

RECEIVED

2020 MAY 15 AM 10: 21

WV PURCHASING  
DIVISION



**SAP Concur Response to Travel Expense Management System RFP  
Prepared for the State of West Virginia Enterprise Resource Planning  
Board**

**Technical Proposal - Original  
Solicitation Number: CRFP 0947 ERP2000000001**

Submitted by:

Jordan Ireland

Regional Sales Executive

Concur Technologies, Inc.

1919 Gallows Road, Suite 800

Vienna, VA 22182 USA

Email Address: [jordan.ireland@sap.com](mailto:jordan.ireland@sap.com)

Telephone Number: (703) 338-9078

Fax Number: (425) 590-5999

Signature:  Date: May 15, 2020

Concur Technologies, Inc.  
1919 Gallows Road  
Suite 800  
Vienna, VA 22182 USA

May 15, 2020

Melissa Pettrey  
Senior Buyer  
West Virginia Enterprise Resource Planning Board  
2019 Washington Street, East  
Charleston, WV 25305  
Fax: (304) 558-4115  
Email: [Melissa.K.Pettrey@wv.gov](mailto:Melissa.K.Pettrey@wv.gov)

Dear Ms. Pettrey,

SAP Concur solutions is pleased to submit the following RFP response to the State of West Virginia (State). SAP Concur solutions takes companies of all sizes and stages beyond automation to a completely connected spend management solution encompassing travel, expense, invoice, compliance, and risk. Our global expertise, industry-leading innovation and dynamic ecosystem of diverse partners and applications unlock powerful insights that help businesses reduce complexity and see spending clearly, so they can manage it proactively.

This response addresses the needs of the State as presented in the RFP and will focus on how automating and streamlining spend management processes with SAP Concur solutions will help to accomplish the State's goals of: implementing a comprehensive travel and expense management software program; a Software as a Service (SaaS) system that enables 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; and a SaaS system with the capability for booking travel arrangements.

We are confident that SAP Concur solutions can provide the right solution to help address your stated business needs. If you have any questions about the enclosed response or require any additional information about SAP Concur's products or services, feel free to reach out to me at (703) 338-9078, or via email at [jordan.ireland@sap.com](mailto:jordan.ireland@sap.com).

Sincerely,



Jordan Ireland  
Regional Sales Executive  
SAP Concur

## **PROPOSAL TERMS:**

Concur Technologies, Inc. ("SAP Concur") is in receipt of the Request for Proposal, dated April 7, 2020, (the "Request") issued by the State of West Virginia Enterprise Resource Planning Board ("you" or "your"). SAP Concur is pleased to have the opportunity to submit this proposal in response to the Request (the "Proposal"), which such Proposal is valid until July 15, 2020. The general terms applicable to the Proposal are as follows:

The information contained in this Proposal is proprietary and confidential to SAP Concur. The information contained in this Proposal may be used solely in connection with the evaluation of the Proposal. To the extent, a nondisclosure agreement (or other agreement with terms on confidentiality) protecting SAP Concur's confidential information is in effect between you and SAP Concur, the information contained in this document shall be held confidentially in accordance with the terms of that agreement. If no agreement protecting SAP Concur's confidential information is in effect between the parties, you agree to (a) keep the information contained in this Proposal in strict confidence and not to disclose it to any third party without SAP Concur's prior written consent and (b) disclose the information contained in this Proposal only to those employees, contractors or agents having a need to know such information in connection with the evaluation of the Proposal and only insofar as such persons are bound by a nondisclosure agreement consistent with the foregoing. You do not acquire any intellectual property rights in SAP Concur's property under the Proposal. You may make a reasonable number of copies of the Proposal for your internal distribution for use solely in connection with the evaluation of the Proposal; otherwise you may not reproduce or transmit any part of the Proposal in any form or by any means without the express written consent of SAP Concur. By reading the Proposal that follows these Proposal Terms, you have agreed to be bound by the foregoing terms. If you do not agree to be bound by the foregoing terms, you must promptly return this Proposal to SAP Concur without reading further. The Proposal remains the property of SAP Concur and shall be returned upon request.

