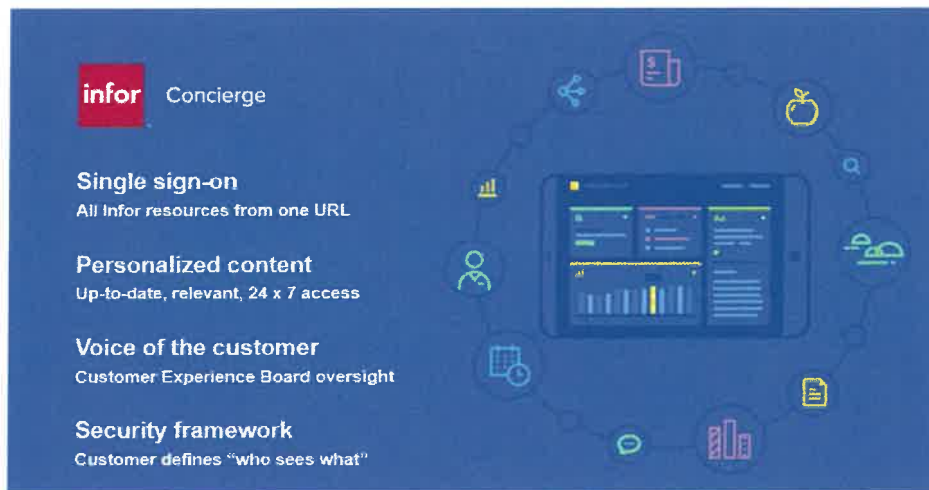
Infor Concierge

Infor Concierge is a powerful, self-service resource that simplifies access to important sites, content, and resources within Infor. Infor Concierge is intuitive, with a modern look and feel and is available 24x7 for no additional fee to all customers who are on a current Infor Maintenance or Subscription contract.

Infor customers have one, streamlined location for answers to questions about their relationship with Infor. For example:

- Who is assigned to my organization?
- Is there a class for my product this month?
- Is there an upcoming marketing event that we should consider attending?
- What was our renewal invoice last year?
- Is there a new version of our software that is about to be released?
- What Infor products / subscriptions do we own?
- What education classes are coming up that are specific to our Infor solution?

Figure 40: Infor Concierge Features



Infor Concierge provides customers with access to updates on support incidents, quick views and voting on product enhancements, dates for recommended classes, information on product-specific education classes and webinars, and details on upgrade options for products owned.

Choosing a technology partner is not a decision to be made lightly. The systems you invest in will help shape your business for years to come and the community that supports those investments has a major impact on your overall success. Infor Support brings decades of experience to supporting customers of all shapes and sizes and partnering with them to achieve their goals. Knowledge of our products and the industries we serve is unparalleled and you can count on our absolute commitment to making you successful. We're there where you need us, when you need us and will be for a long time to come.

4.2.2. Mandatory Project Requirements

4.2.2. Mandatory Project Requirements - The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate. The mandatory project requirements are listed below.

Infor Response: Our Infor Expense Management core offering, along with our RETech partnership, will meet and or exceed all mandatory project requirements. See each section below for details.

4.2.2.1 Solution must interface with a mapping solution for mileage calculations. The preferred solution would utilize Google Maps for this functionality. Vendor should detail the solution(s) used and if the solution has the capability to deduct miles for normal commute driven.

Infor Response: The Google Map widget is built into the Infor Expense Management application and can be setup for the user to be required to use the widget to calculate trip mileage. The user will see the Icon widget on any mileage expense lines (see image below). Selecting the widget will render the Google Maps page below.

Figure 41: Sample Mileage Reimbursement

1 Standard Information

* Expense Type	* Date	* Distance (Mile)	Commute Miles	Rate (per Mi or Km)	Amount Paid
Mileage - Company Car	4/30/20	388.61		0.5	194.40

or

1 Standard Information

* Expense Type	* Expense Date	* Distance (Mile)	Mileage Route
Mileage Reimbursement	4/30/20		

SWV Mileage

Total: \$0.00 Owner: Rami Heigl Bar

Mileage - Company Car / Map

You can [manage](#) recent entries

Route Name: Automatically generated if blank
SWV Office Location

- A** Charlestown, VA
Charlestown, VA 22614, USA
- B** Parkersburg, VA
Parkersburg, WV, USA 276.41 Mile
- C** Morgantown, VA
Morgantown, WV, USA 112.40 Mile

Distance: 388.61 Mile
[Find on Map](#)

Done Cancel

Additionally, this solution does have the capability to deduct miles for normal commute. Note that end user is required to maintain the normal commute miles as part of the user profile. Deducting the normal commute miles is standard functionality in the application. The Google Map widget is built into the Infor Expense Management application and can be setup for the user to be required to use the widget to calculate trip mileage. The user will see the icon widget on any mileage expense lines.

4.2.2.2 At a minimum, solution must provide and maintain updated per diem rates for travel locations within the continental United States as an automatic update to the solution. Vendor should also detail how solution addresses deductions for meal provided, travel days, and any other taxable situations that may arise.

Infor Response: Yes, the solution provides and maintains updated per diem rates for travel locations within the continental United States as an automatic update to the solution using System Administration Tools (SAT). The solution also addresses deductions for meal provided, travel days, and any other taxable situations that may arise and a sample Per Diem setup is provided in the screenshot below:

Figure 42: Sample Per Diem Setup

Per Diem	Country	Active Status	Locals	Per Diem	Breakfast	Lunch	Dinner	Incidentals	% Date
Foreign	United States	Active	\$265.00	\$40.00	\$66.00	\$106.00	\$53.00	Jan 1, 2000	
Daily Allowance Austria	Austria	Active	\$264.00	\$40.00	\$66.00	\$105.00	\$53.00	Jan 1, 2000	
Daily Allowance Finland	Finland	Active	\$263.00	\$39.00	\$66.00	\$105.00	\$53.00	Jan 1, 2000	
Daily Allowance Germany	Germany	Active	\$262.00	\$39.00	\$66.00	\$105.00	\$52.00	Jan 1, 2000	
Daily Allowance Meals	United States	Active	\$261.00	\$39.00	\$65.00	\$104.00	\$51.00	Jan 1, 2000	
Daily Allowance Norway	Norway	Active	\$260.00	\$39.00	\$64.00	\$103.00	\$51.00	Jan 1, 2000	
Daily Allowance Sweden	Sweden	Active	\$259.00	\$39.00	\$63.00	\$102.00	\$50.00	Jan 1, 2000	
Private Nightstay Austria	Austria	Active	\$258.00	\$39.00	\$63.00	\$101.00	\$50.00	Jan 1, 2000	
Private Nightstay Finland	Finland	Active	\$257.00	\$39.00	\$62.00	\$100.00	\$50.00	Jan 1, 2000	
Private Nightstay Germany	Germany	Active	\$256.00	\$39.00	\$62.00	\$100.00	\$50.00	Jan 1, 2000	
Private Nightstay Norway	Norway	Active	\$255.00	\$38.00	\$61.00	\$99.00	\$49.00	Jan 1, 2000	
Private Nightstay Sweden	Sweden	Active	\$254.00	\$38.00	\$60.00	\$98.00	\$48.00	Jan 1, 2000	
US Govt Lodging	United States	Active	\$253.00	\$38.00	\$60.00	\$97.00	\$47.00	Jan 1, 2000	
US Govt Meals & Inc	United States	Active	\$252.00	\$38.00	\$59.00	\$96.00	\$46.00	Jan 1, 2000	

Infor Expense Management includes the feature to import per diem data. Using the HTTP Per Diem Importer, per diem data is automatically loaded from user defined sources via the internet. The HTTP Per Diem Importer can be configured to run in the background, automatically at an interval that you specify. The per diem data is uploaded from these data sources: CONUS & OCONUS.

Also, the State can use the GSA's (General Services Administration) website as a standard when devising your policy. These rates set standard pricing levels in the travel and hospitality industry. Additionally, administrators can set agency or legislative mandates for things like lodging, then have management approve or disapprove hotel expenses depending on the nature of the travel.

If the State sets rates above the federal per diem rate, it is important to know what the taxable limits are for your chosen destination.

The following website contains current per diem rates: <https://www.gsa.gov/travel/plan-book/per-diem-rates/per-diem-files>.

Figure 43: Per Diem Rates

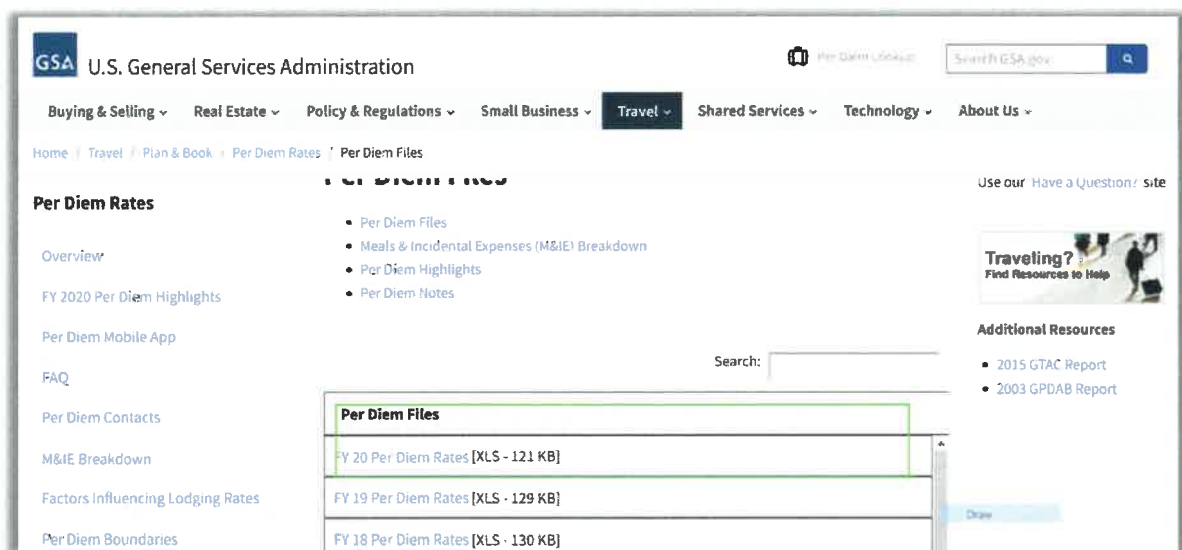


Figure 44: Sample Excel File of Per Diem Rates

STATE	DESTINATION	COUNTY/LOCATION DEFINED	SEASON BEGIN	SEASON END	FY20 Lodging Rate	FY20 M&IE
597 UT	Standard CONUS rate applies to all counties not specifically listed. Cities not listed may be located in a listed county.				\$ 96	\$ 55
598 VA	Salt Lake City	Salt Lake / Tooele			\$ 127	\$ 56
599 VA	Abingdon	Washington			\$ 97	\$ 71
600 VA	Blacksburg	Montgomery	October 1	October 31	\$ 113	\$ 56
601 VA	Blacksburg	Montgomery	November 1	June 30	\$ 101	\$ 56
602 VA	Blacksburg	Montgomery	July 1	September 30	\$ 113	\$ 56
603 VA	Charlottesville	City of Charlottesville / Albemarle			\$ 129	\$ 71
604 VA	Loudoun	Loudoun			\$ 111	\$ 61
605 VA	Lynchburg	Campbell / Lynchburg City			\$ 99	\$ 61
606 VA	Richmond	City of Richmond			\$ 144	\$ 66
607 VA	Roanoke	City limits of Roanoke			\$ 117	\$ 61
608 VA	Virginia Beach	City of Virginia Beach	October 1	May 31	\$ 102	\$ 61
609 VA	Virginia Beach	City of Virginia Beach	June 1	August 31	\$ 185	\$ 61
610 VA	Virginia Beach	City of Virginia Beach	September 1	September 30	\$ 102	\$ 61
611 VA	Wallops Island	Accomack	October 1	June 30	\$ 111	\$ 61
612 VA	Wallops Island	Accomack	July 1	August 31	\$ 201	\$ 61

4.2.2.3 Vendor must provide training to the State's project team as well as to other state agency travel managers and end users. Training needs should accommodate approximately 20,000 travelers and 3,000 managers. Training needs will require multiple workshops to be held at varying locations throughout the State of West Virginia. Vendor must provide a combination of distance learning options, web-based training, classroom style/face-to-face training, and quick reference and/or user guides for each state agency's travel manager and end user. Additional training may also be needed to ensure project team members, agency travel managers and end users are

continually informed and current on system functionality and enhanced features that may be added during implementation and thereafter. Vendor should detail the training process and methodologies for the solution.

Infor Response: Infor will provide training to project team members and create training for end users, specifically managers and travelers. The Infor approach to training is described below. It includes the scope for project team and end user training. Due to the COVID -19 issues and restrictions, some of the normal in person, on sight, classroom methodology may be virtual. This will be determined based on restrictions at the time of training.

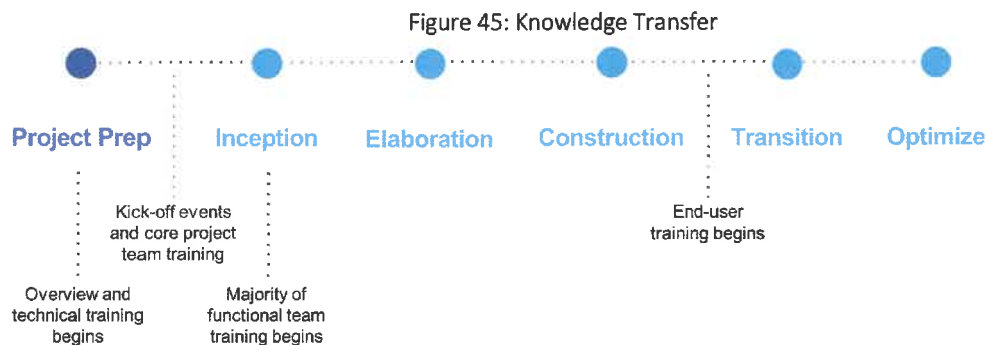
Infor Education and Adoption Services

The Infor Education and Adoption Services team focuses on the “people” side of your Infor implementation. We have deep expertise in driving user adoption and managing organizational risk. Integrated with the Infor implementation team, we are client focused and offer value-driven approaches and options that are focused on business value, ROI and early success.

- Infor provides training services for two (2) audiences:
- Project Team Members: Includes functional experts, decision makers, and technical team
- End users: Includes Travelers, Managers, and executives
- Project Team Readiness

Infor Education is staffed by professional instructional designers who work with our certified instructors and Infor product and implementation experts to create our content.

The Infor Education strategy for project team members starts knowledge transfer at the earliest stages of the project. A well-trained project team makes better implementation decisions and reduces the number of customizations. We begin with fundamentals before progressing into application and technical training where training is focused on preparing your functional and technical teams for the decisions they will face in data mapping workshops and conference room pilots (CRPs). Throughout the implementation there is a gradual transfer of knowledge from Infor consultants to your project team until the members of the project team become the drivers and champions of the new system and business processes.



Your Project Team program consists of a combination of private, in-person or virtual training. This training is designed to provide detailed information about your Infor Expense Management Solution. The courses include hands-on labs, in-class exercises, and real-world examples to increase the effectiveness and relevance of the instruction. For Infor Expense Management Infor defines and schedules Private Training Workshops. These workshops are delivered by Infor Consultants in a consultative manner and use the Licensee’s training environment and data.

Project Team Training Scope

The following table lists the courses applicable to your Infor solution and the delivery mode recommended for your project.

Table 2: Course List

Primary Team	Scope	Course Title	Standard Duration (Days)	Proposed Delivery Mode	Number Attendees
Finance Functional and Technology	Yes	Expense Management Overview	TBD	Private Training Workshop	TBD
Technology	Yes	TBD	TBD	Private Training Workshop	TBD
Reporting & Analytics	Yes	Birst: Foundations - Administrator	2	Private Education Event	6
Reporting & Analytics	Yes	Birst: Foundations - Analyst	2	Private Education Event	6

Infor Adoption Services Models and Options

Infor Adoption Services offers different engagement models depending on several customer factors. See the illustration below:

Figure 46: Infor Adoption Services

Infor Education's user adoption model can support you regardless of which engagement level you prefer:

Advisory

You get packaged and/or short-duration offerings that focus on strategic assessment, and/or unique client requirements.

Partnership

Full-time OCM and training specialists partner with you to manage and/or work on specific activities, deliverables, and/or workstreams.

Full service

Full-time OCM and end-user training (EUT) specialists work with you on all OCM and EUT components.

Infor's Approach to End-user Training

One of the most critical success factors in realizing the benefits of any new and integrated Enterprise solution is training. Our mission is to enable our customers to lower their total cost of ownership and realize the benefits of the Infor solution as soon as possible, and we do this by providing a comprehensive training and on-going learning and performance support solution for end users. Infor believes that the following criteria are essential for the success of any end user training solution:

- **Performance and outcome-based focus** – an end user training solution must focus on the business tasks the employees perform, not system functionality. The overall goal of the solution should be to prepare individuals to do their jobs, or run their organizations, leveraging the new processes and tools, not focus on how the system works.

- **Blended approach** – today’s learners expect to be able to access their learning when they want it, how they want it, and when they need it, in easily digestible chunks. Our experience has shown that there are significant benefits to a learning solution that offers a blend of traditional instructor-led training augmented by online learning (eLearning) and micro-learning elements. Training can be deployed in multiple modalities to meet the diverse learning needs of our customers’ employees.
- **Instructional effectiveness** – focusing on performance goals, the training content and activities should be tailored to the achievement of those goals, to enhance the instructional effectiveness of the materials for each user audience.
- **Sustainable solution** – the needs for end user training won’t go away after Go-Live. There will be an ongoing need to train new employees and to cross-train or re-train individuals as they change jobs or their organization goals change.

Well-trained users will drive higher productivity and reduced support costs. With this focus, we help our customers increase return on their business and technology investments by reducing employee time-to-competence and improving overall job performance.

Essential Elements of a Blended End-user Training Solution

This section provides additional detail on the essential elements of an end-user training solution. To assist with the creation of several of these deliverable types, Infor recommends the use of a training development tool. Infor will determine which tools are available during the training analysis phase to identify options and determine the appropriate tool to use.

- **eLearning (Self-Paced Web-Based Training)**. Large populations of users can effectively be trained on business processes and basic system tasks using web-based training (eLearning). This web-based training will be developed using an agreed upon development tool and present concepts related to the business process. The eLearning will include simulations so that users can practice system tasks and will include knowledge checks as well as reference to other support documentation, such as work instructions and FAQs.
- **Instructor-Led Classroom Training (ILT)**. For smaller user populations that require in-depth training on use of the system, hands-on instructor-led training is most effective. In instructor-led classroom training, instructors will present concepts related to the business processes and system functionality. Referencing step-by-step procedures called work instructions, instructors will conduct demonstrations of key tasks in a live training database. The database will be representative of the production system the participants will see back on the job, including realistic data created in consultation with the customer’s project team. Participants then will complete hands-on exercises using the training database. These exercises will provide basic practice as well as require the participant to apply what they have learned to real-life situations. Participants will also learn how to support themselves back on the job using the online help system.
- **Instructor-Led Virtual Training (VILT)**. Where classroom training is not appropriate or economical, instructor-led classroom materials can be used for virtual training sessions. As in classroom ILT, instructors will introduce the concepts related to the business processes and system functionality. The instructors also will conduct demonstrations of key tasks using the training database. In virtual ILT, participants will complete hands-on exercises using system simulations (this is done to simplify the logistical requirements of the training, both from a technical perspective and an instructional one). Finally, as in the ILT, the participants will learn how to access performance support materials through the online help system. VILT can also be effective in delivering “webinars” to present business process and system overview information to a large and dispersed audience.

- **Performance Support.** A key element of our solution is the use of a performance support site (or online help system). Infor recommends our customers build an internal performance support website to host the training documentation created during the development phase. Our customers are responsible for providing and maintaining the website or similar SharePoint site. The performance support site also includes conceptual presentations, links to simulations, job aids, FAQs, and other help materials identified by the customer. This approach provides an ongoing support strategy that extends beyond the training event and provides just-in-time information to the end-user's desktop whenever it is needed.

End-user Training Delivery

The Training Delivery Plan, which is developed with the customer during the Construction phase provides the details regarding the approach and resources required for end-user training delivery. While a significant amount of the training can be deployed as self-paced learning, the delivery plan will address other ways to train and support customer employees through VILT "webinars" and coaching. Infor will develop Instructor guidelines and checklists for delivering the Instructor-Led Training, which customer trainers can then use to train their managers who in turn can train and support their employees as needed using the same materials.

End User Training Scope

Infor has partnered with RETech to deploy training to the State that will exceed your expectations. We are proposing a combination of instructor led, eLearning, videos and continuous training to ensure that all team members are trained now and into the future.

Infor will provide End-user Jump Start, Learning Factory (course creation support), and a Train-the-Trainer program. RETech, will deliver the Expense Management user training to State Managers and Travelers for each of the State Agencies.

Infor/RETech will staff these services with an End User Training Principal Consultant and development resources. The EUT Services include:

- Training Needs Analysis - The results of the Training Needs Analysis will define best approach for training end users and update estimates for the content design, development, and delivery.
- development of training materials
- delivery support.

Infor proposes a mix of the following training components:

- **eLearning:** up to one (1) finished hour of content over two (2) courses, one eLearning course for Managers and one (1) for Travelers
- **Microlearning Videos:** up to three (3), each three (3) to five (5) minutes in duration
- **Instructor-led Training/Virtual ILT Course Materials:** up to one (1) delivery hour of content
- **Knowledge Transfer Workshop Agendas:** up to four (4)
- **User Procedures:** up to 25
- **Ongoing quarterly training throughout contract:** We will conduct a needs analysis quarterly to determine if training updates are required based on any changes to the software throughout the 5 years of the contract (up to 768 consulting hours for years 2-5). These quarterly trainings may include:



- eLearning and Microlearning videos: content created during the initial implementation will be revised as needed based on software updates
- VILT course materials: Train the Trainer material will be revised for managers to train the users on significant updates. Consultants will be available to support during the training effort.
- User procedures provided at go-live: will be revised quarterly as needed.

Our Approach to Organizational Change Management (OCM)

Based on our extensive experience in supporting large-scale technology implementations, we are prepared to tailor your change journey to custom-fit your business needs. Our integrated OCM approach is securely mapped to the Project Management phases, ensuring seamless user adoption and maximize ROI from vision and case for change across the change spectrum to full implementation of new organizational capabilities.

Developing the Approach

- We use the Prosci ADKAR Framework (Awareness, Desire, Knowledge, Ability and Reinforcement) to develop a comprehensive OCM strategy that drives successful user adoption, maximizes business value and reduces people risk. We use a fully tailored approach, based on Prosci ADKAR, best practices and learnings from other engagements, to address and mitigate the change challenges that the state could face during process re-design and the implementation of new technology.
- Adopted from the ADKAR model, our approach draws upon a well-developed framework that addresses the key challenges technology implementations face, with a focus on these key areas (as agreed upon by the State):
 1. Change Assessment
 - a. Documentation of major change impacts by groups, including internal and external stakeholders.
 - b. Documentation of organizational changes that can carry low-high impacts/likelihood of creating resistance and potential risks to the project
 - c. High-level summary and plan of the transitions/changes the State will have to make from As-Is processes to the To-Be Solution, based on a map of As-Is against To-Be.
 2. Change Readiness
 - a. Identify and address change challenges at the outset with clear mitigation plans
 - b. Ensure departments are ready and equipped with a cohesive plan to prepare for impending changes
 - c. Provide insight and guidance to departments through each milestone of the project
 3. Stakeholder Management
 - a. Getting visible stakeholder alignment around the new operating model and the program to implement it with visible support
 - b. Coaching and preparation of key stakeholders to ensure the highest-level of OCM outcomes



- c. Focus groups and/or small group sessions to understand success criteria in order to develop the proper infrastructure needed for OCM
- 4. Communication
 - a. Communicate early and often. Develop an integrated and detailed multi-channel communication plan with two-way feedback loop to measure effectiveness
 - b. Develop key messages and a strong vision that engage people emotionally, customized to individual groups
 - c. Incorporate new expectations for the future in communication activities, while highlighting the business value and WIFM (what's in it for me)
- 5. Training
 - a. Drive the adoption of new ways of working, tools and changes in roles. This includes a training analysis to close the gap on people, knowledge and skills
 - b. Ensure that processes / solutions simple are effectively embedded into core "workflows"
 - c. In-person and/or web-based learning with a drop-in learning lab. Creation of training assets; quick reference guides (QRGs), video vignette tutorials, Frequently Asked Questions (FAQs, Day 1 login checklist, etc.
- 6. Business Readiness
 - a. Ensure the business and end users are ready and people have the skills and knowledge to minimize disruption and ensure a successful end-state
 - b. Establish formal adoption metrics, tracking, and "benefit owners" to drive accountability and outcomes
 - c. Develop adoption action plan

Key Deliverables:

- Key deliverables provided during the Inception and Elaboration stages:
 - Change Readiness Assessment
 - Change Impact Analysis with Role Mapping
 - Stakeholder Assessment
 - Stakeholder Management Plan
 - Organizational Change Management Strategy
 - OCM Project Plan
 - Communications Strategy & Plan
- Key deliverables provided during the Construction stage:
 - Engagement Plan
 - Training Plan
 - Business Readiness Plan
 - Reinforcement Plan



4.3. Qualifications and Experience

4.3. Qualifications and Experience: Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

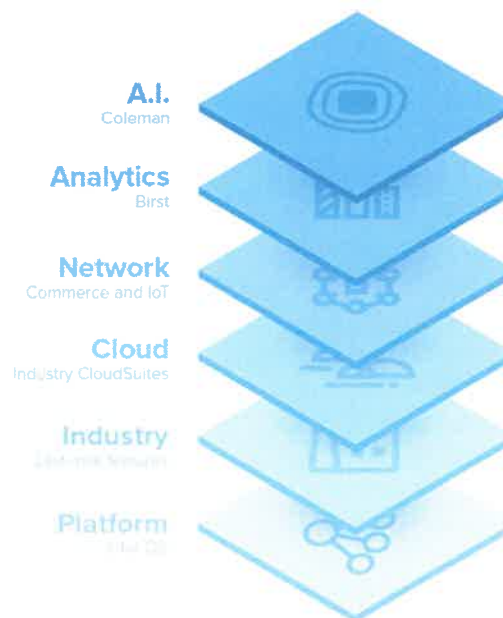
Infor Response: Infor responded to the qualifications and experience specific to staffing in item 4.3.1.1. Infor responded to the qualifications and experience specific to our organization with references to prior projects in item 4.3.1.2. Just below we provide additional information that we deem relevant to our qualifications and experience as an organization.

Infor is organized to deliver success to our clients. In our company's history there has been one constant. We listen to our customers. Continuous improvement is a principal that guides the management of our company, with a focus on how we deliver products and services to our customers, our global "go to market" strategy, making it easier to do business with Infor and simplifying our internal operations. Therefore, our structure reflects a product-based, geographic management philosophy that puts us close to our customers, with core product development, technical support, and services centralized within each of our primary solution groups and easily accessible by our geographic regions.

Throughout our history, we have methodically and purposely redefined the expectations for Infor's leadership team and have made the necessary adjustments to accelerate our growth. The result is a focused growth strategy, a strong and compelling technology vision centered on our open SOA platform, an enviable and competitive position as the champion of the business software customer, with a population of approximately 17,000+ employees.

Infor is focused primarily on medium and large-sized enterprise organizations that require advanced software products and services designed specifically for their needs. The foundation of Infor's strategy is our deep commitment to industry specialization. To drive constant innovation in the enterprise, Infor business applications are specialized by industry and built for the cloud to enable a global supply chain, networked analytics, and an artificial intelligence-led user experience. The principal features of our strategy are:

- **Artificial Intelligence:** Infor is using the power of AI to re-imagine what the experience of using business software can be. Beyond simply augmenting or automating day-to-day work, Infor's AI, known as Coleman, serves as a science-driven, industry-aware, intelligent assistant that anticipates, advises, and derives insights from business data. By providing instant access to information via voice



or chat and relieving workers of repetitive tasks, Coleman acts as a true business advisor and helps stakeholders make the most informed decisions every time.

- **Analytics:** Birst is a cloud business intelligence (BI) tool and business analytics software platform that helps organizations understand and optimize complex processes in less time than traditional solutions. Built with patented automation and machine learning technologies, Birst's "networked BI" approach connects teams and applications across the enterprise via trusted network of analytics and insights. You get a comprehensive view of your business to make smarter decisions. This unique approach helps leading global companies improve profitability, reduce costs, increase revenues, and transform the way they do business often in 90 days or less.
- **Network:** Connectivity as a competitive advantage. Total network orchestration is the highest and most sophisticated state a global supply chain can attain. Networked companies win because they're agile, fast, and efficient. They're the first to sense and the first to respond to events, the right way. That's operational excellence. Infor supply chain solutions combine advanced supply chain planning, execution, and finance capabilities with the Infor Nexus Commerce Network to help companies achieve the velocity and control needed to compete in today's rapidly evolving markets. The Infor Nexus Commerce network is a single-instance business network with a thriving community of suppliers, manufacturers, logistics providers, financial institutions, and category leaders across industries.
- **Cloud:** Infor CloudSuite industry suites offer integrated applications to manage various business processes for customers in specific industries. Infor CloudSuite enables customers to deploy mission critical applications, including ERP, in a multi-tenant cloud environment and take advantage of the computing power of a highly elastic cloud, which can help provide for greater business insights and more efficient operations. Infor CloudSuite offer highly secure, redundant availability zones via Amazon Web Services, a global cloud leader. Practices for provisioning, self-service, monitoring, scalability, and business continuity are built in, while elastic computing power, hyper-scale, and unlimited data lake provide the flexibility to manage change and pursue new opportunities. With automatic upgrades that ensure applications are always up to date, these solutions provide a long-term platform for growth and provide what we believe to be a lower total cost of ownership than those of our largest competitors.
- **Industry:** Infor software provides deep industry functionality without complex and expensive customizations. Industry best practices based on decades of experience and thousands of implementations are built in, along with pre-packaged workflows, content, integrations, and analytics. The result is that deployments are simpler and faster, users are more productive, and the business is more efficient from stem to stern.
- **Platform:** Infor OS is a Cloud platform bringing business process and Artificial Intelligence together. Infor OS is your cloud operating platform for the future, designed to bring productivity, business process and Artificial Intelligence together, and offer operational insights that were never accessible to a business before. The platform delivers technology that goes beyond enabling business, it drives it, putting the user at the center of every experience and serving as a unifying foundation for your entire business ecosystem. The result is a connected intelligent network that automates, anticipates, predicts, and informs our stakeholders, unifying your business.

Infor Services—A Key Differentiator

We know that the State seeks to find a company that is trust-worthy, stable, and capable of delivering a system that is user-friendly, easily adopted by the user community, can be successfully integrated within

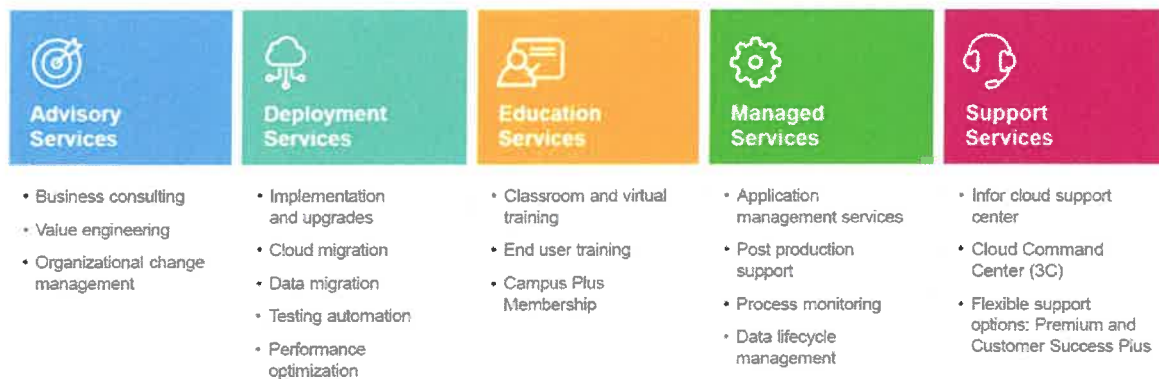
the State's environment, and that is delivered with an established plan for continuous excellence in maintenance, support and upgrades to the system.

Infor Services offers our customers more than 4,500+ experienced professionals and implementation partners in more than 50 countries a global network of proven domain experts with local presence and knowledge who are well-qualified to support the complete Infor offering of solutions and technologies. We back our network with the best-practices developed from years of experience, along with the tools and materials to maximize your return on investment.

At Infor, we understand that many Public Sector responsibilities have no parallel in private industry. Software designed for general business use typically doesn't address the unique constraints and urgency of public agency duties.

As one of the leading suppliers of Public Sector solutions, Infor proposes a long-term business partnership with customers that we believe can deliver significant benefit to both parties. Infor recognizes that the Public Sector is an ever-changing environment, where solutions need to be flexible enough to mesh with complex operations. Customers require a substantial business systems partner with global capabilities, proven expertise in the Public Sector and the financial resources to ensure ongoing investment and business longevity. Almost every organization in the world is under immense pressure to squeeze the best possible performance out of its assets, its people, and its processes and that company is Infor.

Figure 47: Infor Services Portfolio



Infor Services offers a full range of business services and a global team of highly experienced service professionals who can connect you to a wealth of Infor development and support resources. Our team can address your greatest challenges and opportunities with wide range of resources including:

- **Advisory Services:** Our Advisory Services resources use their industry expertise and strategic business knowledge to help you incorporate best practices and approach old business models in fresh ways. Our goal is to set the State up for long-term success from the start and partner with you to continually improve and adapt as your business changes.
- **Deployment Services:** The Infor Services team surrounds you with deployment experts who have decades of experience attaining these objectives. From provisioning and system implementation to performance management and tuning, we help you achieve standardized implementations that incorporate best practices, result in a lower cost of ownership, and set you up to be successful for the long haul.

- **Infor Education Services:** Through a combination of classroom and virtual training, end user training, and on-going learning opportunities, the Infor Services team partners with customers to ensure all end users are fully empowered to get maximum value from their Infor solution. Our goal is to make end users' jobs easier and help them operate more efficiently, with the ultimate objective of enabling our customers to better serve their own.
- **Infor Managed Services:** Through our managed services offerings, we can run your systems end-to-end or just provide support for certain aspects of your deployment. We cover all operational services, including service desk, system administration, capacity planning, facility management, service pack/hot fix, maintenance, backup, recovery, and archiving, as well as a full range of services for optimum application performance. We also offer technical services such as customization care and functional application management support.
- **Support Services:** Our award-winning support team provides comprehensive support for companies of all shapes and sizes from day-to-day incident resolution to services such as decision support and system monitoring.

Infor Services and Training Services has some of the most experienced professionals in the software industry. The State benefits from:

- 35+ years of implementation experience in the Public Sector
- 1,200+ Public Sector implementations
- Project Managers certified by the Project Management Institute
- A dedicated and experienced team of consultants
- Proven and exclusive tools and processes in project management, knowledge transfer, documentation and learning

Financial Health

Infor is a leading provider of beautiful business applications specialized by industry and built for the cloud with 17,000+ employees and customers in more than 170 countries and territories. Our FY19 revenues were approximately \$3.2 billion and our adjusted EBITDA was \$849.7 million, or 26.8% of revenues. These metrics demonstrate our customers' and prospects' continuing endorsement of our product strategy and customer-centric approach to support and services. Additional detail can be made available upon notification of shortlist or serious intent to consider.

Infor has been a publicly traded debt filer. While we do not trade stock, financials have been filed and can be accessed at www.sec.gov website.

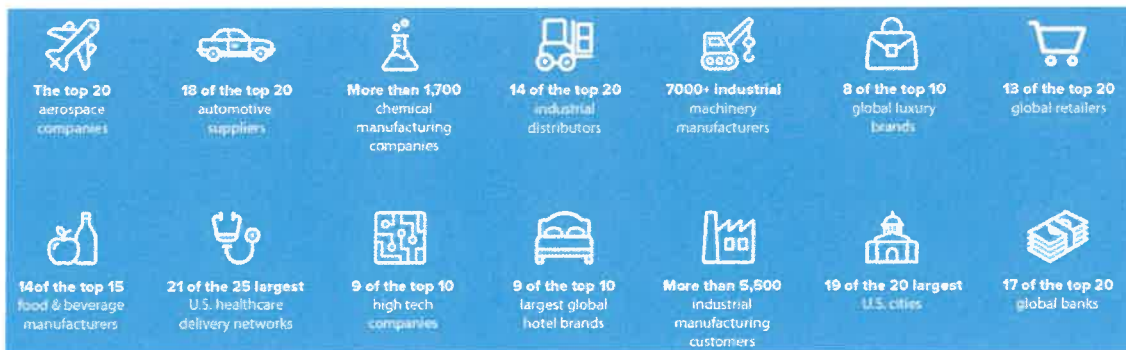
Who we Serve?

Infor offers customers the benefits of a global company with local presence and experience.

Infor is changing what you can expect from an enterprise software provider by delivering, through acquisition and innovation, proven business-specific solutions with experience built in. And that means great things for you:

- Industry experience built in for lower total cost of ownership.
- ROI now, not later.
- A wide choice of solutions to support your business challenges, from a provider with global scale.
- A product strategy to evolve our solutions to meet your needs, at your own pace.

Figure 48: Who We Serve – By-the-Numbers



Infor offers a complete array of products to manage every part of your front office, back office, and supply chain operations. Whatever your role or responsibility, information flows seamlessly and securely across these functions so the information you need is always right at your fingertips.

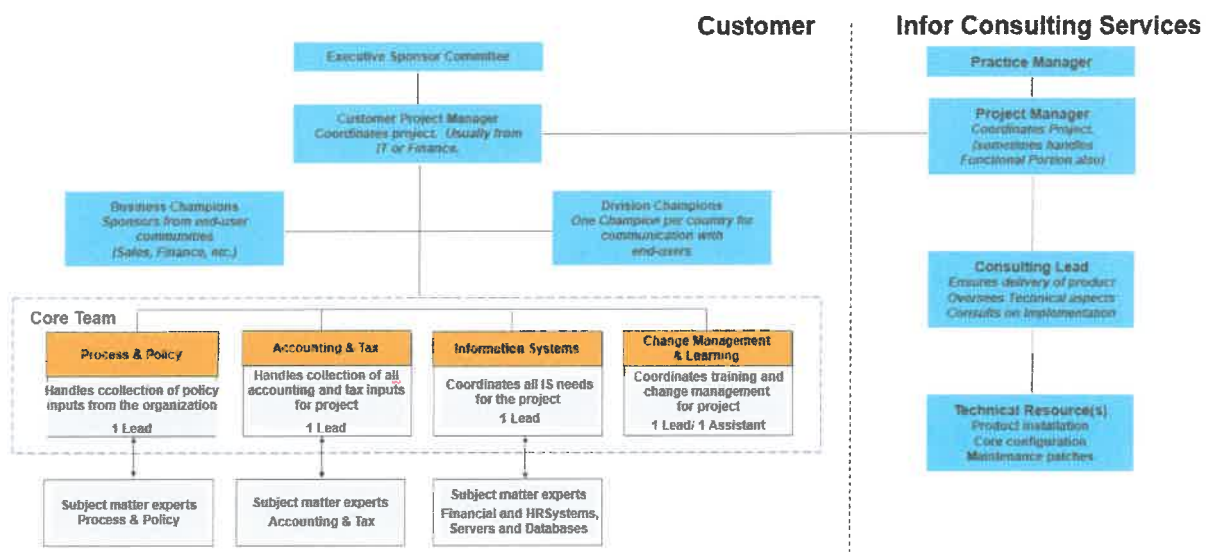
4.3.1. Qualification and Experience Information: Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.

4.3.1.1. Vendor should demonstrate their experience, system capability, and the resources necessary to implement the system

Infor Response: Infor offers a services division that is progressive, well-staffed, and qualified to deliver a successful project through established and effective implementation methodologies, tools, and a core focus on customer satisfaction and knowledge transfer. Our team members offer the broadest support available for Infor's extensive product portfolio: approximately 4,500+ consultants, 1,600+ support professionals, 10.27 average years of experience, 1,200+ go-lives last year.

Infor proposes a staffing model that requires joint participation from both the State and Infor resources. A typical Expense Management implementation requires an Infor Project Manager, Consulting Lead, and Technical Resources.

Figure 49: Representative Staffing Model



In the table below Infor presents a sample set of resources that are representative of the quality of staff that Infor would assign to the State's project. Should Infor be selected to assist the State with their Infor Expense Management implementation, we will provision staff to work on this project approximately 4-6 weeks prior to the start date. Our team of professionals are located across the continental US but will be available to work onsite during their respective pieces of the project, as well as during project scoping and initial setup meetings. Below we have put together a representative team including some of our industry professionals who may be available to work on the project. Some of these individuals may or may not be available when the project begins – and these are a representation of the caliber of professionals we may staff on the team.

Note that we have also provided resumes for each representative candidate in the Appendix section of this response.

Table 3: Sample Project Personnel Overview

Project Role	Project Team Resource
Senior Executive / Project Director	Dileep Sunkara
<p>Mr. Dileep is Global Consulting Practice Manager for Expense Management (XM) product, also plays Project Manager and Solution Architect roles on need basis. He is passionate about providing strong leadership, growing new platform services, and helping multi-national companies on enterprise transformations.</p> <p>Mr. Dileep has more than 23 years of experience in the information technology industry, developing, and implementing a broad range of solutions. Dileep's core expertise is in XM application, Solution Architecture, customizations and integrations. He acts as trusted customer advocate, helping organizations in implementing best business practices for various processes. Dileep showcased his abilities to rapidly understand the big picture, identify resources to address them, and implement best practice solutions required for good return on the client's investment.</p> <p>His proficiency in designing innovative programs, and leading experiments have proven to build customer confidence in doing things in new ways. He has proven track record of partnering with customers, development and product management teams. This helps him to provide flexible and resilient architectures that specifically address problems and leading to the adoption of new services that ultimately drive revenue</p>	
Project Manager	Chris Gray
<p>Mr. Gray is a Project Manager with Infor Global Solutions. He has over 17 years of experience implementing Infor WMS and XM products across various industries, to include Infor Provia WMS, Infor Foursite, and Infor Expense Management. Mr. Gray has experience providing customer facing direct support for solution design, testing, training, and go-live support on all of his projects. Mr. Gray excels in business analysis, application development, and testing management core competencies.</p>	
Project Manager	Cullen Killian
<p>Mr. Killian is a Project Manager with Infor Consulting Services (ICS). He has over 10 years of Infor experience implementing Infor XM and related products across various industries, including Expense Management and integrations with Lawson, CSF, SAP and other ERP solutions. Mr. Killian has experience providing customer facing direct support for solution design, testing, training, and go-live support on all of his projects. Mr. Killian excels in project management, business analysis, application development, and testing management as core competencies.</p>	
Consulting Lead	Girija Kaipu
<p>Mr. Kaipu is a Principal Consultant for XM Practice, where he configures, implements, and customizes the Expense Management (XM) Suite of products to meet client requirements with best-practice methods. His expertise in the XM Suite have positions him well to gather requirements, develop innovative solutions and</p>	

Project Role	Project Team Resource
produce designs that meet and exceed our customer's expectations. His proficiency in implementing the product, training, integrations, and leading experiments have proven to build customer confidence in doing things in new ways.	
Senior Technical Services Consultant	Todd Miller
Mr. Miller is a Senior Technical consultant primarily working with the Expense Management product. He has many years' experience with the technical aspects of the product such as interfacing and user authentication. He also has worked many years with the Infor Provia WMS system. With Mr. Miller's Computer Science and programming background I find that I gravitate towards the more technical topics and like to get my hands dirty.	

Solutions Partner-RETech Enterprises, LLC.

For this engagement, Infor will utilize professionals that have significant CGI experience to create efficient and effective integrations to the Infor Expense Management system. We have partnered with RETech Enterprises whose resources have specifically worked with the CGI solution at West Virginia and know what is needed to make the integrations work. These RETech professionals understand the nuances of the CGI system and data elements and will leverage their knowledge for the required inbound and outbound interfaces to both Finance and HRM. RETech has worked with Infor over the last year to help them understand how the state is required to manage their travel and expenses. As partners, we will work together to develop the right solution to meet the State's needs.

RETech will also be responsible for the Change Management and Training rollout to the State agencies and user community. RETech resources have worked with West Virginia as a project manager for the 3.11 upgrade over the last two (2) years and understands the current issues and potential pitfalls that can occur when implementing a new system. Our training and change methodology will address all users and leadership to ensure a smooth transition to the Infor Expense Management solution.

Table 4: Sample Project Personnel Overview

Project Role	Project Team Resource
Delivery Oversight	Randy Stephenson
<p>Randy is a Project Leader with over 30 years of experience in ERP consulting and proven expertise in Management with over 40 years' experience of increasing responsibility. Randy has provided clients with Business Process Reengineering and Best Practices insight, developed project specific I/T programs to leverage investment dollars through automation, enabled systems providing improved data management, quality, and streamlined procedures. He has been engaged as Program Manager for many projects, directly managing joint client/consultant teams, and responsible to the client's sponsors and management.</p> <p>Randy is presently President for RETech Enterprises, providing oversight and delivering Enterprise Solutions for projects at federal, state, and local government agencies in all areas of engagements including best practice advising, business blueprint development, and managing project staff. Additionally, responsible for delivering project management expertise for all projects, providing client Project Oversight, Quality Assurance, and ensuring resolution of delivery problems and issues – internally within engagement teams – and with clients and other consulting agencies.</p>	
Technical Architect	Sanjeev Musafir
<p>Sanjeev Musafir has more than 22 years of experience as a technical architect and software product development. Before founding Dataview, Sanjeev worked for 17 years at CGI implementing ERP solutions for large public sector clients including the City of New York and the State of West Virginia. Sanjeev has a proven record of success in building and leading software development teams, directing software deployment, managing architecture design and product development.</p>	
Sr. Integration Consultant	Tim Stutes
<p>Mr. Stutes has more than 25 years of experience in the field of information system services. Nearly all his experience has been involved with the team leadership, definition, design, development, and implementation of government software projects relating to ERP Accounting, HRM, and Transportation / Highways. Mr. Stutes has successfully served in technical analysis and development, technical lead, and business analysis roles.</p>	
Integration Consultant /Testing	Kunal Shah
<p>Scrum Master (CSM) certified; PMI-ACP Program Manager with 15+ years of experience in diverse industries including government contracting, state and local government, mortgage, payroll services, and technology. Kunal has</p>	

Project Role	Project Team Resource
commanding knowledge in ERP HR and Financial applications that include payroll, Time and Leave, Benefits Enrolment, Onboarding amongst others.	
Technical Architect Functional	Mo Badre
<p>With more than 19 years in the Information Technology industry, Mo has a wide range of experience in system analysis, design, development, and implementation of both custom and package-based systems for state and local government. For the Past 10 years Mo has focused on implementing and upgrading infoAdvantage from release 3.5 through release 3.9 he has also upgraded SAP Business Objects from version 6.5 to BO XI R2, BO XI R2 to BO XI R3.1. He has supported the infoAdvantage team in upgrading to BO XI R4. His functional experience includes Advantage Financial, Advantage HRM/Payroll, Advantage Budgeting, and infoAdvantage. His technical experience includes application development, application architecture, Data Integration, Data Warehouse, and Business Intelligence. Mo has experience with Oracle, DB2, SQL Server, .Net, SAP BI Tools, COBOL, C++, MS Office, MS BI Tools, Windows, and UNIX</p>	

4.3.1.2. Vendor should have a proven track record of implementing similar systems for other government organizations or companies of similar size.

Infor Response: Infor has 300+ expense management customers with over 3.5 Million users of the system that span the various industries we serve. Our customers range from very large financial institutions and financial service organizations, like Raymond James, to large hospitals and large manufacturing organizations to state and local government customers, like State of Idaho. We have included a Case Study on how expense management helped improved Raymond James' efficiency in the Appendix. Below is a small sample of reference customers that are similar to size and scope of West Virginia.

St. Luke's Health System:

St. Luke's is a not-for-profit, Idaho-based health system with seven (7) hospitals in the State. They have over 100 clinics, 918 licensed beds, 2,100+ physicians, approximately 14,000 employees, Idaho's largest employer, and have more than 2.5 million outpatient visits each year. St. Luke's has been a long time Infor customer for financials, supply chain, HCM, and expense management.

Before St. Luke's implemented the Infor Expense Management solution, they had no reporting visibility of spend, untimely expense reimbursements, intensive data entry, and manual approvals and validation of expenses. It was taking 30 minutes to process each expense report and would take over two weeks from the creation of the expense report through the approval process. They process over 520 employee expense reports weekly and have \$6.4 Million in annual employee expense reimbursements.

Since implementing Infor Expense Management, St. Luke's has seen a significant reduction in turnaround time for reimbursements, a decrease in direct billing, improved employee satisfaction with new corporate credit cards, enhanced employee expense policy, redefined daily end to end process, and improved employee accountability and ownership of the process.

Contact Information:

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Sr. Manager, IHT Business Services
208-493-2349
parkinsk@slhs.org



Response Reference

Nuvance Health (formally Western Connecticut Health Network):

Nuvance Health is a not-for-profit health system in New York and Connecticut. They employ 2,600 doctors and 12,000 professional staff and serve about 1.5 Million residents. Nuvance Health has been a long time Infor customer for financials, supply chain, Infor Risk & Compliance, Birst, Enterprise Asset Management, Learning Management, Talent Science, Cloverleaf, and Expense Management.