SAP Concur has made reasonable efforts to accurately respond to the Request. The Proposal is based upon information that you have provided to SAP Concur. Since SAP Concur's interpretation of your requirements as expressed in the Request may differ from your intended or actual requirements, SAP Concur is unwilling to attach or incorporate the Request or the Proposal into any contract that may result between you and SAP Concur. Nothing in the Proposal should be construed as a representation or warranty on behalf of SAP Concur and SAP Concur does not intend to create or imply warranties of fitness for a particular purpose, merchantability, performance, or any other representation or warranty. SAP Concur takes exception to any provision of the Request that purports to establish the contractual and legal terms under which SAP Concur will provide services to you; you should not construe, nor does SAP Concur consider, the Proposal to be legally binding upon SAP Concur. In the event of any inconsistencies between the text in the Proposal and this document, the text of this document best describes SAP Concur's position and shall take precedence over any inconsistency with the Proposal.

The documents that comprise the Proposal or supporting marketing literature that may be included as part of the Proposal may include the word "solution". SAP Concur may use the word "solution" generally to describe SAP Concur's services offerings; SAP Concur does not mean to warranty or imply any SAP Concur services will solve your information management issues or any other problems.

SAP Concur contemplates that you will contract directly with third parties for any third-party products or services desired by you. SAP Concur makes no warranty as to the performance or suitability of any such third-party products or services.

The Proposal is intended for informational purposes and is not intended as a firm offer or commitment by SAP Concur to provide any services. If you select SAP Concur as the vendor for the services specified in the Proposal, the parties will negotiate in good faith terms and conditions for the transaction (the "agreement"). Neither you nor SAP Concur shall be bound, in any way, to any term or condition except as agreed in the executed agreement.

# TABLE OF CONTENTS

PROPOSAL TERMS: .....	1
EXECUTIVE SUMMARY: .....	3
SECTION 4: PROJECT SPECIFICATIONS.....	9
4.2 Project Goals and Mandatory Requirements: .....	9
4.3 Qualifications and Experience: .....	35
4.4 Oral Presentations:.....	37
APPENDIX:.....	39

## EXECUTIVE SUMMARY:

SAP Concur is pleased to submit our response to the State of West Virginia Travel Expense Management System Request for Proposal. We greatly appreciate the State's interest and are confident that SAP Concur solutions are the best choice to address the State's spend management needs.

The State has outlined that its goals for the current project are to implement a comprehensive travel and expense management software program; a Software as a Service (SaaS) system that enables employees to plan and book their travel, obtain travel approval, and submit travel and other out-of-pocket expense reports electronically in accordance with state agencies' varying travel policies; and a SaaS system with the capability for booking travel arrangements. To meet these goals, we are proposing our completely connected spend management solution that will not only address your needs today but will also grow along with your business.

Over the last several years we have evolved from a technology company into a services provider that utilizes technology to provide state agencies with the tools necessary to better manage travel, expenses, and invoices. Our evolution has been made possible by a dramatic shift in the way we deliver our services to the thousands of customers we manage across the globe. As the recognized leader in SaaS solutions for spend management, we are positioned to deliver unprecedented levels of support, guidance and expertise to help you optimize your travel and expense program.

At SAP, we leverage our industry knowledge and experience by working with our customers to enhance our already proven methodology. In this response, we would like to emphasize our experience, professionalism, and commitment to providing end-to-end travel and expense management services and support, that will continue to integrate seamlessly with your existing backend systems. We are committed to being a leader in the industry, and the most innovative and viable partner for the State in the long run. The SAP Concur platform provides an integrated Travel and Expense process, including a 360-degree view of all spend.

The one-click that books a trip will then generate the expense report, thereby removing a tremendous manual burden from your employees. This is a win for your end user and helps promote change within your organization. In addition, the State will be able to take advantage of e-receipts, which offer complete, live, electronic data containing an entire record of a supplier transaction, including folio data that looks exactly like the supplier's paper receipt.