Contact Information:

Scott McMellon
Manager, IT Business Systems
203-739-6277
Scott.McMellon@nuvancehealth.org

Lawrence Livermore National Labs:

Lawrence Livermore National Labs (LLNL) is a federal research facility founded by the University of California, Berkeley in 1952. Their primary responsibility is to ensure the safety, security, and reliability of the nation's nuclear weapons through the application of advanced science, engineering, and technology. LLNL has over 11,600 number of expense management users. They have been a long time Infor customer for Enterprise Asset Management and have been using Expense Management since the late 1990's. LLNL has been consistently upgrading the software every 2-3 years to take advantage of new functionality.

Contact Information:

Joe Silva
Computer Scientist
925-422-1100
Silva29@llnl.gov

York Region Ontario:

The Regional Municipality of York, also called York Region, stretches north from Toronto to Lake Simcoe and includes many hectares of protected Greenbelt. York Region consists of nine municipalities that serve a population of over 1.11 Million. York Region went live on expense management in February 2019. They chose to implement Infor Expense Management for better financial control and end user experience. They integrated their US Bank PCard process into Infor Expense Management and their purchasing transactions are processed and approved through Infor Expense Management. York will also be using the mobile expense management functionality. The mobile app will allow for significant gains in expense entry and document approvals for York "on the go" managers.

Contact Information:

Anabela Cordeiro
Project Manager of Infor Expense Management Implementation
1-877-464-9675 ext.71936
Anabela.Cordeiro@York.ca

Lincoln Public Schools:

Lincoln Public Schools (LPS) is the second largest public-school district in Nebraska with almost 8,000 employees. They serve over 42,000 students in more than 60 schools and programs. LPS has been an Infor customer for over 4 years for financials, supply chain, HCM, Workforce Management, and Expense Management.

Contact Information:

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Accounting Manager
402-436-1762
Jberens@lps.org

4.4. Oral Presentations

4.4. Oral Presentations: *Oral presentations of all Vendors participating in the RFP process are required. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:*

Materials and Information Requested at Oral Presentation:

4.4.1. *Vendor should provide a seamless, end-to-end demonstration of the solution utilizing the application in real-time. Vendor should not rely on a PowerPoint type presentation but rather an example of a real working solution to demonstrate the capabilities and functionalities requested. Each item under Section 4.2.1 should be thoroughly demonstrated within the presentation.*

Infor Response: Infor had read and acknowledges this requirement.

4.4.2. *Each item in Section 4.2.2 must be demonstrated and/or outlined in detail within the presentation. PowerPoint or other types of presentations are acceptable for providing information not directly related to the functionality of the solution such as training plans or Vendor qualifications.*

Infor Response: Infor had read and acknowledges this requirement.

4.4.3. *If Vendor is proposing a Booking Tool as part of the RFP, at a minimum, the following items should be demonstrated: Profile Population and User ID Determination; Proxy, Administrator, and Policy assignment and access levels; Reporting and analysis capabilities; Tracking capabilities for unused tickets; Unique features such as branding; Integration of trip pre-authorization in expense tool; Itinerary shopping capabilities without requiring an actual purchase; Travel authorizations creation from an itinerary; Submission of additional expenses for approval; Purchase of itinerary items upon approval.*

Infor Response: Infor had read and acknowledges this requirement.



4.4.4. Each oral presentation will be followed by a 60 minute question and answer period. Questions may be asked by the committee based on the information presented in the RFP response or the Oral Presentation for clarification purposes only. No new information may be requested or presented.

Infor Response: Infor had read and acknowledges this requirement.

Appendix - Referenced Attachments

Appendix 1: Infor Expense Management Brochure

Provided below.





Infor Expense Management

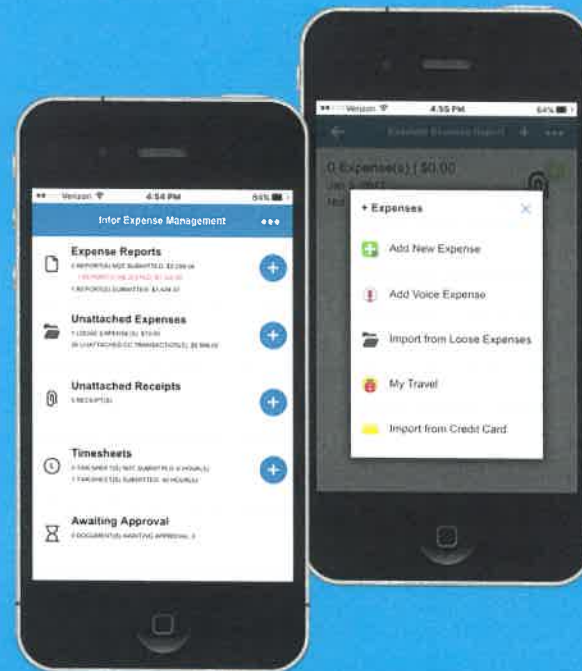


infor.com/xm

Get work done wherever you are

Infor® Expense Management is the most flexible and configurable travel and entertainment (T&E) expense management solution on the market. It's easy to maintain, efficient to use, and supports mobile usage and social collaboration. Available for deployment in the cloud or on-premise, Infor Expense Management helps eliminate manual processes—and the headaches and mistakes that go along with them.

Infor Expense Management is a suite of four integrated applications (Expense Reports, Travel Plans, Payment Requests, and Timesheets) that can be used either individually or in any combination. With seamless integration between Infor Expense Management and your other Infor applications, you get a consumer-grade experience—built for enterprise users.



Automate expense-related processes

Infor Expense Management allows even complex, multinational organizations to automate expense-related business processes and enforce policy compliance, reducing associated administrative costs and decreasing the opportunity for accidental error and intentional fraud.

Deliver application performance and reliability

Because Infor Expense Management is hosted on the state-of-the-art Amazon Web Services (AWS) cloud infrastructure, you get world-class network performance, rock-solid reliability, and complete security. With continuous backup, complete disaster recovery features, and numerous Internet backbones, Infor Expense Management delivers unbeatable application performance and security.

Think globally, act locally

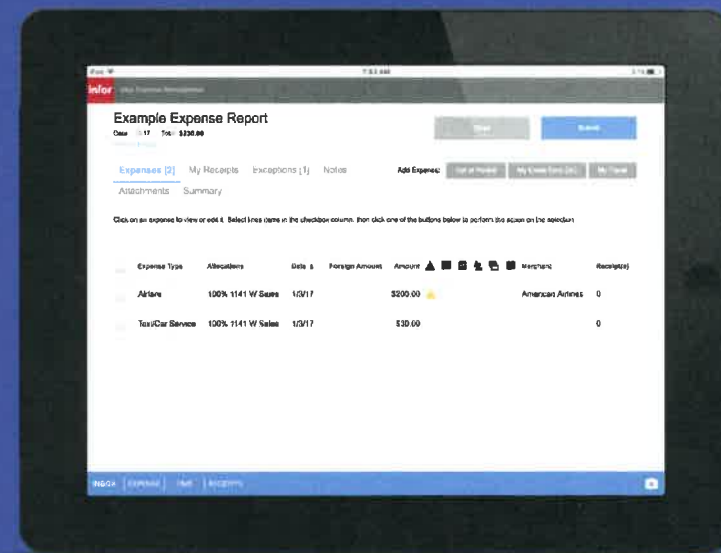
With Infor Expense Management, you can implement instantaneous global updates to policies and processes to support continuous improvement, while simultaneously managing local policies and statutory requirements. Companies like yours also use it to capture information for analysis and benchmarking, identifying spending patterns that can be used to negotiate savings with vendors.



Visit [Infor Expense Management](#) to learn more >

Manage employee-initiated expenses

Infor Expense Management offers unique and insightful capabilities for spending control, reporting, and analysis. You can actively manage employee-initiated expenses while on the go, thanks to mobile capabilities and cloud deployment, and reduce those costs without impeding your business. Whether your organization has one location, or it's a complex, multinational operation, you can automate expense-related business processes with social collaboration tools, enforce policy compliance, cut administrative costs, and reduce the risk of accidental errors and intentional fraud.



With Infor Expense management, you can:

Streamline the reporting process

Employee-initiated expenses can represent the second largest corporate expense outside of payroll. To help increase employee participation—and help organizations collect more complete, timely, and accurate expense information—Infor Expense Management features a modern and beautiful user-experience design that streamlines all phases of the expense reporting process. As a result, you'll be able to improve the way you track, analyze, and control employee-initiated expenditures to realize important opportunities for cost savings.

Act quickly on alerts

Infor Expense Management incorporates alerts and automatic analysis capabilities to help nip policy violations in the bud and uncover hidden opportunities for savings. The system alerts employees to violations as they enter data, allowing them to provide explanations or make corrections before submitting plans or expenses. It also alerts reviewers and obtains necessary approvals.

Maintain security

Companies subject to the Sarbanes-Oxley Act of 2002 can't afford to let large costs go uncontrolled or risk a major security breach or performance failure. Infor Expense Management has obtained clean SSAE 16 (formerly SAS 70) reports every year since 2004, which satisfies adherence to the most stringent Sarbanes-Oxley requirements.

Remain in compliance

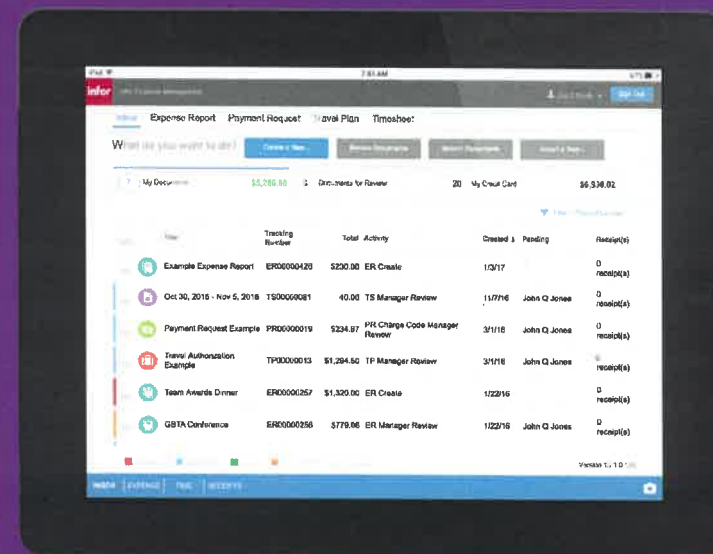
Compliance needs change by country and region. Infor Expense Management can help you maintain compliance with the Bribery Act 2010 in the UK, as well as the Transparency Reports and Reporting of Physician Ownership or Investment Interests section of the Patient Protection and Affordable Care Act (ACA), commonly referred to as the "Sunshine Act." You also get PCI compliance so you can protect sensitive employee credit card data and meet PCI DSS standard, as well as tools to maintain ISO and SOC 1 compliance.



Visit [Infor Expense Management](#) to learn more >

Infor Expense Management: Modular by design

Infor Expense Management provides the ultimate flexibility. You can choose the modules you need and use them individually or in any desired combination. You get a single, fully automated system for managing travel and entertainment expenses, employee-initiated purchases, and employee time capture. You can deploy on-premise or in the cloud, and purchase modules in any combination, at any time. The modules also work together with other Infor applications.



Key capabilities:

Expense Reports

- Create and manage expense reports whenever and wherever it's convenient, whether they're on a laptop, desktop, mobile device, or tablet, including Apple iPhone®, Android™, and Windows® Phone.

Travel Plans

- Enforce corporate travel policies before spending occurs by verifying compliance as employees make travel plans and create a fast, easy approval process.

Payment Requests

- Effectively track and accurately allocate employee purchases that are made immediately and that often bypass requisition and order processes.

Timesheets

- Streamline and simplify the creation of timesheets and improve accuracy by letting employees report project hours and general work/absence hours in a fraction of the time it takes with paper-based methods.



Visit [Infor Expense Management](#) to learn more >

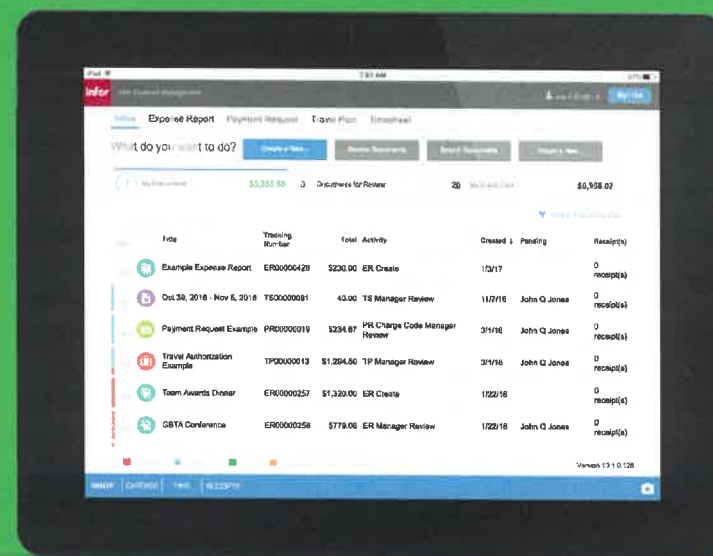
Remove the frustration and risk from travel and entertainment (T&E) expense management

With a centralized platform for employee communication and collaboration across the enterprise, Infor Expense Management lets you interact with colleagues in ways you never imagined possible. You'll be able to take control of your T&E and related needs with:

- **T&E budget controls**—Import cost center or project-related budget figures into Infor Expense Management and monitor accruals against budgets, so that you can avoid getting surprised by unexpected spending.
- **Online booking integration framework**—Automatically and easily create expense transactions with the Deem Work Force online booking solution, seamlessly integrated with Infor Expense Management.
- **Digital receipt management**—Scan and fax receipts to help substantiate expense reports and payment requests. You can also email receipts, store them, and send them as attachments—from a desktop or mobile device.
- **Standard credit card feeds**—Process standard feeds from American Express®, MasterCard®, Visa®, and Diners Club® to automatically populate expense reports with credit card transaction details.
- **Electronic payment processing**—Enable electronic payment for out-of-pocket expenses to a user's preferred bank account or credit card. Pay after submission, after approval, after receipts are received, or after the audit is completed.
- **Global functionality**—Support global compatibility with modules available in English, Swedish, Italian, German, French, Slovak, Russian, Danish, Finnish, Norwegian, Spanish, Brazilian Portuguese, Japanese, Thai, Korean, Polish, Dutch, Traditional Chinese, and Simplified Chinese. You can also support transactions in multiple currencies and manage international taxation issues.
- **Mobility**—Whether it's desktop or mobile, users can access Infor's expense management solutions from the platform they prefer. Create and approve expense reports on your mobile device or tablet with Infor Expense Management for mobile web; or for business travel, use Infor Expense for iOS, a consumer-grade native application with receipt photo capture, offline functionality, currency conversion, and auto-population for faster, easier expenses on the go.
- **Back-office integration tools**—Provide a standard means for importing information such as cost centers, employees, hierarchies, remittance information, vendors, and GL codes from Infor or non-Infor backend systems to Infor Expense Management. You also can export data, such as approved expenses or invoices for payment.
- **Infor Reporting**—Get out-of-the box management and auditor reports, as well as reports you can create and modify, so you can get insights into your travel spending and negotiate rates with vendors.
- **Policy controls**—Consistently enforce all travel and audit policies by alerting employees to policy violations as they enter data and allowing them to provide explanations or make corrections before submitting plans or expenses.

Expense Reports

You can dramatically reduce the hassle, time, and cost of creating, approving, and processing expense reports by replacing paper-based tasks with the automated Infor Expense Management Expense Reports. Your users get an interface reminiscent of today's mobile banking apps, which makes it easy for them to scan and upload receipts and other expense-related documents via mobile device or desktop system. This gives them speed, convenience, and choice—anytime, anywhere.



Key benefits:

A core component of Infor Expense Management, Expense Reports gives you powerful control over reporting employee spending. This sophisticated reporting service gives you the visibility you need to take control of these costs and identify opportunities for improvement. Even better, you can adjust and update business rules, configurations, and policies on your own, as your needs require. With Infor Expense Management Expense Reports, you can:

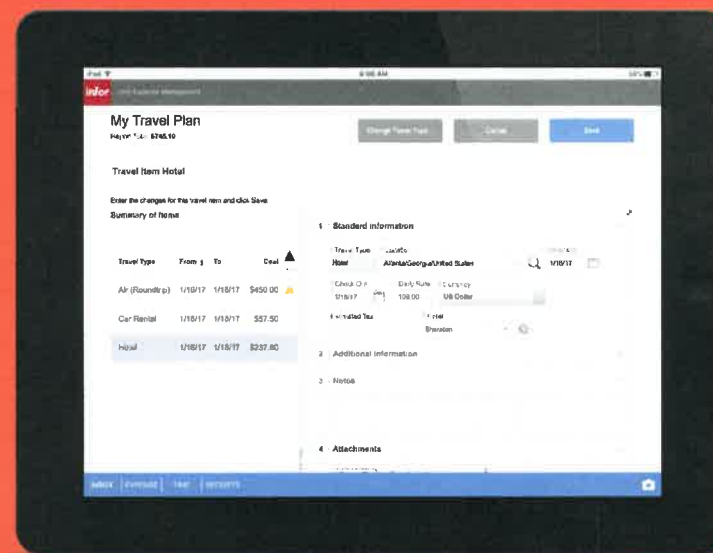
- Reduce the time and cost of creating, approving, and processing expense reports by replacing paper-based tasks with an automated system.
- Improve how your employees work by populating expense reports with detailed hotel information, airline ticket data, and car rental information directly from credit card feeds. You'll save time and cut costs.
- Prepare for future business needs with the flexibility to adjust and update business rules, configurations, and policies on your own, as your needs change. Avoid having to re-implement or change your policies to meet the software.
- Adjust and update business rules, configurations, and policies on your own, as your needs change. Reduce the risk of accidental errors and intentional fraud.
- Increase savings through effective vendor negotiation and rebate usage.
- Increase efficiency by effectively identifying domestic and non-domestic VAT and reclaim higher amounts of foreign taxes.



Visit [Infor Expense Management](#) to learn more >

Travel Plans

With Infor Expense Management Travel Plans, you'll be able to automate the entire travel experience—from pre-trip planning to post-trip reimbursement. Minimizing travel costs, enforcing travel policies, and eliminating unnecessary travel means continually implementing new processes—checks and balances that help influence travel policy compliance. By taking control of these processes, you can reduce the stress and hassle of making travel plans.



Key benefits:

Infor Expense Management Travel Plans helps you capture a wealth of corporate and employee data with far more detail than you'll find in most financial systems of record. By using this important information, you can spot trends that will allow your company to:

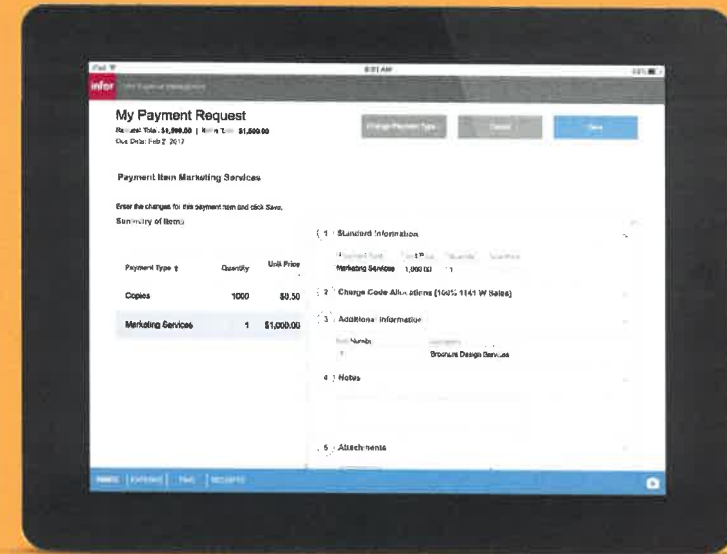
- Control travel that's either unnecessary or needlessly expensive by staying compliant with travel policies.
- Enforce your corporate travel policy before spending occurs, thanks to system-verified compliance alerts.
- Make better approval decisions and help your employees make smarter spending choices with better insights into the travel planning process.



Visit [Infor Expense Management](#) to learn more >

Payment Requests

Infor Expense Management Payment Requests automates the slow and often cumbersome employee-initiated process of requesting vendor payments. You can track non-PO purchases centrally, make more timely payments, and realize considerable cost savings by reducing the workload placed on your accounts payable personnel. Even better, you can accelerate the approval process with a workflow that allows managers to review requests, resolve any purchasing violations, and approve those requests in minutes. That way you can keep your vendors happy by paying them faster.



Key benefits:

As key module of Infor Expense Management, Payment Requests captures all the information you need to automate payment processing—with seamless integration to your other Infor applications. Infor Expense Management Payment Requests is perfectly suited for companies with manual payment request processes, no purchase order (PO) process, or a tedious PO process that often jeopardizes timely payments. With Infor Expense Management Payment Requests, you can:

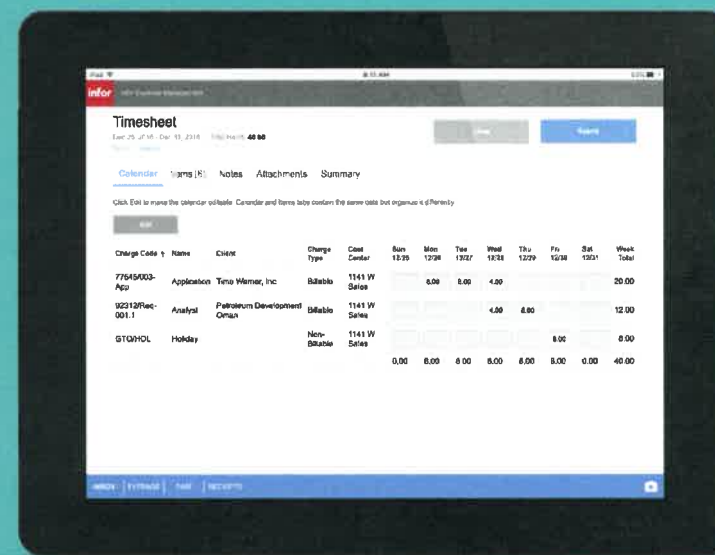
- Effectively track and accurately allocate employee purchases that are made immediately and that often bypass requisition and order processes.
- Enforce your corporate travel policy before spending occurs with system-verified compliance alerts.
- Make better approval decisions and help employees make smarter spending choices.



Visit [Infor Expense Management](#) to learn more >

Timesheets

Accurately recording employee time is vital for timely customer billing and effective project management. Yet, what should be a simple function is typically manual, time-consuming, error-prone, and difficult to manage. Infor Expense Management Timesheets delivers powerful time-tracking capabilities, so you can avoid manual, time-consuming, and error-prone tasks. You can reduce the hassle, time, and cost of entering and processing employee time and attendance. Best of all, Infor Expense Management Timesheets uses innovative workflow business rules, so it works alongside your company's business policies.



Key benefits:

Because Infor Expense Management Timesheets automates time capture and approval, it can help drive cost savings, efficiencies, and higher employee productivity for companies of all sizes. When you integrate Infor Expense Management Timesheets with Infor Expense Management Expense Reports and Infor Expense Management Payment Requests, you gain a complete time and expense management solution. With Infor Expense Management Timesheets, you can:

- Create automated and accurate timesheets in a fraction of the time it takes with paper-based methods.
- Automate time capture for all of your employees, so you can support salaried and hourly employees on the same system. Timesheets also serves as an ideal time-tracking solution for departments such as engineering and IT, which share their services across the organization.
- Monitor company policy to ensure a timesheet is correct before it is sent for approval. Then, route it to the appropriate manager, who can review and approve via their desktop or mobile device.
- Enjoy faster processing times and fewer errors, which can lead to more efficient customer billing cycles and a reduction in days sales outstanding.



Visit [Infor Expense Management](#) to learn more >

Speed up implementation

With Infor Expense Management, not only do you get the most flexible and configurable travel and entertainment (T&E) expense management solution on the market, but you also get the tools to ensure that your implementation goes quickly and smoothly. To help you get the most out of your solution, Infor builds and implements software based on decades of industry-specific experience and first-hand knowledge of what makes a company.

Infor Implementation Accelerator for Infor Expense Management embodies that experience by providing highly focused, pre-built content you can use to rapidly create a solid expense reporting solution. It also delivers a variety of outputs, including common application business processes and other supporting material, to help you monitor your corporate expenses. As a result, you get:

- **Accelerated implementation**—By populating the solution to support a significant number of core configurations and processes, Infor Implementation Accelerator is robust, yet flexible enough to adapt to your unique needs.
- **Industry best practice processes**—Infor Implementation Accelerator is based on the experience Infor Consulting resources has gained from dozens of successful implementations.
- **Reduced implementation risk and stress for employees**—Infor Deployment Methodology refines your preconfigured solution proposal step by step, so that fewer personnel need to be involved in developing the project scope and implementing the solution. Instead, you can focus on helping your users become proficient in your Infor Expense Management applications.
- **A foundation for future success**—Infor Implementation Accelerator is ideal for companies that want to implement Infor Expense Management rapidly and easily, but envision growth ahead and need long-term scalability and continuous improvement.
- **Lower overall total cost of ownership**—With Infor Implementation Accelerator, your Infor Expense Management software can be less costly, less risky, and deliver faster time to benefit.

With Infor Implementation Accelerator for Infor Expense Management, you get the functionality you need to get up and running quickly. Best of all, you can customize the solution so it works best for your users—and your business.

[Learn more about Infor
Implementation Accelerators](#)



Make T&E management easier for your employees and managers

With Infor Expense Management, you'll be able to:

- Improve employee compliance with spending policies.
- Increase savings through effective vendor negotiation and rebate usage.
- Reduce unnecessary travel and purchases.
- Cut down on labor required to process documents and administrative costs.
- Reduce manager time spent on approvals.
- Increase the accuracy of time billed to clients and paid time off due employees.
- Increase efficiency by effectively identifying domestic and non-domestic VAT and reclaim higher amounts of foreign taxes.
- Save time on travel planning, expense reporting, time capture, and purchasing of goods and services.

Get the maximum value from your spending

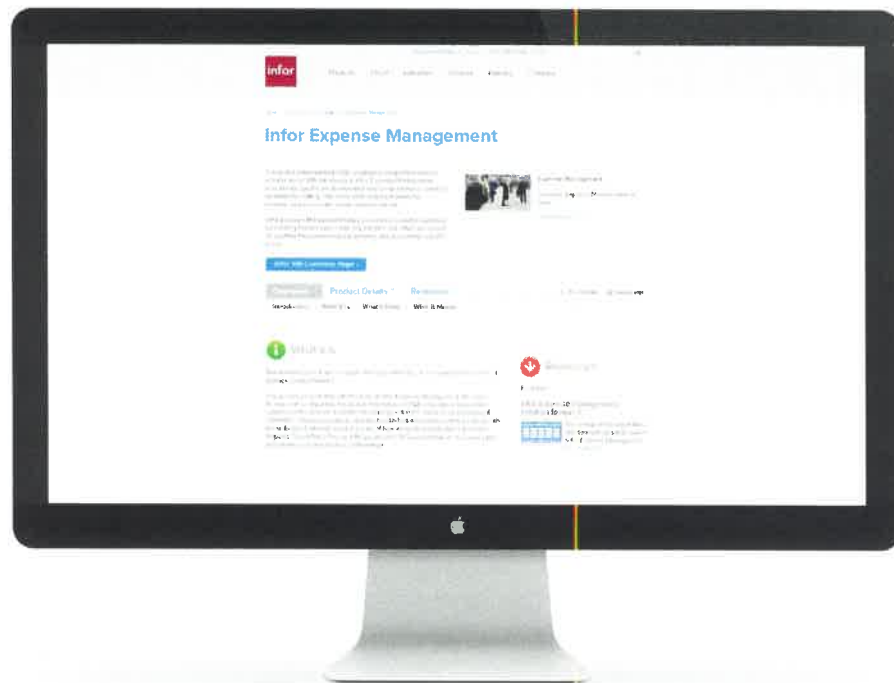
Infor Expense Management gives you unmatched power to manage, process, and control your employee-initiated spending. As a result, you'll be able to identify how that spending contributes to your business goals and ensure that you get maximum value from future spending.

Your employees get a system that is easy to use, while you can take advantage of one the biggest, and most often overlooked, opportunities for cost reduction that exists today—the hidden costs in the T&E expense management process.

[Learn more about Infor Expense Management](#)



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About Infor

Infor builds business software for specific industries in the cloud. With 16,500 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.

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INFOR CORPORATION

Appendix 2: Case Study

Please see the Raymond James Case Study on the following pages.



Customer Profile

Raymond James halves reporting cycle with Infor Expense Management



Facts at a glance

Product: Infor Expense Management

Industry: Financial Services

Country: USA

"Infor Expense Management helped us cut an amazingly large portion of our corporate spending on travel."

**—Elizabeth Eriksen,
Assistant VP, Accounting,
Raymond James & Associates**

About the company

Raymond James Financial (NYSE-RJF) is a Florida-based diversified holding company providing financial services to individuals, corporations, and municipalities through its subsidiary companies. Its three wholly owned broker/dealers (Raymond James & Associates, Raymond James Financial Services, and Raymond James Ltd.) and Raymond James Investment Services Limited, a majority-owned independent contractor subsidiary in the UK, have more than 4,900 financial advisors serving approximately 1.8 million accounts in more than 2,200 locations throughout the US, Canada, and overseas. To learn more, visit [www. http://www.raymondjames.com/](http://www.raymondjames.com/).

Setting the strategy

After a careful evaluation of its expense reporting process, Raymond James realized that significant improvements could be made to gain productivity savings as well as comply with company travel and entertainment (T&E) policies and changing auditing rules. Facts gathered during the evaluation were that its corporate T&E policies were inconsistent, varying by division. Also, multiple approval levels were required, hotel contracts were negotiated by property instead of chain, and travelers and managers were both unaware of the limits. In addition, item entries as well as routing and management approvals were performed manually.

The company realized it needed to control the cost of T&E operations and administration, enforce compliance with T&E policies, eliminate errors in T&E information, effectively communicate travel policies, and streamline the lengthy reimbursement cycles.

As a priority, Raymond James began looking at technology to automate the expense management process. Elizabeth Eriksen, assistant vice president, Accounting, explains, "We learned that lack of compliance with T&E policies and error-prone manual processes account for a large amount of corporate spending, and automation was the first important step in order to save costs."

Getting business specific

A thorough search of expense management applications led Raymond James to select Infor™ Expense Management. By implementing Expense Management's Travel Plans and Expense Reports modules, Raymond James determined that the solutions' comprehensive features addressed all the company's areas of immediate concern. Both modules provide real-time policy notification, alerting employees to violations as they enter data and allowing them to explain or correct before submitting plans or expenses.

The applications also enable a configurable workflow to alert reviewers, obtain needed approvals, and trigger events such as the issuance of plane tickets or expense reimbursement. Business intelligence tools also work to analyze the solution's database and search for savings opportunities.

"Infor's solutions also accommodate country-specific per diem rates, local taxation requirements, variable VAT rates, and mileage rates," Eriksen adds. "We could visualize the whole expense management process becoming tremendously streamlined and more accurate."

Seeing results

One of the major advantages of Infor Expense Management is access on demand anywhere. The web-based modules support multiple languages and currencies, work with all international date and currency formats, and enable application of rules and policies specific to independent divisions or geographic locations. Says Eriksen, "Built-in features such as streamlined administrative tasks, which allow updates to and enforcement of policies to take effect immediately, give us real-time information that enables us to make timely business decisions and increase management control."

The Travel Plans module also gathers corporate and employee data in more detail than most financial systems, allowing companies to spot trends and gain better negotiated savings with vendors, plan travel more effectively, and eliminate unnecessary trips.

Expense Reports allows employees to populate their reports with corporate credit card feeds and drop-down menus, reducing potential errors in manual entries. When the report is submitted, the reviewer, who is immediately alerted by email, can evaluate both the report and the attached receipts without opening the application. "Infor's applications integrate with our financial systems," notes Eriksen, "feeding from HR and to and from the accounts payable system and GL as well as proprietary systems, so no further data is required once the report is approved."

Reimbursement is paid through Accounts Payable, which feeds information back to Expense Reports. "Expense Management has enabled us to cut our reporting and reimbursement cycle almost in half, and we can easily expand the business without increasing processing costs," Eriksen adds.

Compliance was another area that Raymond James wanted to improve. With Expense Reports, the company could provide data to the internal compliance department, members of the audit committee, external auditors, and regulatory bodies such as the New York Stock Exchange, National Association of Securities Dealers, and the Securities and Exchange Commission. "The audit capabilities of Infor's application were so impressive," says Eriksen, "that our internal compliance staff requested the same system for vendor disbursement requests. We then implemented Expense Management's Payment Requests module."

When Raymond James saw how efficient and effective its expense management process became using Infor's applications, it went a step further in streamlining. "We now use ImageTag® [an Infor partner product] to enable digital receipt filing through faxed receipts. Not only have we eliminated the cost of wasted employee time and effort organizing and matching paper receipts with reports and holding up approvals because of missing receipts, but also the cost of office paper storage and filing and the postage and mailing of receipts."

At the same time that the company implemented the Infor solutions, it disseminated consistent travel policy information to all its divisions and encouraged or mandated the use of the corporate credit card. The company also improved its process of monitoring for financial risk and fraud according to Financial Accounting Standards Board and Sarbanes-Oxley regulations.

Doing business better

As Raymond James continues its march toward process efficiency improvement, it relies on technology and the recommendations of respected industry analysts. "Selection of the solution to automate our expense management process proved instrumental to our overwhelming success," declares Eriksen. "Infor Expense Management helped us cut an amazingly large portion of our corporate spending on travel. We firmly believe Infor has the stability and long-term solutions to support our goals now and in the years to come."



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About Infor

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

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INF1279932-1295611-EN-US-0113-1

Appendix 3: Sample Resumes

Below, Infor presents a sample set of resumes that are representative of the quality of staff that Infor would assign to the State's project. Should Infor be selected to assist the State with their Infor Expense Management implementation, we will provision staff to work on this project approximately 4-6 weeks prior to the start date. Our team of professionals are located across the continental US but will be available to work onsite during their respective pieces of the project, as well as during project scoping and initial setup meetings. Below we have put together a representative team including some of our industry professionals who may be available to work on the project. Some of these individuals may or may not be available when the project begins – and these are a representation of the caliber of professionals we may staff on the team.



Profile

Mr. Dileep is Global Consulting Practice Manager for Expense Management (XM) product, also plays Project Manager and Solution Architect roles on need basis. He is passionate about providing strong leadership, growing new platform services, and helping multi-national companies on enterprise transformations. Mr. Dileep has more than 23 years of experience in the information technology industry, developing and implementing a broad range of solutions.

Dileep's core expertise is in XM application, Solution Architecture, customizations and integrations. He acts as trusted customer advocate, helping organizations in implementing best business practices for various processes. Dileep showcased his abilities to rapidly understand the big picture, identify resources to address them, and implement best practice solutions required for good return on the client's investment.

His proficiency in designing innovative programs, and leading experiments have proven to build customer confidence in doing things in new ways. He has proven track record of partnering with customers, development and product management teams. This helps him to provide flexible and resilient architectures that specifically address problems and leading to the adoption of new services that ultimately drive revenue



Industry knowledge

INDUSTRY: **Financial Services**

VALUE ADD: **Complex XM Deployment**

- Infor XM deployment in Cloud for one of the Top#5 banks in US, for 80,000 user base. Dileep handled the project as Project manager and functional lead. With his strong project management and functional skills, he was able to direct, manage the configuration phase, testing and take it through a successful go live. This single XM deployment replaced 8 different (T&E) deployments being used by customer. Customer benefitted from reducing travel and expense costs, lower cycle times and improved visibility into the overall process.

INDUSTRY: **Management Consulting**

VALUE ADD: **Trusted Advisor, Project Manager**

- Directed and gave solution guidance to quite a few customers in the Management Consulting vertical. Managed team of Infor and customer professionals in implementing XM modules, upgrading to latest release, provide custom solutions as required. These projects were successful and Mr. Sunkara was able to retain these customers as Infor references.

INDUSTRY: **Healthcare**

VALUE ADD: **XM v8.3 implementation**

- Mr. Sunkara led the XM Expense Reports and Payment Requests module implementation at a large healthcare client. Customer was first to adopt Infor's pre-built P2P integration between XM and Lawson v10 applications. This required close interaction with both XM / Lawson development teams to address many first-time concerns, triage items, and develop new features to meet client requirements. Customer went live successfully, and became referenceable. After 3 years, Mr. Sunkara handled the upgrade project for same

Certifications

- Infor Deployment Methodologies (IDM)
- Consulting Excellence
- Baan IV
- PeopleSoft Manufacturing
- Oracle DB

Skills

Infor applications

- Expense Management (XM)
- Baan IV
- LN ERP
- Approva / Infor Risk & Compliance
- Infor Reporting
- Integration to Infor Financial/ERP Products
- Online Booking Integration - XM

Other non-Infor applications

- Oracle

client, through pre-sales, migration, and post go-live activities.

INDUSTRY: Public Sector

VALUE ADD: XM 8.0 Implementation, XM 10.0.x & 10.2.x Upgrades

- Managed the upgrade of on-premises deployed version 8.0 of XM into the latest 10.0.2 version. After few years, again into latest 10.2.x. Customer uses ER, TP and PR modules of XM suite. Mr. Sunkara acted as the Project Manager and Solution architect, including the business development side of the opportunity. Responsible for assisting with project planning, solution development, resource management, and full execution of the project. The project was delivered on time with very few issues.
- Mr. Sunkara is maintaining trusted partner relationship with this account from past 10 years. Previously handled various projects for this account in various roles like Solution Architect, Functional consultant, and Tech Lead. Handled customer's previous migration to 8.0 release, Travel Plan implementation, and development of various customizations to suit customer specific requirements.

INDUSTRY: Medical Devices

VALUE ADD: XM 8.3 Implementation, HCP integration, XM 10.0 Upgrade

- Mr. Sunkara led the XM Expense Reports implementation at a large Medical Devices & Consumables client. Customer was one of the first to adopt Infor's Cloud XM product, various partner integrations. This resulted in conversations with XM and partner development teams to address client requirements. Customer went live successfully and became referenceable. Developed and deployed solution to integrate on-premises HCP solution with Cloud XM solution. Later Mr. Sunkara handled the upgrade project through pre-sales, migration, and post go-live activities.

INDUSTRY: Manufacturing

VALUE ADD: Global Deployment, Expanding Foot Print, Upgrade

- The project involved upgrading version 8.1 of XM into current Cloud enabled version 10.0.2 hosted in AWS. Mr. Sunkara played pre-sales, project manager and solution architect roles in the project. The project was delivered on time, with very few user issues, and well within the allocated budget.
- Mr. Sunkara acts as trusted partner for this account. Handled various country specific deployments and migration projects for this client during past 8 years.

- PeopleSoft
- Cognos Reporting

Programming languages

- Java, J2EE, XML
- Cobol
- JavaScript
- SQL, PL/SQL
- BaaN Tools

Education

- Bachelor of Technology (BS) - Mechanical Engineering
- Master of Technology (MS) – Computer Integrated Manufacturing

Secondary Language

- Telugu



Cullen Killian

ICS Project Manager

Profile

Mr. Killian is a Project Manager with Infor Consulting Services (ICS). He has over 10 years of Infor experience implementing Infor XM and related products across various industries, including Expense Management and integrations with Lawson, CSF, SAP and other ERP solutions. Mr. Killian has experience providing customer facing direct support for solution design, testing, training, and go-live support on all of his projects. Mr. Killian excels in project management, business analysis, application development, and testing management as core competencies.

Industry knowledge

INDUSTRY: **Financial Services**

VALUE ADD: **Expense and Travel Management**

- Led and participated in requirements sessions with multiple business and IT groups at two major U.S. banks for the implementation of XM in the U.S. and internationally. Directed and managed configuration phase, testing and go-live planning and deployment.

INDUSTRY: **Public Sector**

- Authored several XM requirement documents for the implementation of XM for several U.S. government agencies and departments. Also, managed the XM implementation for the WAG Australian government entity. Managed and directed requirements gathering, configuration, testing, and implementation. Projects were successful and stayed within budget.

INDUSTRY: **Healthcare**

- Mr. Killian has successfully managed XM implementations and upgrades for several U.S. healthcare customers over the past several years. These projects had a large Lawson ERP component and involved the coordination of multiple Infor and customer teams from different Infor product lines to make these projects a success.

INDUSTRY: **Management Consulting**

- Directed and gave solution guidance to customers in the Management Consulting vertical. Managed team of Infor and customer professionals in upgrading these XM customers. These projects were successful and Mr. Killian was able to retain these and other customer as Infor references.
- The above is a sampling of a few of many successful XM implementations and upgrades managed by Mr. Killian.

Certifications

- Infor Deployment Methodologies
- IBM Project Management SDLC
- PMP, Project Management Institute, Certification in Process

Skills

Infor applications

- Expense Manager (XM) Suite
- XM Integration to other Infor Products (e.g. CSF)
- Infor Reporting - Trainer
- Online Booking Integration - XM

Other non-Infor applications

- Business Objects
- Cognos Reporting

Education

- University of Dayton; B.S. in Finance and Economics
- DePaul University, Chicago, IL; Master of Business Administration



Girija Kaipu

Principal Consultant

Profile

I am a Principal Consultant for XM Practice, where I configure, implement and customizes the Expense Management (XM) Suite of products to meet client requirements with best-practice methods. My expertise in the XM Suite have positioned me well to gather requirements, develop innovative solutions and produce designs that meet and exceed our Customer's expectations. My proficiency in implementing the product, training, integrations and leading experiments have proven to build customer confidence in doing things in new ways.

Industry knowledge

INDUSTRY: **National Securities**

VALUE ADD: **Upgrade to XM 10.2**

- Involved in Migrating the customer Environment from XM V10.0 Patch1) to latest version – 10.2 Patch2
- Migrated all the customization supported from 10.0 by re-designing to ease the process to 10.2 Patch2 and successfully applied them on 10.2 version
- Involved in configuring the Travels Plans by Integrating to Expense Reports.
- Adjusted the complex workflow of Expense Reports to have Travel Manager review for the projects chosen with more validations.
- Involved in developing the 25+ additional business rules to comply the business requirements and worked as Technical Lead for the project.

INDUSTRY: **Financial Institution**

VALUE ADD: **Upgraded to 10.2.3**

- Involved in Migrating the CDB Onpremise Environment from XM V6.6 SP3) to latest version – 10.2 Patch2 in the Infor Cloud Services
- All the existing file-based customizations are designed and coded to adhere the process to fit in INFOR Cloud environment.
- Involved in configuring the Travels Plans by Integrating to Expense Reports.
- Involved in integrating the data from Infor Cloud XM to Smart Stream Interfaces.

INDUSTRY: **Regional Bank (Dallas)**

VALUE ADD: **New Implementation - XM 10.0.3**

- Involved in implementation of Expense Reports and Travel Plan Modules with Integrations to INFOR/Lawson ERP application with XM 10.0.3.
- Involved in designing and configuring both Expense Reports and Travel Plan modules and as well Travels Plans Integrating to Expense Reports.
- Involved in adjusting the Expense Report and Travel Plan workflow to fulfill the customer need by introducing various levels of approvals.
- Involved in developing the 10+ additional business rules templates to comply the business requirements

Certifications

- Your Infor, Our Responsibility: FY20 Q2 Compliance - English US Employee
- Your Infor, Our Responsibility: FY20 Q1 Compliance - English US Employee
- Security Awareness Essentials

Skills

Infor applications

- Infor Expense Management (XM)
- Email Marketing (CRM)
- Outbound Marketing (CRM)

Other non-Infor applications

- ETL
- Online Bid
- Echo Email
- Online Documents/Imaging

Programming languages

- J2EE, Struts, JSF, Apache MINA,
- Javascript/Jscript/XML,
- JSP/Servlets, WebServices,
- BEA Weblogic, IBM Websphere, Jboss, JRUN, Apache Tomcat, Apache, IIS,

Education

INDUSTRY: **Research Industry**

VALUE ADD: **Upgrade to 10.2 latest patch**

- Involved in redesigning the approval functionality for various XM Suite of modules.
- Involved in upgrading all the existing customizations
- Implemented new features introduced with the product
- Various custom/auto processes developed to process the data coming from external sources.

INDUSTRY: **Global Management Consulting Firm**

VALUE ADD: **New Implementation**

- Involved in configuring the Expense Reports, Payment Requests
- Involved in developing the various custom rules (Client & server side) to enforce the business processes.
- Involved in migrating the Customization from Lower Version to Latest Version (10)
- Implemented the credit card feeds to load the data from banks on automatic fashion using the XM Processes.

INDUSTRY: **Global Consulting Services**

VALUE ADD: **XM ER 10 upgrade**

- Migrated all the customization supported with 10 to deploy to MT environment
- Involved in configuring the additional features like XM Built-In Receipts
- Build the process to convert the images from ImageTag to XM Built-In receipts
- Involved in migrating the DB from lower version to XM10.

- B.Tech in Computer Science and Engineering

Secondary Language

- Telugu



Todd Miller

Senior Technical Services Consultant

Profile

I am a Senior Technical consultant primarily working with the Expense Management product. I have many years' experience with the technical aspects of the product such as interfacing and user authentication. I also have worked many years with the Infor Provia WMS system. With my Computer Science and programming background I find that I gravitate towards the more technical topics and like to get my hands dirty.

Industry knowledge

INDUSTRY: **Healthcare**

VALUE ADD: **Interface XM with Lawson v10**

- Work with customers on setting up packaged interface solution in their Lawson / XM environments.
- Work through customizing packaged interface solution to better fit customer needs.
- Develop additional interface processes to produce a more complete picture of the expense reimbursement process for the user.

INDUSTRY: **Consulting**

VALUE ADD: **Upgrade XM from on premise to the cloud**

- On premise solution had been in service for many years and was highly customized. It isn't possible to carry customizations directly into the cloud solution so this project required a lot of process and system reengineering.
- Identified features in current version that would satisfy original requirements, championed enhancements in the base product to allow customer to continue current processes, and developed other solutions for required but unavailable functionality.

INDUSTRY: **Alliance Partners delivering Infor solutions**

VALUE ADD: **Fulfill various project implementation needs**

- Alliance Partner may not be experienced or trained in all aspects of implementing XM. Common items include Installations, Custom Workflow additions, business rules plus general ad-hoc support and troubleshooting

INDUSTRY: **Financial, Banking, Insurance**

VALUE ADD: **Customers requiring training**

- Delivered remote and on site XM System Administration and Infor Reporting training

INDUSTRY: **All**

VALUE ADD: **Technical aspects of XM implementations, on premise or in the cloud.**

- System sizing, Installations, authentication (LDAP, SAML SSO, Ming.le), interfacing (Ming.le, Lawson, others), SSL/Certs, Load Balancing, Mobile client access.

Skills

Infor applications

- Infor Expense Management
- Infor Ming.le
- Infor Provia WMS
- Infor Lawson IPA

Programming languages

- C/C++
- Javascript
- SQL
- Windows and Unix scripting

Education

- Bachelor of Science in Computer Science from Western Michigan University 1993

Randy Stephenson

Project Oversight

Brentwood, TN

Profile

Randy Stephenson is a Project Leader with over 30 years of experience in ERP consulting and proven expertise in Management with over 40 years' experience of increasing responsibility. Randy has provided clients with Business Process Reengineering and Best Practices insight, developed project specific I/T programs to leverage investment dollars through automation, enabled systems providing improved data management, quality, and streamlined procedures. He has been engaged as Program Manager for many projects, directly managing joint client/consultant teams, and responsible to the client's sponsors and management.

Randy is presently President for RETech Enterprises, providing oversight and delivering Enterprise Solutions for projects at federal, state, and local government agencies in all areas of engagements including best practice advising, business blueprint development, and managing project staff. Additionally responsible for delivering project management expertise for all projects, providing client Project Oversight, Quality Assurance, and ensuring resolution of delivery problems and issues – internally within engagement teams – and with clients and other consulting agencies.

ERP Experience – Summary

Proficient at Directing: Project Planning, Profit Improvement Initiatives, Business Analysis, Information Technology, Organizational Readiness, Change Leadership, Sales Processes, CRM, Business Objects, Public Budget Formulation and Training.

Program Manager of numerous SAP ERP implementations including HCM, PP, SD, PM, PS,MM, etc. These implementations included conversion of legacy data to SAP. Many of these implementations utilized Business Warehouse for reporting requirements. The most recent reporting implementation utilized Business Objects functionality on the BW platform.

Manager of 2 full life-cycle implementations of SAP CRM using the Internet Sales, Mobile Sales Application, Opportunity Management, Marketing, and Internet Pricing Configurator modules, delivering full configuration and customization of the solution to meet client requirements. BW reporting was utilized to create the required sales reports.

Implemented add-on functionality to SAP ECC; Supplier Relationship Management and Public Budget Formulation.

Manager of 2 upgrade projects for SAP ECC and BW.

Professional Experience & Certifications – Summary

Industry experience – Services, Manufacturing, Consumer Business, Utility, Public Sector
MS Business Admin. Central Michigan University

CGI Project Experience – Detail

Customer	State ERP System
Duration	August 2019- Current
Industry	State and Local Government
Project Description	Upgrade to State HRM and FIN functionality
Role	Project Manager
Responsibilities/ Deliverables	Project Management support for the state providing oversight to the technical upgrade project from CGI version 3.9 to 3.11 for HRM and FIN. Provided the state with experience to manage a software vendor during an upgrade and to ensure state resources met the timeline to support upgrade activities.

ERP Project Experience – Detail

Customer	State Retirement System
Duration	Dec '16-June'17
Industry	State and Local Government
Project Description	Application Management Support
Role	Project Oversight
Responsibilities/ Deliverables	Provided leadership support for a new client in which the team was responsible for all SAP application support and small projects, less than 6 months in duration. The team also was responsible for quarterly releases for functional improvements.

ERP Project Experience – Detail

Customer	State Department of Transportation
Duration	Jan '14-June'15
Industry	State and Local Government
Project Description	SAP Supplier Relationship Manager implementation
Role	Project Manager
Responsibilities/ Deliverables	Project Manager to replace functionality currently in Material Management (MM) with SAP SRM solution. The functionality implemented included Shopping Carts, Purchase Orders, Contracts, Supplier Portal, Supplier Registration, Workflow approval and Document Builder. The procurement process was automated from Supplier registration through contract awarding.

ERP Project Experience – Detail

Customer	State Department of Transportation
Duration	Jan'11-Jun 13
Industry	State and Local Government
Project Description	SAP Public Budgeting Formulation implementation
Project Manager	Project Manager to replace functionality currently in BPS with SAP PBF solution. There are 10 applications in BPS, Annual Budget, Revenue Plan, Resource Allocation, Statewide Transportation Improvement Plan, Long Range Plan, Equipment Usage Rate, Maintenance Levels of Service, Benefits Allocation, Congestion Mitigation Air Quality, and Strategic Plan. All of these applications are being developed in PBF by process, Budgeting, Planning, and Calculations. All processes are blueprinted and budgeting process is currently in production cutover to be used for the FY13 budget submission scheduled for mid-April. The planning and calculation process are being developed and scheduled for go-live by June 30. The reporting solution utilizes the Business Objects solution. The project is meeting all expectation of the client.

ERP Project Experience – Detail

Customer	State Department of Transportation
Duration	Jan '10-Apr '10
Industry	State and Local Government
Project Description	SAP 6.0 upgrade
Role	Project Manager
Responsibilities/ Deliverables	Project Manager upgraded all modules, FICO, HCM, PS, MM, FM, GM, PM, and AM of SAP ECC from 5.0 to 6.0. This was a technical upgrade with only minor functional enhancements. Conducted 2 rounds of integration testing and resolved all issues prior to go-live. Completed the project on time and on budget with no issues at go-live.

ERP Project Experience – Detail

Customer	State Department of Transportation
Duration	Mar'09-Jan'10
Industry	State and Local Government
Project Description	Business Objects Reporting implementation
Role	Project Manager
Responsibilities/ Deliverables	Project Manager to implement Business Objects functionality on the Business Warehouse platform for FICO, PM, HCM, MM, PS and AM. BW reporting was initially installed but was the Transportation Committee made implementing an improved reporting system the Number 1 objective of FY2010. The project consisted of blueprinting the requirements extracting the appropriate data from ECC and creating a number of reports for

each functional area. Business Objects is now the reporting solution for the majority of reports at CDOT.

Numerous other projects and assignments were completed in which I was responsible for Project Management, Change Management and Training.

Past Professional Experience– Detail

Vignon Incorporated	Vice President of Enterprise Solutions. Responsible for project delivery and oversight for all enterprise projects. Also responsible for the development of responses to enterprise RFPs for all Government agencies.
NTT DATA Americas Delivery Director/Solution Architect	Project Delivery Director for all Enterprise Solutions including SAP, Oracle, Lawson and Salesforce.com. Provided project oversight and ensured client needs were met for Public Sector projects.
ACS Xerox/Systech/ Delivery Director	Project Delivery Director for all SAP modules and services. Sold and delivered numerous projects throughout the US including initial implementations, upgrades and implementing specialized solutions for sales (CRM), budgeting (PBF) and reporting (BW/BOBJ).
Deloitte Consulting Deloitte & Touche Manager	Client Service responsibility for developing and implementing process improvements in the Consumer Business service line. Responsible for Change Management and reporting solutions for the Practice Service Center.
The Sports Authority Manager Store Operations	Responsible for Store receiving and POS systems. Responsible for store policy and procedures for efficient operations of the backroom and front end, including cash management.
Office Depot Director Store Training	Responsible for training store receiving, POS systems, and product training. Opening 30-35 store per year. Developed and delivered the first management program for all store leadership. Developed management program for union avoidance.
Ryder Systems Manager, Sales & Management Training, Sr. Consultant	Responsible for development and delivery of all sales and leadership training for Ryder Truck Rental. Developed a training methodology that reduced a 10 year backlog in leadership training demands.
McDermott, Inc./Babcock & Wilcox Training and Development Manager, Training Delivery, Recruiter, Industrial Engineer	Worked in the Steel Mill developing work incentive plans and capital improvement projects. Delivered management and process improvement training. Started the training department in the largest fabrication yard for off shore oil rigs. Conducted numerous Leadership training courses for the Power Generation Division.

SECTION 1: RESUME

1.1. SANJEEV MUSAFIR

Summary of Qualifications

Sanjeev Musafir has more than 22 years of experience as a technical architect and software product development. Before founding Dataview, Sanjeev worked for 17 years at CGI implementing ERP solutions for large public sector clients including the City of New York and the State of West Virginia. Sanjeev has a proven record of success in building and leading software development teams, directing software deployment, managing architecture design and product development.

Sanjeev has an MS in Computer Science from the University of Iowa and an MBA from Dartmouth with focus on general management and entrepreneurship.

Relevant Experience

Dataview Consulting LLC, Lacrosse WI,

2014 – Present

State of West Virginia

wvOASIS Advantage ERP Project

Consultant/Technical Architect

2015 – Present

- Define nightly cycle jobs and dependencies
- Manage Advantage ERP Financial, HRM and Payroll Nightly Cycles
- Assist in Advantage ERP 3.9 build process and configuration management
- Assist System Administrators in performance tuning for applications, databases and servers
- Work with Functional teams in troubleshooting and logging production defects
- Support and customize BIRT Forms and BIRT Server configuration
- Assist Advantage 3.11 upgrade team in Software installation, configuration and testing
- Assist State technical team in reviewing deployment technical architecture and infrastructure design

State of Alabama

STAARS Managed Services

Consultant/Technical Architect

August 2017 – Present

- Provide support to Operational teams in researching issues and ERP architecture guidance
- Scripting of Nightly cycle jobs and batch scripts
- Assist system administrators in monitoring and researching performance issues

State of West Virginia

wvOASIS Advantage ERP Project

Technical Manager

2011 – 2014

- Technical lead for RFP Response, Proposal Orals and Negotiations for a \$100m Statewide ERP implementation for the State of West Virginia.
- Managed technical architects in reviewing RFP requirements and creating solution architecture.
- Worked with 3rd Party Hardware and Software vendors for cost effective and timely procurement.
- Responsible for managing onsite technical team to deploy project on schedule and within budget.

City of New York,

FMS/3 Project

Technical Infrastructure Lead

2007 – 2010

- Technical Lead for multi-year, \$75m web-based financial management and budgetary control system implementation for City of New York (CGI's largest-ever project). Provide technical management, software and hardware architecture, deployment, requirements determination, technology evaluation and selection, procurement, staffing, and post-delivery support.
- Recruited and trained 25-person offshore team and 15-person onshore team on schedule, avoiding \$2M in potential financial penalties.
- Developed 2-year production capacity plan and led procurement of >\$10M in hardware/software.
- Improved system performance 20% through performance tuning.
- Saved \$100,000 and 20% under budget overall through utilization of open source tools.
- Reduced defects to less than 5% through best practices and development standards.
- Enhanced productivity by identifying and eliminating performance bottlenecks to meet SLAs.

American Management Systems, Fairfax, VA

1997– 2004

Advantage ERP Product Engineering Team

Technical Architect/Development Manager

1999-2004

- Development, design, and deployment Advantage 3.x ERP Product.
- Recruited and trained infrastructure team responsible for development, implementation, system administration, and support.
- Selected to lead product's first implementation for Massachusetts Comptroller's Office. Directed 2-year project valued at \$60M, Supervised onsite product architects and system administrators. Effectively met all deployment and configuration goals.
- Facilitated >\$100M in new contracts with clients, based on success of MA Comptroller project.
- Technical Manager for beta implementation of first-ever web-based administrative system for county government.

**Illinois Dept. of Human Services
Consolidated Accounting & Reporting System
Development Manager
1997-1999**

- Directed team of 15 developers in modifying Illinois Dept. of Human Services Consolidated Accounting & Reporting System.
- Identified needs and developed solutions.

Employment History

Dataview Consulting LLC, Partner, 2014 - Present

CGI Inc, Director, 2007 – 2014

American Management Systems, Principal, 1997 – 2004

Education

MBA in Business & Entrepreneurship, Tuck School of Business at Dartmouth, Hanover, NH

MS in Computer Science, University of Iowa, Iowa City, IA

BE in Electronics & Communications, Regional Engineering College, Tiruchirapalli, India

TIMOTHY STUTES

tim.stutes@dataview.com

m – 225 715 3893

h – 225 622 2581

BACKGROUND

Mr. Stutes has more than 25 years of experience in the field of information system services. Nearly all his experience has been involved with the team leadership, definition, design, development, and implementation of government software projects relating to ERP Accounting, HRM, and Transportation / Highways. Mr. Stutes has successfully served in technical analysis and development, technical lead, and business analysis roles.

EXPERIENCE

DATAVIEW CONSULTING, LLC. MAR 2020 – PRESENT

PTS Replacement (HUB), State of West Virginia – 3/20 TO current

As a SME in the area of interfaces for HUB project, Mr. Stutes is responsible for analysis, design, and development of processes to integrate the HUB solution with all partner systems using SQL Server SSIS and custom SQL, including West Virginia statewide ERP solution (wvOASIS), and federal FHWA applications. In addition to specific integrations, Mr. Stutes is also responsible for designing and developing the overall interfacing framework to manage, schedule, track, and reconcile interface execution.

CGI, INC.

JUNE 1995 – DEC 2019

wvOASIS Upgrade, State of West Virginia – 10/18 TO 08/19

As a SME in the area of interfaces on wvOASIS Upgrade, Mr. Stutes was responsible for analysis and modifications to adapt all HRM production interfaces to comply with 3.11 CGI ADVANTAGE HRM release

wvOASIS Phase E, State of West Virginia Division of Highways – 07/17 TO 10/18

As Data Conversion Lead on wvOASIS Phase E, Mr. Stutes was responsible for systems analysis, design, development, and implementation of all Data Conversion artifacts. He coordinated responsibilities with CGI/State project managements and other team leads (e.g. Application, Conversion, Interface and Enterprise Readiness teams).

Multiple clients, ADVANTAGE 360 SAAS – 08/16 TO 07/17

As a SME in the area on interfaces and data conversion, Mr. Stutes designed and coded interfaces and conversion processes, including all common functions (DB connect, SQL lookup, properties file lookups). He also designed and developed the HRM/Payroll extract process to create files in support of all HRM interfaces.

SIGMA, State of Michigan – 07/14 TO 7/16

As Data Conversion Lead on SIGMA, Mr. Stutes served as CGI's Data Conversion Lead. He was responsible for a distributed functional / technical team of 10+ members to perform systems analysis, design, development, and implementation of all Data Conversion artifacts. He coordinated responsibilities with CGI/State project management and other functional and technical team leads (e.g. Application, Conversion, Interface and Enterprise Readiness teams), and directly oversaw a team of five system consultants.

EXPERIENCE SNAPSHOT

INDUSTRY EXPERTISE

- State and Local Government ERP
- Technical team leadership

TECHNICAL SPECIALIZATIONS

- SQL Server SSIS
- Pervasive Data Integrator
- Pentaho Data Integrator
- Java
- C#
- COBOL / CICS / JCL
- SQL Server
- Oracle
- DB2
- XML
- Power Builder
- Object-Oriented Design & Development

wvOASIS Phases A - D, State of West Virginia – 12/11 TO 7/14

As Data Conversion Lead on wvOASIS, Mr. Stutes served as CGI's Data Conversion Lead. He was responsible for a distributed functional / technical team of 10+ members to perform systems analysis, design, development, and implementation of all Data Conversion artifacts. He coordinated responsibilities with CGI/State project management and other functional and technical team leads (e.g. Application, Conversion, Interface and Enterprise Readiness teams), and directly oversaw a team of eight system consultants.

PIMACORE, Pima County, Arizona – 09/10 TO 12/11

At PIMACORE, Mr. Stutes served as a Subject Matter Expert in the area of conversion and interfaces to ADVANTAGE Financial using Pervasive Data Integrator, batch scripts, and custom Java. Mr. Stutes designed and coded interfaces and conversion processes, including all common functions (DB connect, SQL lookup, properties file lookups). Conversions included all of Accounts Receivable, Procurement, and Vendor conversions from several legacy sources and formats (Oracle, excel, flat files). The interfaces included input / output to the client's other third party applications as well as interfaces between Advantage Financial & HRM to / from Advantage Performance Budgeting.

CALTRANS, California Department of Transportation, State of California – 01/10 TO 10/10

At CALTRANS, Mr. Stutes served as a Subject Matter Expert in the area of conversion. He designed and coded conversion processes, including all common functions (DB connect, SQL lookup, properties file lookups).

CMIPS II, California Department of Social Services, State of California – 10/09 TO 01/10

At CMIPS II, Mr. Stutes served as a Subject Matter Expert in the area of conversion to ADVANTAGE HR using Pervasive Data Integrator. Mr. Stutes designed and coded the most complex of the conversion processes, including all common functions (DB connect, SQL lookup, properties file lookups) and the entire batch framework. He also was the approver for Pervasive conversion maps coded by other developers.

ADVANTAGE 3 Financial Upgrade, County of Volusia, Florida – 02/09 TO 10/09

At County of Volusia, Mr. Stutes was responsible for the development of 15+ inbound interfaces into ADVANTAGE Financial 3.7.0.2.. Along with producing documents in ADVANTAGE-ready xml, the PDI maps also produced reports with control breaks and summary totals to be used by County accounting staff to verify the completeness and accuracy of the interface loads. Mr. Stutes's functional knowledge of ADVANTAGE and expertise with PDI resulted in project staff asking Mr. Stutes to take over the struggling ADVANTAGE 2x to 3x data conversion effort. Volusia County had several atypical conversion requests, requiring substantial changes to baseline PDI maps, as well as several new maps. He completed the analysis, design, and development of these maps, and executed the initial phases of the conversion plan into Production, with zero issues directly related to conversion.

TEMPO Upgrade, Department of Environmental Quality, State of Louisiana – 09/07 TO 07/08

Mr. Stutes designed, built and tested PowerBuilder code for the TEMPO product that followed all team coding and testing standards.

DIESEL Retrofit, Department of Environmental Quality, State of New Jersey – 04/07 TO 11/07

Mr. Stutes was responsible for the development of several Microsoft Excel templates for the reporting of vehicle inventories to the department. During the course of the project, these templates grew to become mini-applications. Mr. Stutes was able to resolve every technical challenge thrown at him, resolve reported issues quickly and establish a working relationship with the client within a limited amount of time. Mr. Stutes also developed several custom java classes to parse xml files that contained instructions to import the Microsoft Excel spreadsheet data into the RSP application.

Advantage 3.0 Upgrade, City of Austin, Austin, Texas – 08/04 TO 03/06

Mr. Stutes served the City of Austin's ADVANTAGE 3 project from its start through its live date. Mr. Stutes served as the conversion team lead and lead technical. As conversion lead, he coordinated the highly-customized effort to convert the City's accounting tables and ledgers from its existing application(s) into the ADVANTAGE product's schema. He designed, coded, and executed the conversion plan, developed custom conversion utilities, and planned, coded, and executed conversion reporting. Mr. Stutes also designed, coded, and implemented several java and Versata modifications to the ADVANTAGE Financial software. Mr. Stutes also supported installation of all software components associated with the ADVANTAGE paradigm.

Advantage 3.0 Upgrade, City of Cincinnati, Cincinnati, Ohio – 03/03 TO 08/04

Mr. Stutes served as the functional lead in the Accounts Receivable, Fixed Assets, Security and Workflow areas. He also designed modifications to the ADVANTAGE 3 application, and worked with the client to reengineer business processes, as appropriate. Mr. Stutes also served as the Conversion lead, coordinating the effort to convert the City's accounting tables and ledgers from its existing application(s) into the ADVANTAGE product's schema. The conversion effort involved development using the Data Junction ETL toolkit as well as custom Java conversion utilities. Mr. Stutes also served as the Technical / Implementation lead, coding and testing modifications to the ADVANTAGE application.

Internal Project, ADVANTAGE 3.0 Development, CGI– 08/99 TO 11/00

Mr. Stutes joined the ADVANTAGE 3.0 internal project at its inception in September 1999 as a functional analyst on the Accounts Receivable team. While on that team, he co-authored two of the most complex functional designs within the AR subsystem (Cash Receipts & Billing). When the development effort started, Mr. Stutes was named as the Accounts Receivable development team leader. He managed a team of eight programmer / analysts -- three full time AMS developers as well as a team of five full time contract developers. In addition to management responsibilities, Mr. Stutes authored the more complicated AR technical designs, and did Versata and custom Java development

OTHER EXPERIENCE

Department of Public Safety, State of Louisiana –01/93 TO 06/95

As a Systems Analyst, Mr. Stutes was responsible for maintenance and enhancements for the State's Drivers License COBOL applications.

EDUCATION

MBA., Louisiana State University, Management Information Systems

B.Sc., University of Southwestern Louisiana, Management

SKILLS SUMMARY

SKILL	NUMBER OF YEARS	SKILL LEVEL *
Technical skills		
CICS	4	2
COBOL	6	4
DB2	4	3
Oracle	10	3
SQL Server	2	2

Java	6	3
Pervasive Data Integrator	10	4
Pentaho Data Integrator	2	3
SQL Server SSIS	1	3
Application knowledge		
Advantage Fin - Grant Lifecycle Mgmt	8	2
Advantage Fin - Procurement	15	3
Advantage Financial Mgmt	24	4
Advantage HRM	9	2
Advantage Perf Budgeting	9	2
Microsoft Excel	20	3
SQL	20	3
IT disciplines		
Data Cleansing	22	4
Data Conversion	22	4
Industry knowledge		
Governmental ERP	25	4
Other relevant skills		

* 0 = none, 1 = little, 2 = good, 3 = very good, 4 = expert

SECTION 1: RESUME

1.1. KUNAL SHAH

Summary of Qualifications

Scrum Master (CSM) certified; PMI-ACP Program Manager with 15+ years of experience in diverse industries including government contracting, state and local government, mortgage, payroll services, and technology. I have commanding knowledge in ERP HR and Financial applications that include payroll, Time and Leave, Benefits Enrolment, Onboarding amongst others.

Areas of Expertise:

- Managing multiple implementations in a fast-paced environment
- Developing solutions for clients from small companies to enterprise-wide state and local governments
- Managing resources, budgets, and client expectations throughout the project lifecycle
- Supervising teams and resolving conflict, both internal and external
- Excellent presentation and interpersonal skills at all levels of an organization
- Knowledge and expertise in various Project Management methodologies including the Rational Unified Process, Scrum/Agile, and Waterfall models

Relevant Experience

KNS Tech LLC, Vienna VA

2018 - present

**State of West Virginia
wvOASIS ERP Upgrade
Functional Manager/SME
July 2019 – Present**

- Subject Matter expert of Security/ Workflow, Human Resources Modules including Travel, Position and Employee maintenance, Onboarding, Payroll, Benefits, Time and Leave
- Advised the State on the best practices for setup of security workflow, procedures and testing methodologies for the upgrade.
- Managed the UAT testing of the 3.11 application.
- Managed the ACA implementation for the State for 2019.
- Conducted demos for new features of the Advantage application – release 3.11

State of Maine
ERP Upgrade
Scrum Master/SME
May 2018 – June 2019

- Managed a successful go-live of the CGI State of Maine upgrade using Agile methodology. Utilized techniques like T-shirt sizing, daily scrums, paired programming and co-location (using conference calls) during this implementation.
- Conducted Daily Scrums as the Scrum Master with US based and offshore members.
- Created weekly reports for upper management that had details including the Sprint Backlog, Number of Items in the Backlog that were on track, ahead of schedule or at risk
- Subject Matter Expert for the Security and Workflow modules for the State. Reviewed all of the updates to the Security and Workflow modules with the State and determined their value.
- Lead multiple Demos with various departments of the State as well as the Controller walking through the new features and determining which of those would be a good fit based on the State's Business Processes.
- Drafted Test Scripts, assisted with the UAT cycle, drafted Functional Designs, unit tested the entire application for new security and workflow features

CGI Inc., Fairfax VA

2015 -2018

State of Michigan
ERP Upgrade
Functional Manager
Nov 2015-Feb 2018

- Managed a successful go-live of the HRM suite for the State of MI using Agile methodology. Utilized techniques like T-shirt sizing, daily scrums, paired programming and co-location (using conference calls) during this implementation.
- Led a team of twenty analysts and developers to create functional designs and test scripts.
- Managed reviews sessions to ensure these documents were completed within the given time frame.
- Maintained a status spreadsheet with the status of completion and error log to track resolution.
- Created and sent reports every day to management to review.
- Developed innovative ways to complete deadlines when they were slipping. Held status calls twice a day based on a 24x7 outsourcing model.
- After live launch, led a team of ten developers and functional members to get defects resolved.
- Worked with Confluence. Maintained a daily defect list that was accessible to the entire team.

Monterey County
ERP Upgrade
Functional Manager
March 2017-July 2017

- Managed a team of functional and technical resources for the Monterey County HRM 3.10.02 release implementation.
- Drafted concept papers and assisted the team in drafting functional designs and test scripts.
- Ran weekly meetings with the on-site team and the client to address any questions/clarifications

- Managed a list of defects with hard deadlines that was updated daily and presented to the client and the on-site team. This list translated to an internal list on confluence that the team maintained which outlined the issues, comments, ETAs etc.

CGI

3.11.2 Product Team

Functional Manager

Nov 2015-Feb 2018

- Managed Benefits Enrollment; ESS; Travel; Time & Leave portions of the application, among others
- Performed analysis on defects that were resolved for custom projects and added them to the baseline list of items that were required for internal releases.
- Assigned defects to the team and reviewed the retests for the different patch set releases.
- Created LOEs for clients and internal projects.
- Conducted performance reviews for the team and set expectations and goals for the next year.
- Maintained project plans and matched actuals based on time entered by the team.

CGI Inc., Fairfax VA

2006 -2012

State of West Virginia

wvOASIS ERP Advantage HRM/ Kronos/ Meridian implementation

Functional Lead

Jan 2012-Nov 2012

- Led gap sessions covering benefits, payroll, position control, personnel administration, employee relations and performance with the client for four weeks with over 35 State employees and CGI staff.
- Conducted a gap session with the client and Kronos for time and leave with approximately 40 individuals comprising State representatives, Kronos and CGI.
- Assimilated information from the gap sessions, updated BAFO requirements, and created Deliverable Expectation Documents.
- Led the effort in prototyping for Benefits Administration.

CGI

3.10 Release New Development Advantage HRM

Functional Lead

Jan 2011-Jan 2012

- Added new functionality to the new mobile MSS application. Responsible for the logic and UI for the employee scheduling that allows the manager to approve time and leave for employees.
- Led the automation test suite roll out. Provided training for the entire onshore and offshore functional team to migrate to the automation testing model.
- Added complex functionality to the existing system for ESS, MSS, and HRM.
- Responsible for reviewing concepts, functional designs and system test scripts
- Managed execution of test scripts by holding daily status calls and monitoring defect statuses
- Assisted junior team members functionally as well as procedurally

CGI**Minor release 3.9 for Advantage HRM****Functional Lead/Release Manager****2009-2011**

- Led an initiative to clear out a defects backlog. Responsible for reviewing the system tests performed by onshore and offshore analysts. Assisted in testing complex defects when required.
- Assisted in managing a minor release that contained approximately 2000 defects. The patch resulted in a 99% success ratio for the release.
- Monitored the three regression cycles by holding daily status calls with the regression team.
- Involved in the resource allocation process for all phases of the Advantage 3.9 release.
- Served as SME for deductions/benefits processing, ESS, security/workflow, payroll processing, integration, recruiting and staffing and retirement systems.
- Managed the Defect Request queue for client-reported issues through twice-weekly status reports to members and emails and phone follow up. Managed weekly client defect patches.
- Created weekly metrics for 3.9 release using trend charts.

CGI**Fix pack release 3.8.0.2 for Advantage HRM****Release Manager****2008-2009**

- Managed a fix pack release with approximately 300 defects. All the defects were resolved, tested and patched into the release. This resulted in a 100% success ratio for the release.
- Monitored progress of the 3.8.0.2 team by gathering metrics and holding daily status calls.
- Monitored the progress of a round of regression testing by having daily status calls with the team and obtaining daily status updates on percentage completion of regression scripts.

LA County**Advantage HRM Project****Business Analyst****2007-2008**

- Responsible for writing concepts, functional designs and system test scripts for functional areas such as FLSA, leave, position control and time and labor.
- Assisted LA County during various stages of UAT to test new functionality and raise defects.

City of New York**NY DOE-OTPS – Advantage Financial****Business Analyst****2006-2007**

- Responsible for writing Detail Designs from Approach Papers, translating them into System Test Scripts and participating in reviews, walkthroughs and meetings for these documents.
- Led the effort in successful shakedown testing for the 3.7.0.1 release, regression testing and the creation and execution of Unit Test Cases.

Employment History

KNS Tech LLC, Vienna VA, SME, 2018 - present

CGI Inc., Fairfax VA, Functional Manager, 2015 -2018

Pleasant Valley Business Solutions (PVBS), Reston VA, Program Manager, 2012 – 2015

CGI Inc., Fairfax VA, Functional Lead, 2006 -2012

Freddie Mac, McLean, VA, Business Analyst, 2005 - 2006

Education

M.S. Computer Engineering – State University of NY – Binghamton – May 2003

B.S. Electrical Engineering – Mumbai University, Mumbai India – May 2000

Certifications and Memberships

Certified Scrum Master (CSM) - 2015, Agile Certified Practitioner (PMI-ACP) - 2015

Project Management Professional (PMP) – In progress, Salesforce Administrator – In progress

Mohsine (Mo) Badre

Summary of Qualifications

With more than 19 years in the Information Technology industry, Mo has a wide range of experience in system analysis, design, development, and implementation of both custom and package-based systems for state and local government. For the Past 10 years Mo has focused on implementing and upgrading infoAdvantage from release 3.5 through release 3.9 he has also upgraded SAP Business Objects from version 6.5 to BO XI R2, BO XI R2 to BO XI R3.1. He has supported the infoAdvantage team in upgrading to BO XI R4. His functional experience includes Advantage Financial, Advantage HRM/Payroll, Advantage Budgeting, and infoAdvantage. His technical experience includes application development, application architecture, Data Integration, Data Warehouse, and Business Intelligence. Mo has experience with Oracle, DB2, SQL Server, .Net, SAP BI Tools, COBOL, C++, MS Office, MS BI Tools, Windows, and UNIX.

Professional Experience

Dataview, Charleston WV

Co-Founder and Partner

12/2013 – Present

Mo serves as BI Lead, data integration lead, and client facing lead for DataView for the wvOASIS project for the State of West Virginia. Responsibilities include BI technical lead for Advantage Financial, Advantage HRM/Payroll, Advantage Budgeting, Kronos, and AgileAsset applications. Additional responsibilities include Customization to the Advantage applications and ad-hoc support for data conversion and data integration between legacy systems and wvOASIS applications.

CGI, New York, NY

Director Consulting Services

3/1997 – 11/2013

Business Intelligence Team Lead, CGI, Financial Management System (FMS), Financial Information Services Agency (FISA), City of New York, (January 2008 – October 2011)

- FMS is an AMS Advantage Financial 3.x upgrade of the City's current AMS Financial 2.x solution, which supported all aspects of the City's financial management operations for accounting, budgeting, capital projects, vendor information, contracts, procurement, and expenditures.
- Mr. Badre managed a large team of more than 30 members to design and develop a reporting solution based on the AMS infoAdvantage (baseline offering solution).
- He oversaw the design and development of ETL using Pervasive Data Integrator PDI. Worked directly with the infoAdvantage architect to significantly improve performance and switch some ETL components from PDI to JAVA by leveraging the existing infoAdvantage JAVA framework.
- Worked directly with the functional team lead to improve the infoAdvantage functional universes and developed new custom universes to improve performance.
- He also oversaw the design and development of over 300 reports using Business Objects Enterprise BO XI R3.1.
- Mr. Badre coordinated the development effort with and provided support to our Off-Shore India team.

- He managed the design, development, and implementation of a custom solution to integrate security roles from multiple applications into the business object application. Implemented row level security based on multiple attributes using 'OR' operator which is not supported by BOE.
- Implemented a nightly cycle solution to execute BOE publications and distribute the reports to destinations within BOE.
- Prototyped a flexible solution to deliver personalized and complete publications based on security requirements not supported by BOE.
- Mr. Badre worked directly with Client's DBA to develop a strategy for table space, indices, and database reorg.

Reporting Team Lead, CGI, VENDEX Replacement Project, City of New York - Mayor's Office of Contract Services (MOCS), (February 2006 – January 2008)

- The FMS/3 project is an ADVANTAGE 3 Financial upgrade. The Mayor's Office of Contract Services (MOCS) is one of the main client stakeholders for the FMS/3 project. The MOCS project includes replacement of their current VENDEX legacy system, implementation of a Vendor Portal, and an end-to-end Procurement workflow initiative. The new VENDEX will be based off Advantage 3 Financial architecture and document structure, as well as heavily utilizing Vendor Management and Performance Evaluation modules.
- Mr. Badre successfully managed and led a team of business analysts and developers to design and develop an Oracle data warehouse, a PL SQL Extract, Transform, and Load (ETL), and 150 reports based on Business Objects XI R2. Mr. Badre also provided support to the Conversion and interface teams to bridge the gap between the functional and technical requirements. As a senior member of the VENDEX team, Mr. Badre also provided support to the application team by reviewing the requirements and designs and making sure that they are met by the application.

Business Analyst, CGI, NYCServ, City of New York, Department of Finance (DOF) – (November 2002 – May 2004)

- In the fall of 2002, CGI-AMS was asked by the Department of Finance to perform a transition study for the NYCServ system. As part of this study, CGI-AMS was asked to determine the steps necessary to transition NYCServ operation and maintenance responsibilities from the Department of Finance's (DOF's) current development contractor, International Business Machines Company (IBM), to CGI-AMS. In January 2003, CGI-AMS began taking maintenance and operational responsibility for components of the NYCServ system. NYCServ is an application which allows citizens to consolidate their dealings with the City, provides a unified front end for revenue collections and integrates numerous City legacy systems.
- Mr. Badre managed the deployment of hardware and adjudication applications to five payment centers. He ensured that all computers, peripherals, and applications were deployed correctly. He also conducted tests in each payment center prior to the live dates and provided support and training to judges throughout all five centers.

Programmer Analyst, Business Analyst, Application Architect, CGI, Financial Management System (FMS), City of New York – Financial Information Services Agency (FISA), (June 1997 – October 2002)

- In 1997, the City of New York engaged CGI-AMS to implement its next generation Financial Management System (FMS). FMS is an enterprise-wide application developed to support all aspects of the City's financial management operations for accounting, budgeting, capital projects, vendor information, contracts, procurement, and expenditures. The main client stakeholders are FISA, which houses the system, Office of the Comptroller, Office of Management and Budget (OMB), and the

Mayor's Office of Contracts. FMS is used by 4,000 persons Citywide and manages the financial activities of a \$65-billion-dollar budget.

- The FMS application is a highly customized business solution developed on the ADVANTAGE Financial 2.0 platform. CGI-AMS, acting as the systems integrator, oversaw all elements of this very large-scale deployment effort, including: application design, customization and maintenance, installation of a new computing infrastructure (data center, City-wide TCP/IP network, desktop computing assets), user implementation support (business change readiness, training, problem resolution), and third-party tool integration.

- Mr. Badre joined the conversion team as a business analyst and programmer analyst. His responsibilities were as follows:

- He led a team of developers for the Capital Fund Budget.
- Conducted meetings with key senior client managers at the Office of Management and Budget OMB to gather requirements.
- Mr. Badre created design documents and conducted review meetings with the client.
- He also created technical designs and directly oversaw the development and testing of each Capital Fund Budget process.
- Supported the application team in testing the FMS application with real data.
- Mr. Badre assisted the client in testing the new application as part of their User Acceptance Testing UAT.
- Developed reconciliation processes to reconcile data between the new system and the legacy system.
- Mr. Badre also joined the application architect team and his responsibilities were as follows:
 - He managed all modifications to the Capital Fund Budget sub-system. He reviewed the new business requirements and their impact on the application.
 - Conducted meetings with the business owners and gathered their requirements.
 - He created functional and technical designs as well as application impact-analysis documents for new modification.
 - Coded complex mods and worked with developers to review the technical designs and their development.
 - Trained the client's application architect team in the major components of Capital Fund Budget.
 - Developed a reconciliation/data integration process for the Capital Fund Budget sub-system.

Programmer/Analyst, CGI-AMS, ADVANTAGE Financial, Suffolk County, NY (March 1997 – June 1997)

- CGI-AMS implemented a client/server financial system, ADVANTAGE Financial for Suffolk County, Suffolk County Community College, and the Suffolk County Department of Public Works.

- Mr. Badre was responsible for developing and unit testing batch processes using COBOL, UNIX, and Sybase.

Education

Bachelors in Environmental Engineering, Institute of Applied technologies, Rabat Morocco

Bachelors of Business Administration, Computer Information Systems, Bernard Baruch College, (City University of New York), New York, NY

Appendix 4: Required Forms

We have included the required signed forms on the following pages in the order listed below:

- FORM ID : WV-PRC-CRFP-001
- Signature Page
- Designated Contact Form
- Addenda Acknowledgement Form
- Addenda 1 signed
- Addenda 2 signed
- Addenda 3 signed





Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Proposal
21 — Info Technology

Proc Folder: 685126

Doc Description: Travel Expense Management System

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2020-04-07	2020-05-01 13:30:00	CRFP 0947 ERP2000000001	1

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV

25305

US

VENDOR

Vendor Name, Address and Telephone Number:

Infor Public Sector, Inc.
13560 Morris Road, Suite 4100
Alpharetta, GA 30004
678-319-8000

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
(304) 558-0094
melissa.k.pettrey@wv.gov

Signature X

FEIN # 94-2913642

DATE May 11, 2020

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Request for Proposal

The West Virginia Department of Administration, Purchasing Division is issuing this solicitation as a request for proposal ("RFP"), as authorized by W.Va. Code 5A-3-10b, for the Enterprise Resource Planning Board (hereinafter referred to as the "Agency") to provide a comprehensive travel and expense management software program per the specifications and terms and conditions as attached hereto.

****ONLINE SUBMISSIONS FOR THIS REQUEST FOR PROPOSAL ARE PROHIBITED****

INVOICE TO		SHIP TO	
CONTROLLER ENTERPRISE RESOURCE PLANNING BOARD 1007 BULLITT STREET SUITE 400 CHARLESTON WV25301 US		CONTROLLER ENTERPRISE RESOURCE PLANNING BOARD 1007 BULLITT STREET SUITE 400 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Travel Expense Management System				

Comm Code	Manufacturer	Specification	Model #
81111800			

Extended Description :

Travel Expense Management System to support the State's travel authorization and expense reimbursement process. Please add detail on cost sheet.

ERP2000000001	Document Phase Final	Document Description Travel Expense Management System	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

REQUEST FOR PROPOSAL

WV ERP Board – Travel Expense Management System

- 6.8. **Availability of Information:** Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Infor Public Sector, Inc.

(Company)

Lindsay Pritchard, Associate General Counsel

(Representative Name, Title)

PH: 651-767-7000 / FAX: 651-846-4807

(Contact Phone/Fax Number)

May 11, 2020

(Date)



Signature

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Rhoda Steward, Senior Account Manager

(Name, Title)

(Printed Name and Title)

13560 Morris Road, Suite 4100, Alpharetta, GA 30004

(Address)

470-481-6390

(Phone Number) / (Fax Number)

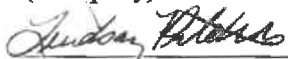
rhoda.steward@infor.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Infor Public Sector, Inc.

(Company)



(Authorized Signature) (Representative Name, Title)

Lindsay Pritchard, Associate General Counsel

(Printed Name and Title of Authorized Representative)

May 11, 2020

(Date)

PH: 651-767-7000 FAX: 651-846-4807

(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

☒ Addendum No. 1

☒ Addendum No. 2

☒ Addendum No. 3

☐ Addendum No. 4

☐ Addendum No. 5

☐ Addendum No. 6

☐ Addendum No. 7

☐ Addendum No. 8

☐ Addendum No. 9

☐ Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Infor Public Sector, Inc.

Company



Authorized Signature

May 11, 2020

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Proposal
21 — Info Technology

Proc Folder: 685126

Doc Description: Addendum No. 1 Travel Expense Management System

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2020-04-07	2020-05-01 13:30:00	CRFP 0947 ERP2000000001	2

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV 25305

US

VENDOR

Vendor Name, Address and Telephone Number:

Infor Public Sector, Inc.

13560 Morris Road, Suite 4100

Alpharetta, GA 30004

PH: 678-319-8000

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey

(304) 558-0094

melissa.k.pettrey@wv.gov

Signature X

FEIN # 94-2913642

DATE May 11, 2020

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum No. 1

Addendum No.1 is issued to publish and distribute the attached information to the vendor community.

Request for Proposal

The West Virginia Department of Administration, Purchasing Division is issuing this solicitation as a request for proposal ("RFP"), as authorized by W.Va. Code 5A-3-10b, for the Enterprise Resource Planning Board (hereinafter referred to as the "Agency") to provide a comprehensive travel and expense management software program per the specifications and terms and conditions as attached hereto.

****ONLINE SUBMISSIONS FOR THIS REQUEST FOR PROPOSAL ARE PROHIBITED****

INVOICE TO		SHIP TO	
CONTROLLER ENTERPRISE RESOURCE PLANNING BOARD 1007 BULLITT STREET SUITE 400 CHARLESTON WV25301 US		CONTROLLER ENTERPRISE RESOURCE PLANNING BOARD 1007 BULLITT STREET SUITE 400 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Travel Expense Management System	0.00000			

Comm Code	Manufacturer	Specification	Model #
81111800			

Extended Description :

Travel Expense Management System to support the State's travel authorization and expense reimbursement process. Please add detail on cost sheet.

SOLICITATION NUMBER: ERP2000000001

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as PEI2000000004 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☐ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☒ Correction of error
- ☐ Other

Description of Modification to Solicitation:

1. **To correct the Vendor Question submission Deadline.**
The correct date and time is: 04/14/2020 @ 3:00 P.M.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: ERP2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Infor Public Sector, Inc.

Company



Authorized Signature

May 11, 2020

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Proposal
21 — Info Technology

Proc Folder: 685126

Doc Description: Addendum No. 2 Travel Expense Management System

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2020-04-16	2020-05-15 13:30:00	CRFP 0947 ERP2000000001	3

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV

25305

US

VENDOR

Vendor Name, Address and Telephone Number:

Infor Public Sector, Inc.
13560 Morris Road, Suite 4100
Alpharetta, GA 30004
PH: 678-319-8000

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
(304) 558-0094
melissa.k.pettrey@wv.gov

Signature X

FEIN # 94-2913642

DATE May 11, 2020

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum No. 2

Addendum No.2 is issued to publish and distribute the attached information to the vendor community.

Request for Proposal

The West Virginia Department of Administration, Purchasing Division is issuing this solicitation as a request for proposal ("RFP"), as authorized by W.Va. Code 5A-3-10b, for the Enterprise Resource Planning Board (hereinafter referred to as the "Agency") to provide a comprehensive travel and expense management software program per the specifications and terms and conditions as attached hereto.

****ONLINE SUBMISSIONS FOR THIS REQUEST FOR PROPOSAL ARE PROHIBITED****

INVOICE TO		SHIP TO	
CONTROLLER ENTERPRISE RESOURCE PLANNING BOARD 1007 BULLITT STREET SUITE 400 CHARLESTON WV25301 US		CONTROLLER ENTERPRISE RESOURCE PLANNING BOARD 1007 BULLITT STREET SUITE 400 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Travel Expense Management System	0.00000			

Comm Code	Manufacturer	Specification	Model #
81111800			

Extended Description :

Travel Expense Management System to support the State's travel authorization and expense reimbursement process. Please add detail on cost sheet.

SOLICITATION NUMBER: ERP2000000001

Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as PEI2000000004 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ **Modify bid opening date and time**
- ☐ **Modify specifications of product or service being sought**
- ☐ **Attachment of vendor questions and responses**
- ☐ **Attachment of pre-bid sign-in sheet**
- ☐ **Correction of error**
- ☐ **Other**

Description of Modification to Solicitation:

- 1. To move Bid Opening from 05/01/2020 to 05/15/2020 @ 1:30 P.M. EST**
- 2. Responses to vendor questions will be issued in a subsequent addendum.**

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

- 1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.**
- 2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.**

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: ERP2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Infor Public Sector, Inc.

Company



Authorized Signature

May 11, 2020

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Proposal
21 — Info Technology

Proc Folder: 685126

Doc Description: Addendum No. 3 Travel Expense Management System

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2020-04-23	2020-05-15 13:30:00	CRFP 0947 ERP2000000001	4

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Name, Address and Telephone Number:

Infor Public Sector, Inc.
13560 Morris Road, Suite 4100
Alpharetta, GA 30004
678-319-8000

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
(304) 558-0094
melissa.k.pettrey@wv.gov

Signature X

FEIN # 94-2913642

DATE May 11, 2020

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

Addendum No. 3

Addendum No.3 is issued to publish and distribute the attached information to the vendor community.

Request for Proposal

The West Virginia Department of Administration, Purchasing Division is issuing this solicitation as a request for proposal ("RFP"), as authorized by W.Va. Code 5A-3-10b, for the Enterprise Resource Planning Board (hereinafter referred to as the "Agency") to provide a comprehensive travel and expense management software program per the specifications and terms and conditions as attached hereto.

****ONLINE SUBMISSIONS FOR THIS REQUEST FOR PROPOSAL ARE PROHIBITED****

INVOICE TO		SHIP TO	
CONTROLLER ENTERPRISE RESOURCE PLANNING BOARD 1007 BULLITT STREET SUITE 400 CHARLESTON WV25301 US		CONTROLLER ENTERPRISE RESOURCE PLANNING BOARD 1007 BULLITT STREET SUITE 400 CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Travel Expense Management System	0.00000			

Comm Code	Manufacturer	Specification	Model #
81111800			

Extended Description :

Travel Expense Management System to support the State's travel authorization and expense reimbursement process. Please add detail on cost sheet.

SOLICITATION NUMBER: ERP2000000001

Addendum Number: 3

The purpose of this addendum is to modify the solicitation identified as ERP2000000001 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

Description of Modification to Solicitation:

1. To issue responses to vendor questions.
2. Bid opening remains 05/15/2020 @ 1:30 P.M.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

CRFP ERP2000000001
Vendor Questions & Agency Responses

1. Can you please provide the expected schedule for Oral Presentations?

The bid opening date has been adjusted until May 15, 2020. It is expected that oral presentations will be scheduled during the first two weeks of June, 2020.

2. Would you please consider extending the bid opening to a later date to allow for a more comprehensive proposal response

The bid opening date has been adjusted until May 15, 2020

3. In addition to distance learning options, web-based training and classroom style/face-to-face training, would the incorporation of a 'train-the-trainer' approach be acceptable as another component to satisfy this mandatory requirement?

Yes, the train the trainer approach is acceptable additional component.

4 Can you please confirm that item #1, Implementation and Installation to Acceptance, should include the costs for all integrations with wVOASIS and, if so, consider including an additional line on the Pricing Page for integration costs?

Line #1 of the cost sheet should include all costs associated with the implementation and installation of the system up to the point of final acceptance by the ERP. This should be an all-inclusive amount. The Pricing Page is not an editable document.

5 The Evaluation Criteria on page 39 of the .PDF RFP specifies that vendor responses to Section 4.3.2 in the RFP is worth 5 points. However, we do not see a corresponding Section 4.3.2 to address. Please clarify which section will be allocated the 5 points possible.

The RFP does not specify mandatory qualification/experience requirements for a vendor. Qualification points will be awarded in their entirety (15 point possible) based on the preferred qualifications outlined in Section 4.3.1.

Qualifications and experience (§ 4.3)

- | | |
|--|---------------------------|
| - Qualifications and Experience Generally (§ 4.3.1) | 10 Points Possible |
| - Exceeding Mandatory Qualification/Experience Requirements (§ 4.3.2) | 5 Points Possible |

6 Does the State have a P-CARD integration need?

Yes, this is addressed in section 4.2.1.4. Credit Card Population and Reconciliation

7 Does that State have a shared 'Ghost Card' for booking travel transactions?

Each Department has the ability to have their own "Ghost Card Account(s)" to be used for booking travel transactions.

CRFP ERP2000000001
Vendor Questions & Agency Responses

8 Are the State's Per Diem rates GSA standard or a variation of GSA published rates?

The state uses the General Services Administration Standard per diem rates for meals and allow up to the (GSA) allowance of 300% for lodging receipts required. GSA rates are used for CONUS locations, Department of Defense (DOD) rates for OCONUS AL, HI, us territories and possessions) and Department of State (DOS) sets the Foreign rates

9 Does the State require any other integrations (other than CGI) into/from the new expense management system?

The solution will need to interface directly with our current online booking tool unless an acceptable alternative is offered.

10 Who is the State currently using for an online booking agency?

The current system is integrated with the Certify online booking tool provided by our contracted TMC National Travel, Inc.

What is their underlying online booking tool? **Certify Online Booking tool**

Is the desire to keep your current agency or replace them?

We are currently under a state-wide contract with National Travel that is managed through our Department of Administration.

11 How is the State handling Travel advances currently?

In our current system, meal and mileage allowances only can be requested through a pre-trip authorization on an exception basis. They are then reconciled through the expense report process.

12 How is the State handling one time vendor payments currently?

Every payment to a vendor goes through our AP system

13 Item #4.2, Item# 4.2.1.3.1 and Item# 4.2.1.8.1 are talking about meeting various travel policies and being configurable to various levels. Can you please describe with some examples.

These sections were intentionally left non-specific so each vendor could present the full capabilities of their proposed solution in each of the described areas to find the best fit for West Virginia. The proposed solution will then be scored based on the described attributes.

14 How many agencies are in scope?

The solution should provide for the potential of 170 agencies.

15 Does the State have some kind of central T&E policy which needs to be followed by all agencies? If not, roughly what percentage of the policy is common to all agencies, and how much % is unique to agencies?

CRFP ERP2000000001
Vendor Questions & Agency Responses

The 82% of state agencies follow a global policy but there are designated departments that can have their own travel policy.

16 Can you describe the typical expense report approval flow?

A document may be initiated by the traveler or their proxy, but the approval workflow may vary by traveler if needed based on hierarchy or policy. We have agencies who have three approvals after submission to workflow and we have agencies who have 10 approvals after submission to workflow.

17 Can you please elaborate on the requirement associated with Item# 4.2.1.14.3. Is this related to using the State owned document management system to store the expense receipts or associated images? Or does the T&E system provide data of approved expense reports (along with receipts) to be stored in an on-premises document management system?

Depending on the proposed solution the SAO may desire to automatically download image information, which is traditionally performed through an API. However, the solution must provide its own image solution that will work internally throughout the proposed solution.

18 Can you please elaborate on Item# 4.2.1.14.4?

The solution should have the ability to apply policies at the State, Agency, Department/Division, and Employee levels.

19 Please elaborate on the item# 4.2.1.14.6 requirement. What are the four primary documents mentioned in the requirement? How are they associated with Travel and Expense system?

The State cannot fulfill this answer completely. The State reserves the right to ask up to 4 interfaces as part of this RFP. Common interface can include payments concerning employee reimbursement and advancement of monies to employees for travel. Additional interfaces may be requested based on the awarded solution. Currently all interfaces for the WV Travel module is XML based and will probably stay the same.

20 Regarding Item# 4.2.1.14.2.C, Does the HR system support any API level calls to check employee's leave/vacation status?

Current future leave and vacation status is handled through Kronos, the vendor will need to provide the needed information however any additional work will be completed by the State. Past dated leave/vacation is handled through the CGI Advantage HRM application, the vendor will need to provide the needed information however any additional work will be completed by the State. All information required in this section will be provided by the State and the existing systems in place.

CRFP ERP2000000001
Vendor Questions & Agency Responses

21 The RFP talks about corporate card, purchasing card, meeting card, team card etc. How many Credit Card program integrations are required as part of the solution?

One bank feed will be required.

22 As a follow-up to above question, do various card programs follow state level policies or does each agency is having their own card programs, and policies associated with those?

All of the participating agencies will utilize the same card program and will follow the same reconciliation process.

23 Do you have a Purchasing-Card program?

Yes

If so, does it need to integrate with this solution?

Yes, refer to section 4.2.1.4. Credit Card Population and Reconciliation.

24 Does the State require any other integrations (other than incoming data from HR system and approved expense data going out) from T&E solution?

The solution will need to interface directly with our current online booking tool unless an acceptable alternative is offered.

25 Has your department already identified commercially available (canned) software packages that we can customize to meet your requirements, and if so, please identify these software packages and vendor.

The RFP asks for a Vendor solution.

26 If your preference is for a customizable commercially available software package, would you prefer to forgo some requested features outside the capability of the commercial software or instead opt for complete or partial (a hybrid solution) custom development?

The RFP asks for a Vendor solution.

27 Considering payment options for development and implementation of the project, would you prefer that we identify project milestones at which point invoices may occur, or would you prefer to be invoiced monthly beginning upon signature and continuing through the duration of the contract?

Payment terms and methods are addressed in Items 14 and 15 of the General Terms and Conditions. Vendor should complete a proposed project timeline outlining specific milestones for project completion measurability. All payments must be made in arrears after the receipt of goods/services. Time and materials invoices may be submitted upon delivery of such.

CRFP ERP2000000001
Vendor Questions & Agency Responses

28. What is the bank provider of the T&E and P-card programs utilized by the State employees? What type of card?

A. The State of WV utilizes a One-Card approach and applies MCC templates to control the spend of the cards. The provider for the state-wide program is U.S. Bank.

29. Please provide an estimation of the number of onsite meetings or tasks to be performed onsite in WV.

A. Number of on-site meetings will be determined on an as-needed basis.

30. The RFP specifies 70,000 expense reports per year (5,000 expense reports processed as a part of current ERP system and 65,000 expense reports processed via paper submission). Is any growth expected in terms of the overall number of expense reports processed annually over the course of the project?

A. The number of reports is based on current travel budget only and is always subject increase or decrease based on budget.

31. Do the 70,000 expense reports listed include travel and non-travel (mileage, supplies, etc.) expenses? If not, what would the additional volume be for non-travel expenses?

A. The 70,000 expense reports included travel only and the only non-travel related expenses expected to be added would be employee reimbursement requests for incidental out of pocket expenses that cannot be put on the P-card.

32. Please describe in detail the data needed to be obtained on the customized form to be used for submission of employee reimbursements.

A. The intent of this section is to see the flexibility of the proposed solution to allow for custom fields to be added to the expense report form for capturing nontraditional information. Please demonstrate the solutions capability for adding customized fields.

CRFP ERP2000000001
Vendor Questions & Agency Responses

33. Specifies the Vendor solution should have the capability to interface with four primary documents utilized by the travel. What are these four (4) primary documents?
- A. The State cannot fulfill this answer completely. The State reserves the right to ask up to 4 interfaces as part of this RFP. Common interface can include payments concerning employee reimbursement and advancement of monies to employees for travel. Additional interfaces may be requested based on the awarded solution. Currently all interfaces for the WV Travel module is XML based and will probably stay the same.**
34. Can the State please describe the four primary documents utilized by the traveler that they expect to interface to the solution?
- A. The State cannot fulfill this answer completely. The State reserves the right to ask up to 4 interfaces as part of this RFP. Common interface can include payments concerning employee reimbursement and advancement of monies to employees for travel. Additional interfaces may be requested based on the awarded solution. Currently all interfaces for the WV Travel module is XML based and will probably stay the same.**
35. We will require an NDA in place if the State requires security and other documentation. Can this be done once down-selected during the RFP process?
- A. Refer to #21 in the Instructions to Bidders and #31 of the General Terms and Conditions. Each state that vendor's entire response to the Solicitation and the resulting Contract are public documents.**
36. How long will supervisors have to approve a requested booking prior the request and booking-hold terminate in the system?
- A. There is no limit on how long a supervisor has to approve a requested booking prior to the request being terminated. Our current booking tool allows for saving an itinerary as research until the travel authorization is returned as approved at which time the itinerary is priced and submitted for purchase. Please present any limitations of the proposed solution.**
37. What is the State's Human Resources module?
- A. CGI Advantage HRM system. Current version is 3.9.01 with plans to upgrade to 3.11.**
38. Will WV allow non-employees to book travel in the system? Will non-employees be allowed to request any expense reimbursements?

CRFP ERP2000000001
Vendor Questions & Agency Responses

- A. Non-Employees will not have access to the system to book their own travel or request their own reimbursements. This would be done by proxy.**
39. When a cardholder is "transferring" a credit card transaction to another user - is this scenario solely for a situation such as an Admin creating an expense report for their boss? If not, please describe specific scenarios necessitating this credit card transaction transfer.
- A. For individuals who do not have their own cards, a centrally assigned card (Ghost Card/One Card) may be used for expenses like lodging and airfare. These would need to be able to be reconciled by the traveler's expense report.**
40. In the State of West Virginia Purchasing Procedures handbook section 5.6.1 State Purchasing Card, is that referencing the same card program that is also used for travel expenses or is it only used for procurement?
- A. Yes**
41. Can you please estimate the number of expense categories needed to properly reflect Pcard reimbursements on an expense report?
- A. Reimbursements would only be for out of pocket expenses. Pcard charges are company pay but are reconciled via adding them to the expense report in the tool. In today's system we have over 200 expense categories with just around 10% of the traveler population using the system. Each Agency can have a separate policy, each Policy can have separate expense categories.**
42. Will the State need advanced configuration training to access configuration options or have an idea on specific Training needs for Users and Approvers? Also, how many different Agencies/Groups will have different workflows/system configurations? Our Implementation Project team shall train the Customer's project team and those that will administer the Admin roles for Travel & Expense. Our Learning Services team can address if there are additional training needs such as custom end-user webinars, custom back-office webinars, certification, etc.
- A. The current system admin team has experience with role and workflow configuration experience from previous solutions, but will need some training. The team will have an idea on the needs of training for users and approvers. Although the majority (approx. 145/175) of Departments utilize the same travel rules, each Department will have its own individual approval workflow for both pre-trip authorization and expense reimbursement request which should have the flexibility to be based on dept/unit/traveler and on funding elements.**

CRFP ERP2000000001
Vendor Questions & Agency Responses

43. Is there any impact to the State's policy for in-person training such as classroom/F2F or workshops?

A. No

44. Does the State have its own teleconference system that could be used for remote video training purposes?

A. No, The vendor will need to provide these services.

45. Due to privacy issues, we do not share information regarding customers, transaction volumes or specific product usage. If chosen as vendor of choice, we will be happy to supply you with references for you to speak with directly. We also have a number of customer success stories posted online and will be happy to include in RFP response. Does this satisfactorily meet your conditions for client references during the initial RFP stage?

A. Please include any publicly-shared information as part of the RFP response.

46. Does the customer have any specifics on how to be billed for implementation services? Can they accept time & materials invoices billed in arrears or must they have known invoice totals at contract signature?

A. Payment terms and methods are addressed in Items 14 and 15 of the General Terms and Conditions. Vendor should complete a proposed project timeline outlining specific milestones for project completion measurability. All payments must be made in arrears after the receipt of goods/services. Time and materials invoices may be submitted upon delivery of such.

47. Does the customer require any specific documentation to be created by the Vendor throughout the project other than a project timeline and list of testing changes?

A. Vendor should provide a proposed project timeline outlining specific milestones for project completion and measurability. Any changes to this timeline should be submitted in writing for review and approval by the Agency. Additional documentation may be required based on RFP responses, following award.

Vendor Questions & Agency Responses

48. Is a design document required (one that describes design decisions made by the Customer throughout the project design phase) and if so is there a required format for it?

A. Yes, a design document is required. The agency has a format that can be used or the vendor can suggest their own.

49. Will the customer have dedicated IT resources for this project?

A. Yes

50. Will the customer have a dedicated Project Manager?

A. Yes

51. Does the Customer have ideas on how they will deploy this solution - will the rollout of the Travel Expense Management system be State-wide at the same time or a phased approach? For example, will it be to all departments/users at one time, a pilot followed by X # of user deployments, or no pilot but X # of user deployments? If phased, please provide a list of departments/users that would be included in any specific phases so that we may plan accordingly.

A. An initial pilot program is desired, with phased roll-outs to be determined at a later date.

52. Will all users follow the same travel OBT booking rules? Or, are certain groups of employees allowed to book in a way differently than others (i.e. - certain levels of employees allowed business class or larger hotel rooms)?

A. The agencies that can have separate travel policies can have separate OBT rules.

53. Do you allow cash advances on your T&E credit card used by employees?

A. Cash advances are not allowed on the card as a rule. Food (daily per diem) and fuel for personal vehicle usage are not allowed on the P-card because it is company pay. In our current system, all meals and mileage allowances are paid as reimbursement after the fact or cash advance can be requested through a pre-trip authorization on an exception basis.

54. Does each department have the liberty to create their own T&E policy or is one "global" policy followed by all State employees?

A. The majority of state agencies follow a global policy but there are designated departments that can have their own travel policy.

CRFP ERP2000000001
Vendor Questions & Agency Responses

A. Not for this project

70. Is there relevance to point #43, preference for use of domestic aluminum, glass and steel, for this RFP?

A. Not for this project

71. What fiscal year is this project budgeted under? Will this project be purchased under FY 2021 (meaning period between 7/1/2020 through 6/30/2021) or FY 2022 (meaning period between 7/1/2021 through 6/30/2022)?

A. Budget allocations are dependent on project award date and completion milestones.

72. Does the State have flexibility in the current ERP contract to sign this Travel Expense Management System or is there waiting period?

A. This contract will become effective upon contract award date.

73. What is the length of the transition period from the current tool to the new selected provider?

A. This contract will become effective upon contract award date. Transition period will be determined upon review of RFP project timeline.

74. Is there a preferred contract vehicle that the State prefers to buy under, or is there a preference to contract directly with the vendor?

A. Refer to Section 4.2.1.1.1 of the RFP.

CRFP ERP2000000001
Vendor Questions & Agency Responses

75. The RFP states on page 2 of cover form WV-PRC-CRFP-001 that "***ONLINE SUBMISSIONS FOR THIS REQUEST FOR PROPOSAL ARE PROHIBITED." However, on page 6 of the RFP, Section 6. Bid Submission, the RFP states "All bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. ... The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via e-mail. Acceptable delivery methods include electronic submission via wvOasis, hand delivery, delivery by courier, or facsimile." Can you please clarify the method we should use to submit our proposal?

A. On page 7 the first paragraph reads, The Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. Submission of a response to an Expression of Interest or Request for Proposal is not permitted in wvOASIS.

Vendor proposals should be submitted by hand delivery or courier, per the instructions contained in the Instructions to Bidders.

76. On page 1 of the RFP, the cover form WV-PRC-CRFP-001 has a table at the bottom of the page that indicates "Signature X, FEIN#, and Date." Are we required to sign and date this form, include our FEIN#, and return this form with our proposal?

A. Yes.

77. Is there a Microsoft Word version available of the RFP document that can be provided to prospective vendors?

A. NO. The RFP must not be altered and is not available in an editable form.

CRFP ERP200000001
Vendor Questions & Agency Responses

78. In the current COVID19 environment is it possible to adjust the RFP delivery method? Maybe send the original and email or upload a PDF instead of send 5 additional copies?

A. RFP's cannot be submitted electronically, therefore the Vendor shall provide the required number of convenience copies, along with the original technical and one original cost proposal. They may be delivered by courier, USPS or by the vendor.

79. Can you offer a breakout of your travel, international vs. Domestic?

A. No, at this time we code our travel to in-state and out of state only. Approximately 95% of all travel is domestic.

80. Do you use the Federal Per Diem rates for international travel?

A. We utilize the Per Diem rates as prescribed by the GSA.

81. Is Advantage ERP also your HR system? If not, what system are you using?

A. CGI Advantage HRM solution version 3.9.01

82. Who is your current Travel agency?

A. National Travel, Inc.

83. Will you entertain a different Travel Management Company? The current vendor has a valid state-wide contract.

A. The current vendor is under a state-wide contract.

84. Can planning sessions, configuration workshops and/or training be conducted remotely, though GoTo Meeting?

A. Yes

85. Can you explain 4.2.1.1.2, support the capability to add customized forms, in more detail?

A. The intent of this section is to see the flexibility of the proposed solution to allow for custom fields to be added to the expense report form for capturing nontraditional information. Please demonstrate the solutions capability for adding customized fields.

86. Can you explain 4.2.1.14.3, linking to Document Management system, in more depth and what is the system?

A. Depending on the proposed solution, the WV State Auditor's Office may desire to automatically download image information which is traditionally performed through and API. However, the solution must provide its own imaging solution that will work throughout the proposed solution.

CRFP ERP200000001
Vendor Questions & Agency Responses

87. Due to the complexity of the solution, we would like to request that questions due date be extended from to April 17th, 2020 to April 24th, 2020?

A. The question deadline will not be extended.

88. Due to the complexity of the solution, is it possible to extend the proposal due date to May 29th, 2020, at 5 PM EDT?

A. The bid opening date has been changed to May 15, 2020

89. Is the State of West Virginia willing to negotiate a cap on the unlimited liability clause on the sample contract?

A. Yes, it is negotiable.

90. If vendors suggest changes to the standard contract terms will they be disqualified?

A. Vendor may suggest changes to the standard terms and conditions; however, all changes must be approved by the WV State Attorney General as to form and an order of precedence will be established.

91. Is there a requirement for Agile Development Methodology?

A. No

92. Is there a requirement for a Commercial Off The Shelf solution or can a custom development solution be proposed?

A. No

93. Can a Cloud / SaaS solution be proposed or is it restricted to a on premises solution? Will West Virginia be responsible for SW / HW components?

A. The RFP states that a SaaS solution can be bid. If the vendor wishes to propose an on-premise solution the vendor must also include all hardware requirements. Please refer to section 4.2 paragraph #2.

94. Is post production application support in scope? If yes for how many years? SLA's for support? Is it 24X7? What are the expectations?

A. Vendor can propose all of these items in both the response and cost sheet.

95. Are there any restrictions on using project resources based in Global Delivery Centers outside of the United States?

A. The RFP does not make any restrictions concerning global delivery centers.

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Infor Public Sector, Inc.

Company



Authorized Signature

May 11, 2020

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Appendix 5: Legal Exceptions

With reference to the Request for Proposal (the “RFP”), Infor is pleased to provide its proposal, but respectfully takes exception to the various contract terms and RFP requirements identified below and elsewhere in the RFP as the basis for the definitive contracts that would be required should Infor be awarded this opportunity. The responses of Offeror to questions posed by the State in its RFP are provided for informational purposes only and are not meant to constitute or give rise to contractual commitments on behalf of Infor.

Infor suggests that the engagement be governed by the Infor’s standard agreements with such modifications as discussed and mutually agreed upon during contract negotiations. Copies of the standard agreement(s) are included with this submission. In the event that the State requires the use of a State-proposed contract form, mutually acceptable modifications to such contract form must be negotiated, as requested by Infor. Should the State determine that Infor’s offer is acceptable and/or wish to revisit certain points in Infor’s RFP proposal, Infor remains open to discussing each of these points in finer detail with the goal of seeking a mutually acceptable approach that will address each party’s concerns.

Table 5: Legal Exceptions by RFP Section and Page Number

Page #'s	Section	Response
12	1. Contractual Agreement	Infor reserves the right to negotiate this provision. This proposal is not an offer subject to mere acceptance, and any final agreement would need to be negotiated and mutually agreed upon by the parties. For the avoidance of doubt, Infor will only be bound by an agreement that has been signed by both parties.
16	8. Insurance	Additional insured status is not provided under the Cyber Liability policy. Additionally, a renewal certificate of insurance will most likely not be available a full 30 days prior to policy expiration as renewals are typically still being negotiated. Finally, carriers will not agree to provide notice in the case of policy reduction.
17	13. Pricing	Infor reserves the right to negotiate all pricing terms and conditions. Once they are fixed in the contract, they are not subject to adjustment.
17	14. Payment in Advance	Infor reserves the right to negotiate all pricing terms and conditions. Payment for any subscriptions (e.g. subscription software or support) is due annually in advance. Payment for services can be in arrears.
17	15. Payment methods	Infor accepts EFT but not P-cards.
18	16. Taxes	Infor reserves the right to negotiate this provision. Provided that the State provides the applicable tax exemption number/certificate, it will not be invoiced for applicable taxes.
18	17. Additional Fees	Infor reserves the right to negotiate this provision. All fees should be as described in the final agreement.
18	18. Funding	While Infor is in general agreement with this provision, Infor requests that prior written notice be given so there is sufficient time to wind down the contract prior to the July 1 deadline.



Page #'s	Section	Response
18	19. Cancellation	Infor reserves the right to negotiate this provision to the extent permitted by applicable laws. Infor generally requires notice and a cure period prior to termination for cause.
18	20. Time	Infor reserves the right to negotiate this provision.
19	26. Subsequent Forms	Infor reserves the right to negotiate this provision. Any of Infor's contract term that are included in the contract or that are mutually agreed to in writing and signed by the parties should be binding.
19	27. Assignment	Infor reserves the right to negotiate this provision. Infor needs the ability to assign all of Infor's rights and obligations under any resulting Agreement in connection with a merger, acquisition, reorganization, sale or transfer of substantially all of the capital stock or assets of Infor or its applicable operating division.
19	28. Warranty	Infor takes exception to this warranty in its entirety. Infor will agree to provide the warranties as stated in the sample software license agreement(s).
19.	30. Security, Privacy and Confidentiality	While Infor is in general agreement with the concept, Infor reserves the right to negotiate the final language of the provision to protect both parties' confidential information.
20	31. Your Submission is a Public Document	Infor reserves the right to negotiate this provision to the extent permitted by applicable law if it is to be included in the final contract.
21	35. Vendor Relationship	While Infor agrees that the relationship between the State and Infor would be that of an independent contractor, Infor reserves the right to negotiate the final language of this provision. Infor also reserves the right to negotiate all indemnification provisions to the extent permitted by applicable law.
21	36. Indemnification	Infor reserves the right to negotiate this provision. Infor would indemnify the State from and against third party claims for death, personal injury, and damage to real or tangible personal property to the extent caused by Infor's gross negligence. Please note, Infor reserves the right to negotiate the final wording of any indemnification provision included in the final agreement.
22	39. Conflict of Interest	Infor is willing to make this certification in regard to the company and its officers. However, Infor has more than 17,000 employees globally and is not able make an inquiry to all of them.
22	40. Reports	Infor reserves the right to clarify and negotiate this provision. Infor needs a better understanding as to the reports that are required.
22.	41. Background check	Infor is in general agreement with this clause but reserves the right to negotiate the final wording if selected for procurement.
23.	42-43	Infor requests that these provisions be stricken as they are generally inapplicable to software contracts.

Appendix 6: Sample Agreements

The referenced sample agreements can be found on the following pages.



SUBSCRIPTION LICENSE AND SERVICES AGREEMENT

AGREEMENT NUMBER: _____

THIS SUBSCRIPTION LICENSE AND SERVICES AGREEMENT (the "Agreement") is between **Infor (US), Inc.** ("Infor") and _____ ("Licensee") as of the Effective Date. The parties agree as follows:

1. Definitions.

- (a) "**Affiliate**" means any entity, directly or indirectly, controlling, controlled by, or under common control with, Infor.
- (b) "**Authorized Users**" means: (i) Licensee's employees; and (ii) contractors authorized by Licensee to access the Subscription Software who, prior to obtaining access to the Subscription Software, have executed a non-disclosure agreement that protects Infor's Confidential Information to the same extent as this Agreement, in each case registered in the database with a unique UserID and a unique password.
- (c) "**Confidential Information**" means non-public information that is identified as or would be reasonably understood to be confidential and/or proprietary. Confidential Information of Infor includes, without limitation, the Documentation and the Subscription Software, including any software code and all algorithms, methods, techniques, and processes revealed or utilized therein. Confidential Information of Licensee includes Licensee Data. Confidential Information does not include information that: (i) is or becomes known to the public without fault or breach of the Recipient; (ii) the Discloser regularly discloses to third parties without restriction on disclosure; (iii) the Recipient obtains from a third party without restriction on disclosure and without breach of a non-disclosure obligation known to Recipient; or (iv) is independently developed by the Recipient without use of Confidential Information.
- (d) "**Customizations**" means any components deployed in the hosted environment for the Subscription Software other than the generally available Subscription Software or components that Licensee may deploy via the standard user interface or tools included in the generally available Subscription Software. Customizations may include, without limitation, code, databases or third party extensions that are not included in the generally available Subscription Software.
- (e) "**Discloser**" means the party providing Confidential Information to the Recipient.
- (f) "**Documentation**" means the then-current Infor-provided documentation relating to the features, functions, and use of the Subscription Software.
- (g) "**Documented Defect**" means a material deviation between the then-current, general release version of the Subscription Software and its Documentation.
- (h) "**Effective Date**" means the date identified on the signature page of this Agreement as the Effective Date.
- (i) "**Initial Subscription Term**" means the initial subscription period set forth on the applicable Order Form.
- (j) "**Intellectual Property Rights**" means any and all rights in patents, copyrights, trademarks and service marks.

(k) "**Licensee Data**" means information provided, entered or uploaded for use by or with the Subscription Software by the Licensee or its Authorized Users.

(l) "**License Restriction**" means any limitation on the use of the Subscription Software identified in an Order Form (e.g., number of Authorized Users, locations, connections).

(m) "**Order Form**" means each order form between the parties incorporating the terms of this Agreement which shall contain, without limitation, a list of the Subscription Software and associated quantity and License Restriction, a description of the Subscription Services, Subscription Fees, and payment terms.

(n) "**Personal Information**" means information provided to Infor by or at the direction of Licensee, or to which access was provided to Infor in the course of Infor's performance under this Agreement that: (i) identifies or can be used to identify an individual (including, without limitation, names, signatures, addresses, telephone numbers, e-mail addresses and other unique identifiers); or (ii) can be used to authenticate an individual (including, without limitation, employee identification numbers, government-issued identification numbers, passwords or PINs, financial account numbers, credit report information, biometric or health data, answers to security questions and other personal identifiers). Personal Information shall include any non-public personal information regarding any individual that is subject to applicable national, state, regional, and/or local laws and regulations governing the privacy, security, confidentiality and protection of non-public personal information.

(o) "**Recipient**" means the party receiving Confidential Information of the Discloser.

(p) "**Renewal Term**" means any renewal or extension of Licensee's license to use the Subscription Software following the expiration of the Initial Subscription Term.

(q) "**Residual Knowledge**" shall mean ideas, concepts, know-how or techniques related to the Discloser's technology and Confidential Information that are retained in the unaided memories of the Recipient who had rightful access to Confidential Information.

(r) "**Service Level Description**" means the Service Level Description document applicable to the Subscription Services and attached as an exhibit to an Order Form.

(s) "**Subscription Fees**" means the fees for the Subscription Services set forth on the applicable Order Form.

(t) "**Subscription Services**" means the Subscription Software-related application hosting services and Support (as defined in Section 3(b)) that Infor provides Licensee under this Agreement.

(u) "**Subscription Software**" means collectively or individually the computer software programs identified in the applicable Order Form for which Infor is providing the Subscription Services.

(v) **"Subscription Term"** means the Initial Subscription Term or any Renewal Term, as applicable.

(w) **"Third Party Licensor"** means a third party whose software products (**"Third Party Products"**) have been made available to Infor for distribution and licensing under the terms of its agreement with Infor (a **"Third Party Agreement"**).

(x) **"Updates"** means generally available updates, enhancements or modifications to the then-current, general release version of the Subscription Software that are not separately priced or licensed as new products.

(y) **"UserID"** means a unique user identification credential used in combination with a unique password to access the Subscription Services.

2. **License.** Subject to the terms and conditions of this Agreement and the applicable Order Form, Infor hereby grants to Licensee a non-exclusive, non-transferable, limited license (without the right to sublease or sublicense) to access and use the Subscription Software and the Subscription Services, during the Subscription Term, in an operating environment hosted by Infor, for Licensee's own internal use. Any rights not expressly granted in this Agreement are expressly reserved.

(a) **Documentation.** Licensee may make a reasonable number of copies of the Documentation for the Subscription Software for its internal use in accordance with the terms of this Agreement.

(b) **License Restriction.** Licensee's use of the Subscription Software and Subscription Services is subject to any License Restriction specified in the applicable Order Form.

(c) **Additional Restrictions on Use of the Subscription Software and Subscription Services.** In no event shall Licensee access the Subscription Software on any environment outside the hosted environment selected by Infor as part of the Subscription Services. In no event shall Licensee or its Authorized Users possess or control the Subscription Software or any related software code. Licensee is prohibited from causing or permitting the reverse engineering, disassembly or de-compilation of the Subscription Software. Except as expressly provided by this Agreement, Licensee is prohibited from using the Subscription Software to provide service bureau services to third parties. Licensee will not allow the Subscription Software to be used by, or disclose all or any part of the Subscription Software to, any person except Authorized Users. Licensee acknowledges and agrees that U.S. export control laws and other applicable export and import laws govern its use of the Subscription Software and Licensee will neither export or re-export, directly or indirectly, the Subscription Software, nor any direct product thereof in violation of such laws, or use the Subscription Software for any purpose prohibited by such laws.

(d) **Intellectual Property Rights Notices.** Licensee is prohibited from removing or altering any of the Intellectual Property Rights notice(s) embedded in the Subscription Software or that Infor otherwise provides with the Subscription Services. Licensee must reproduce the unaltered Intellectual Property Rights notice(s) in any full or partial copies that Licensee makes of the Documentation.

(e) **Ownership.** Use of the Subscription Software and Subscription Services does not grant any ownership rights in or to the Subscription Software, the Subscription Services, or the Documentation. Licensee Data shall be the sole property of Licensee. Infor may collect anonymous data related to Licensee Data or use of the Subscription Software and Subscription Services (collectively

"Anonymous Data"), and such Anonymous Data (which in no event will include Personal Information) shall be the sole property of Infor and not considered Licensee Data.

3. **Subscription Services.**

(a) **Hosted Environment.** Infor will provide the application hosting environment, including the hardware, equipment, and systems software configuration on which Infor supports use of the Subscription Software and Subscription Services, on servers located at a facility selected by Infor.

(b) **Support.** Infor shall (a) provide Licensee with access (via the internet, telephone or other means established by Infor) to Infor's support helpline, (b) install, when and if generally available, Updates; and (c) use reasonable efforts to correct or circumvent any material deviation between the then-current, general release version of the Subscription Software and its Documentation (the foregoing referred to collectively as "Support"). Support is included in the Subscription Fee.

(c) **User Accounts.** Licensee is responsible for maintaining its own Authorized User UserIDs and passwords which can be managed through the Subscription Software interface. Licensee is responsible for maintaining the confidentiality of Licensee's UserIDs and passwords and shall cause its Authorized Users to maintain the confidentiality of their UserIDs and Passwords. Licensee is responsible for all uses of and activities undertaken with UserIDs registered on Licensee's account. Licensee agrees to immediately notify Infor of any unauthorized use of Licensee's UserIDs of which Licensee becomes aware.

(d) **Connectivity.** Infor will be responsible for maintaining connectivity from its network to the Internet which is capable of servicing the relevant Internet traffic to and from the hosted environment. Licensee is responsible for providing connectivity to the Internet for itself and its Authorized Users. Licensee shall also be responsible for ensuring that latency and available bandwidth from the user's desktop to Infor's hosted routers is adequate to meet Licensee's desired level of performance. If Licensee requires a VPN or private network connection to the Subscription Services, Licensee is responsible for all costs associated with any specialized network connectivity required by Licensee. If Infor offers the Subscription Software in a single tenant environment, Licensee will require a VPN to access such environment.

(e) **Restrictions.** Infor shall have no obligation to correct a problem caused by Licensee's negligence, Licensee's equipment malfunction or other causes beyond the control of Infor.

(f) **Customizations.** Customizations are not permitted absent Infor's prior written consent. If permitted, Customizations may only be created and deployed by Infor, and shall be documented in a separate agreement between Infor and Licensee. Support or other services for Customizations are not available under this Agreement or included as part of the Subscription Fees and may only be purchased pursuant to a separate agreement between Infor and Licensee.

4. **Payment and Taxes.**

(a) **Payment.** Licensee shall pay Infor the Subscription Fees set forth on the Order Form. Subscription Fees are payable in advance and Infor will invoice Licensee for Subscription Fees prior to the commencement of the portion of the Subscription Term to which such fees apply. After the Initial Subscription Term, the Subscription Fees shall be subject to annual adjustment. Except as otherwise set

forth in this Agreement, Subscription Fees are non-refundable. Licensee will pay each Infor invoice in accordance with the payment terms set forth on the Order Form. Late payments are subject to a late charge equal to the lesser of: (i) one and one-half percent (1½%) per month; and (ii) the highest rate permitted by applicable law. Notwithstanding anything to the contrary in this Agreement, Infor reserves the right to suspend access to the Subscription Services in the event of any past due Subscription Fees.

(b) Taxes. Licensee is responsible for paying all taxes relating to this Agreement (except for taxes based on Infor's net income or capital stock). Applicable tax amounts (if any) are not included in the Subscription Fees set forth on any Order Form. Infor will invoice Licensee for applicable tax amounts and such invoices are payable in accordance with Section 4(a) and the Order Form.

5. Limited Warranties, Disclaimer of Warranties, and Remedies.

(a) Right to Grant License. Infor warrants that that it owns all right, title and interest in and to the Subscription Software or has obtained rights in such Subscription Software sufficient to grant the licenses granted to Licensee under this Agreement. Licensee's exclusive remedy, and Infor's exclusive obligation, for a breach of this warranty is set forth in Section 7 (Indemnity).

(b) Limited Subscription Software Warranty by Infor and Remedy For Breach. Infor warrants that the Subscription Software will operate without a Documented Defect for a period of twelve (12) months from the Order Form Date defined in the applicable Order Form. Infor's sole obligation with respect to a breach of the foregoing warranty shall be to repair or replace the Subscription Software giving rise to the breach of warranty. If Infor is unable to repair or replace such Subscription Software within a reasonable period of time, then, subject to the limitations set forth in Section 14 of this Agreement, Licensee may pursue its remedies at law to recover direct damages resulting from the breach of this warranty. The remedies in this Section 5(b) are exclusive and in lieu of all other remedies, and represent Infor's sole obligations, for a breach of the foregoing warranty. Licensee must provide notice to Infor of any warranty claim within the warranty period. For clarity, Licensee's entitlement to Support (as defined in Section 3(b)) in connection with any Documented Defect shall continue throughout the Subscription Term.

(c) Malicious Code. Infor represents that it has used commercially reasonable best efforts utilizing generally accepted industry tools and practices to provide Subscription Software that does not contain any "time bombs," "worms," "viruses," "Trojan horses," "protect codes," "data destruct keys," or other programming devices that are intended to access, modify, delete, damage, deactivate or disable the Subscription Services ("Malicious Code"). As Licensee's sole remedy for breach of this representation, Infor shall take action immediately to investigate, identify and remove such Malicious Code from the Subscription Software.

(d) Limited Services Warranty and Remedy For Breach. Infor warrants to Licensee that, Infor will render the Subscription Services with commercially reasonable care and skill. Infor further warrants that the hosted environment will be available at all times throughout the Subscription Term, subject to the exceptions and allowances described in the Availability section of the applicable Service Level Description. The level of unavailability shall not exceed one half of one percent (0.5%) per month, excluding Scheduled Maintenance as described in the applicable Service Level Description (the "Down Time Warranty"). In the event of a breach of the foregoing warranty Infor shall apply service level credits based on the actual availability measure for the applicable period as follows:

<u>Availability</u>	<u>Service Level Credit</u>
99.500% or greater	No Service Level Credit
99.499% - 99.000%	5% of the monthly prorated subscription fee
98.999% - 98.500%	15% of the monthly prorated subscription fee
98.499% - 95.000%	25% of the monthly prorated subscription fee
Below 95.000%	35% of the monthly prorated subscription fee

Service level credits for Subscription Fees paid on an annual basis shall be based on a monthly equivalent fee. For example, a 5% service level credit on an annual subscription fee shall be 5% of 1/12 of the annual fee. Service level credits shall be applied to Licensee's next invoice or, if Licensee has paid the final invoice under this Agreement, service level credits shall be paid to Licensee within thirty (30) calendar days following the determination that the credit is due. The service level credit is the exclusive remedy and is in lieu of all other remedies for breach of the Down Time Warranty.

(e) Disclaimer of Warranties. The limited warranties in this Section 5 are made to Licensee exclusively and are in lieu of all other warranties. **INFOR MAKES NO OTHER WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, WITH REGARD TO THE SUBSCRIPTION SOFTWARE AND SUBSCRIPTION SERVICES PROVIDED UNDER THIS AGREEMENT AND/OR ANY ORDER FORM, IN WHOLE OR IN PART. INFOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. INFOR EXPRESSLY DOES NOT WARRANT THAT THE SUBSCRIPTION SOFTWARE OR SUBSCRIPTION SERVICES, IN WHOLE OR IN PART, WILL BE ERROR FREE, OPERATE WITHOUT INTERRUPTION OR MEET LICENSEE'S REQUIREMENTS.**

(f) Abrogation of Limited Warranty. Infor will have no obligation under this Section 5 to the extent that any alleged breach of warranty is caused by any modification of the Subscription Software not performed by or on behalf of Infor. To the extent that an alleged breach of warranty concerns a Third Party Product that is subject to a more limited warranty under a Third Party Agreement than specified in Section 5 above, Infor's obligations hereunder will be further limited accordingly.

(g) **FAILURE OF ESSENTIAL PURPOSE. THE PARTIES HAVE AGREED THAT THE LIMITATIONS SPECIFIED IN SECTIONS 5 AND 14 WILL SURVIVE AND APPLY EVEN IF ANY REMEDY SPECIFIED IN THIS AGREEMENT IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, AND REGARDLESS OF WHETHER LICENSEE HAS ACCEPTED ANY SUBSCRIPTION SOFTWARE OR SUBSCRIPTION SERVICE UNDER THIS AGREEMENT.**

(h) **HIGH RISK ACTIVITIES. THE SUBSCRIPTION SOFTWARE IS NOT FAULT-TOLERANT AND IS NOT DESIGNED, MANUFACTURED OR INTENDED FOR USE AS ON-LINE CONTROL EQUIPMENT IN HAZARDOUS ENVIRONMENTS REQUIRING FAIL-SAFE PERFORMANCE, SUCH AS IN THE OPERATION OF**

NUCLEAR FACILITIES, AIRCRAFT NAVIGATION OR AIRCRAFT COMMUNICATION SYSTEMS, MASS TRANSIT, AIR TRAFFIC CONTROL, DIRECT LIFE SUPPORT MACHINES, OR WEAPONS SYSTEMS, IN WHICH THE FAILURE OF THE SUBSCRIPTION SOFTWARE COULD LEAD DIRECTLY TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE ("HIGH RISK ACTIVITIES"). ACCORDINGLY, INFOR DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR HIGH RISK ACTIVITIES. LICENSEE AGREES THAT INFOR SHALL NOT BE LIABLE FOR ANY CLAIMS OR DAMAGES ARISING FROM OR RELATED TO THE USE OF THE SUBSCRIPTION SOFTWARE IN SUCH APPLICATIONS.

6. Confidential Information.

(a) Confidentiality. The Confidential Information disclosed under this Agreement may be used, disclosed or reproduced only to the extent necessary to further and fulfill the purposes of this Agreement. Except as otherwise permitted under this Agreement, the Recipient will not knowingly disclose to any third party, or make any use of the Discloser's Confidential Information. The Recipient will use at least the same standard of care to maintain the confidentiality of the Discloser's Confidential Information that it uses to maintain the confidentiality of its own Confidential Information, but in no event less than reasonable care. The non-disclosure and non-use obligations of this Agreement will remain in full force with respect to each item of Confidential Information for a period of ten (10) years after Recipient's receipt of that item; provided, however, that Licensee's obligations to maintain the Subscription Software and Documentation as confidential will survive in perpetuity. Each of Licensee and Infor shall be responsible for the breach of the confidentiality terms contained in this Section 6 by any of its directors, officers, employees, Authorized Users, agents, accountants and advisors. Notwithstanding the foregoing, this Section is not intended to prevent (a) a Recipient from using Residual Knowledge, subject to any Intellectual Property Rights of the Discloser, or (b) Infor from using Anonymous Data. If the Recipient should receive any legal request or process in any form seeking disclosure of Discloser's Confidential Information, or if the Recipient should be advised by counsel of any obligation to disclose such Confidential Information, the Recipient shall (if allowed by law) provide the Discloser with prompt notice of such request or advice so that the Discloser may seek a protective order or pursue other appropriate assurance of the confidential treatment of the Confidential Information. Regardless of whether or not a protective order or other assurance is obtained, the Recipient shall furnish only that portion of the Discloser's Confidential Information which is legally required to be furnished and to use reasonable efforts to assure that the information is maintained in confidence by the party to whom it is furnished.

(b) Security Policies and Safeguards. Infor shall establish and maintain administrative, technical, and physical safeguards designed to protect against the destruction, loss, unauthorized access or alteration of Licensee Data and Personal Information in the possession or under the control of Infor or to which Infor has access, which are: (i) no less rigorous than those maintained by Infor for its own information of a similar nature; (ii) no less rigorous than generally accepted industry standards; and (iii) required by applicable laws. The security procedures and safeguards implemented and maintained by Infor pursuant to this Section 6(b) shall include, without limitation:

- (i) User identification and access controls designed to limit access to Licensee's Data to authorized users;

- (ii) the use of appropriate procedures and technical controls regulating data entering Infor's network from any external source;
- (iii) the use of encryption techniques when Licensee's Data is transmitted or transferred into or out of the hosted environment;
- (iv) physical security measures, including without limitation securing Licensee's Data within a secure facility where only authorized personnel and agents will have physical access to Licensee Data;
- (v) operational measures, including without limitation IT Service Management (ITSM) processes designed to ensure the correct and secure operations of information processing activities;
- (v) periodic employee training regarding the security programs referenced in this Section; and
- (vi) periodic testing of the systems and procedures outlined in this Section.

(c) Review of Controls. Once in each 12 month period during the Subscription Term, Infor shall, at its cost and expense, engage a duly qualified independent auditor to conduct a review of the design and operating effectiveness of Infor's defined control objectives and control activities in connection with the Subscription Services. Infor shall cause such auditor to prepare a report in accordance with the American Institute of Certified Public Accountants Statement on Standards for Attestation Engagements No. 18 (SSAE 18) or an equivalent standard, which may include ISAE 3402 (the "Audit Report"). Licensee shall have the right to request and receive a copy of the Audit Report and Licensee may share a copy of such Audit Report with its auditors and regulators, provided that, such Audit Report shall be Infor's Confidential Information (as defined in this Agreement).

(d) Security Incident Response. In the event that Infor becomes aware that the security of any Licensee Data or Personal Information has been compromised, or that such Licensee Data or Personal Information has been or is reasonably expected to be subject to a use or disclosure not authorized by this Agreement (an "Information Security Incident"), Infor shall: (i) promptly (and in any event within 24 hours of becoming aware of such Information Security Incident), notify Licensee, in writing, of the occurrence of such Information Security Incident; (ii) investigate such Information Security Incident and conduct a reasonable analysis of the cause(s) of such Information Security Incident; (iii) provide periodic updates of any ongoing investigation to Licensee; (iv) develop and implement an appropriate plan to remediate the cause of such Information Security Incident to the extent such cause is within Infor's control; and (v) cooperate with Licensee's reasonable investigation or Licensee's efforts to comply with any notification or other regulatory requirements applicable to such Information Security Incident.

7. Indemnity by Infor. Infor will defend, indemnify and hold Licensee harmless from and against any loss, cost and expense to the extent arising from a third party claim against Licensee that the Subscription Software infringes any Intellectual Property Rights of others. Infor's obligations under this indemnification are expressly conditioned on the following: (i) Licensee must promptly notify Infor of any such claim; (ii) Licensee must, in writing, grant Infor sole control of the defense of any such claim and of all negotiations for its settlement or compromise so long as such settlement or compromise does not result in payment of money by Licensee or an admission of guilt by Licensee (if Licensee chooses to represent its own interests in any such action, Licensee may do so at its own expense, but such representation must not prejudice Infor's right to

THE PARTIES have executed this Subscription License and Services Agreement through the signatures of their respective authorized representatives.

Effective Date: _____

Infor (US), Inc.

Licensee: _____

Signature: _____

Signature: _____

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Address: _____

Address: _____

Address: _____

Address: _____

Signature Date: _____

Signature Date: _____

- Performance degradation due to Licensee's use of the services in excess of the scope of Licensee's license, usage restrictions, or product limitations outlined in the applicable Agreement.

Exhibit 2 to Order Form MOBILE APPLICATION SUPPLEMENT

In connection with Licensee's license to the Mobile Application Subscription Software (the "Mobile Application") as specified in the Order Form to which this Mobile Application Supplement ("Supplement") is attached, INFOR will provide Licensee with an environment to enable use of certain Infor-licensed Software (the "Software") on the Mobile Application through certain Apple or Android devices. The Mobile Application may be used on either an Apple device or an Android device, as specified by Apple or Google. If Licensee elects to use the Mobile Application on an Apple device, the Mobile Application is separately distributed exclusively by Apple through the App Store pursuant to the Apple Terms of Use. If Licensee elects to use the Mobile Application on an Android device, the Mobile Application is separately distributed exclusively by Google through Google Play pursuant to the Google Terms of Service. In order to use the Mobile Application on an Apple device, Licensee Users must separately agree to the Apple Terms of Use prior to downloading the Mobile Application, and in order to use the Mobile Application on an Android device, Licensee users must separately agree to the Google Terms of Service. If Licensee Users do not agree to these separate terms, then use of the Mobile Application will not be permitted on the respective Apple-supported or Google-supported device. At the time of download of the Mobile Application from the App Store or Google Play, as applicable, either Licensee Users will be prompted to agree to the Apple Terms of Use or the Google Terms of Service by checking a box displayed at the end of these terms or by clicking an "Agree" or similar button where this option is provided, or Licensee Users will be deemed to have accepted such terms by using the Mobile Application. Notwithstanding the foregoing, the Agreement to which this Supplement is attached is deemed amended by this Supplement with respect to the Mobile Application, as provided for below and as otherwise set forth in the Apple Terms of Use or the Google Terms of Service, as applicable. Any conflict between the terms of the Agreement and the terms of this Supplement will be resolved in favor of this Supplement.

1. Additional Definitions.

"Apple" refers to Apple, Inc. and its majority-owned affiliates.

"Apple Terms of Use" refers to the then-current additional terms and conditions of Apple (including the App Store Terms of Service and Apple Usage Rules set forth in the Apple App Store) and the EULA that Licensee Users must accept and agree to prior to using the Mobile Application on an Apple device.

"App Store" means the electronic store branded, owned and/or controlled by Apple.

"INFOR" refers to the INFOR contracting entity set forth in the Agreement, for and on behalf of itself and its subsidiaries and affiliates, including Infor (US), Inc.

"EULA" means additional terms of use of INFOR applicable to the Mobile Application that Licensee Users must accept and agree to prior to use of the Mobile Application. Neither Apple nor Google is a party to the EULA.

"Google" refers to Google Inc.

"Google Play" means the electronic store branded, owned and/or controlled by Google.

"Google Terms of Service" refers to the then-current additional terms and conditions of Google (including the Google Play Terms of Service) and the EULA that Licensee Users must accept and agree to prior to using the Mobile Application on an Android device.

"Licensee Users" refers to the individuals affiliated with and authorized by Licensee to use the Mobile Application in connection with the Software, subject to the Agreement, including the applicable User Restrictions set forth in the Order Form, and to agree to the Apple Terms of Use or the Google Terms of Service, as applicable.

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**Exhibit 1 to
SaaS Order Form
Service Level Description**

Infrastructure - The services are supported by commercially reasonable redundant infrastructure including

- Power infrastructure that includes redundant sources (multiple power feeds, generators, battery backups), multiple power distribution systems, and redundant power supplies;
- Environmental controls that include highly available precision HVAC systems, humidity controls, and water detection systems;
- Network infrastructure that includes multiple Internet Service Providers, redundant edge routers, firewalls, and switches;
- Hardware and software redundancy in support of virtualized and physical servers; and
- Storage solutions that provide redundant back end data storage.

Infor maintains a disaster recovery site where Licensee's data is replicated on a regular basis.

Technical Change Management – Infor maintains change management system to ensure review and controlled implementation of changes that Infor may make from time to time in the support of the services. Changes require both a risk analysis and a peer review before being implemented in Infor's infrastructure.

Cloud Storage – Infor Subscription Software solutions include two (2) terabytes of storage at no additional charge. This storage limitation is for the Licensee's production environment only and applies to each Infor CloudSuite or Subscription Software product line, regardless of whether they are subscribed for on a single Order Form or across multiple Order Forms.

Security & Privacy – Infor takes great care to protect non-public information provided to us by our customers. Infor may have access to non-public information from multiple sources that include:

- Directly from use of one of Infor's hosted applications.
- Directly from a customer's designated service representative or indirectly via batch data transfers.
- In the course of transactional activities as information is updated or processed by an Infor hosted application, or through data maintenance activities.
- Other sources as defined by one of our solutions.

Infor has implemented a defense-in-depth strategy to protect non-public information. This strategy is based upon best-practices designed to comply with applicable laws and regulations and is based upon widely accepted industry standards. Our security management system is based on the following:

- **Security Policies:** We require that all employees be responsible for the security of non-public information and follow the practices defined within the Information Security Management System.
- **Information Security Organization:** Infor's management is committed to security and has established an organization responsible for the security of non-public information.
- **Asset Management:** All assets are strictly controlled and all information is classified in order to determine the appropriate controls required for access and handling.
- **Human Resources Security Practices:** In the US, Infor conducts a comprehensive background check and screening at the time each employee is hired and requires that employees maintain familiarity and compliance with security responsibilities. When employees leave Infor, a formal process is established to remove their physical and virtual access to the Infor infrastructure.
- **Physical and Environmental Security:** Infor places critical components in physically controlled spaces with best-practices in place to secure infrastructure. Physical and environmental security measures include card and/or biometric access controls, and limited access to secure locations based on job function.
- **Access Control:** All access to systems, networks, and applications is controlled down to the user and resource level with role-based privilege techniques. This access is reviewed on a periodic basis to ensure that a change of personnel or a change of role has not modified the access needs of the individual.

- **Communication and Operations Management:** Infor has implemented strong operational procedures to protect information. Our controls surrounding system planning, protection from malicious code, backup processes, network security, media handling and exchange of information are constantly being analyzed and monitored to insure they provide reasonable protection for your data. Third party service providers with access to confidential information are required to adhere to security and privacy requirements that are consistent with and at least as restrictive as Infor's own policies and procedures regarding the protection of confidential information.
- **System Development:** Security requirements of all applications that handle confidential information are defined early in the development stage. Appropriate data protection techniques are designed into the application while changes to developed software must go through a mature change management process.
- **Incident Management:** In the unlikely event of an actual or reasonably suspected security incident, our teams immediately begin work to identify the scope of impact, mitigate any exposure, determine the root cause of the incident and take appropriate corrective action.
- **Compliance:** We are constantly analyzing the requirements of legal, regulatory, and contractual obligations to ensure we are abiding by the requirements that apply to the handling of your data.

Scheduled Maintenance – The services shall be subject to a regularly scheduled weekly maintenance window. Infor makes commercially reasonable efforts to establish maintenance windows during times that minimize impact to Licensee's users. While most of Infor's maintenance can be completed during regularly scheduled maintenance windows, from time to time maintenance must be performed outside of the scheduled maintenance windows to maintain the integrity and security of the services. In such cases, Infor will provide Licensee's primary point of contact as much advance notice of the planned maintenance as is technically feasible. The regularly scheduled weekly maintenance windows and any period of unavailability due to maintenance for which Licensee is given at least 24 hours advance notice is considered "Scheduled Maintenance".

Availability – Infor's goal is to provide access to the services at Infor's Internet gateway(s) twenty-four hours per day, seven days a week, except during Scheduled Maintenance. Infor's service level objective is 99.5% Availability measured on a monthly basis.

Availability for the Subscription Services is measured monthly as a percentage of Scheduled Available Minutes.

- "**Scheduled Available Minutes**" are the total minutes in a month less the number of Scheduled Maintenance minutes in the applicable month.
- "**Available Minutes**" is the number of Scheduled Available Minutes in a month less the aggregate number of minutes the Subscription Services were unavailable outside of Scheduled Maintenance.
- "**Availability**" is a percentage calculated as the Available Minutes in a month divided by the Scheduled Available Minutes in the month.

For example, in a 30 day month with 4 weekly Scheduled Maintenance windows of 8 hours, there are 41,280 Scheduled Available Minutes (60 min. x 24 hrs. x 30 days) - (60 min. x 8 hrs. x 4 weeks) = 41,280. If the Subscription Services experienced an outage of two hours outside of Schedule Maintenance, there were 41,160 Available Minutes in the month (41,280 Scheduled Available Minutes - 120 minutes of unavailability). The resulting Availability percentage is 41,160 / 41,280 = 99.7%.

The following shall not be considered periods of unavailability for purposes of the Availability calculation:

- Outages due to factors outside of Infor's reasonable control (for example, a network or device failure at Licensee's site or between Licensee and Infor's data centers);
- Delays in email or webmail transmission to or from the hosted application;
- Connectivity issues outside of Infor's direct control (e.g. DNS issues);
- Force Majeure events;
- Outages attributable to the acts or omissions of Licensee or Licensee's employees, agents, contractors, or vendors, or anyone gaining access to the services means of UserIDs or equipment controlled by Licensee;
- Periods of Down Time at Licensee's request;
- Outages that result from Licensee's equipment, software, or other technology and/or third party equipment, software or other technology (other than those which are under Infor's direct control); and
- Performance degradation due to Licensee's use of the services in excess of the scope of Licensee's license, usage restrictions, or product limitations outlined in the applicable Agreement.



End of Proposal