SAP Concur's solution automatically gathers and reconciles all electronic data generated during the ordinary course of business travel. Now for the first time, the three sources of expense information – itinerary data captured at the time of booking, p-card charges incurred by the employee and e-receipts captured directly from the supplier – can all be easily reconciled within one seamless travel and expense management process. When all three sources of data match, the SAP Concur solution uses these trusted transactions to automatically complete an expense report.

Concur Travel & Expense supports multiple currencies and languages. You can automatically calculate the currency exchange rate, car-mileage allowances and tax information. Plus, Concur Travel includes content from multiple global distribution systems, negotiated and published fares, direct connects and web-only fares – offering a wide range of options for global business travel. SAP Concur solutions provide public sector organizations with total control over their travel and expense program by delivering the content their business travelers need, while supporting policy enforcement, robust workflow capabilities, and increased visibility through powerful reporting. With the convenience of having access to all travel and expense data in one solution, it's no question that leading companies and public sector organizations of all sizes choose SAP Concur offerings.

Following are a list of the main drivers for change the State has outlined that are directly addressed and demonstrate a flexible and customized approach from SAP Concur solutions:

**Improve spend vs. budget** – get a more complete picture of spend, so the State can monitor trends, enforce policies and understand spend before it happens.

**Optimize back office and workforce productivity** – 93% of expense transactions are processed manually via paper versus 7% through the ERP system. Need to simplify the experience for both AP staff and end-users by automating travel and expense processes.

**Greater visibility/control on spend** – develop management reporting and metrics to gain further analysis capabilities on both granular and high-level travel and expense data.

**Automate workflows** – Simplify request and pre-approval workflow for all 175 department codes.

**Ease of use** – must be friendly, intuitive and mobile for both travel and expense reimbursement processes.

**Customized form/interface** – must support the ability to add custom interfaces to be used for reimbursement submission

**Integration** – partially implemented travel and expense system as part of current CGI Advantage ERP makes it a challenge to manually enter data into system or process via paperwork. Requirement to interface with the ERP financial solution in order to process multiple payment items, maintain proper Chart of Accounts information and interface with the traveler's personnel records maintained within the State's Human Resources module.

**Policy enforcement** – enforce GSA and per diem rates to reduce non-compliant spend.

**Increase control on mileage** – reimburse local mileage based on shortest distance according to Google Maps.

**Eliminate paper** – receipt image capture to automatically capture supplier information and build expense reports.

**Integration** – challenge to manually enter data into CGI Advantage ERP system.

**Dunning** – currently a manual process to alert users when there is an aging transaction.

State leaders across the country want a comprehensive travel and expense management partner that understands the public sector challenges and requirements like those just listed and have a configurable solution that will mobilize the entire T&E process. Recognizing a need for greater compliance within government agencies, many states are seeking to eliminate paper, manage spend, gain insight into actual expenditures, and enforce policy. Transforming from a manual process with stacks of paper reimbursement forms to a fully integrated and automated solution is the only way to get the visibility you need to:

- Drill down into employee spend details
- Reinforce policy compliance
- Manage your bottom line
- Keep your travelers safe and productive on the road

SAP Concur offerings deliver on all counts and Concur® Travel & Expense is the answer. This cloud-based solution solves the toughest spend management challenges across your organization. It's built with users in mind and is designed to grow along with you. You can now connect travel suppliers, travel management companies, credit cards, vendors and your employees' favorite apps – every place and way that your employees spend money so you can apply policy up-front and capture spend.

SAP Concur tools work with ERP, HR and accounting systems to consolidate data and create a single, connected process for managing spend. You can connect to the systems you're already using to create a unified look at all spend and expenses.

**Concur Expense – Get simple, fast, and accurate expense reporting.**

Concur Expense is designed so your organization can easily enforce spending policies, capture receipts, process expense reports and make better business decisions based on timely, accurate data.

- **Manage expenses easily with mobile apps:** Employees can capture transaction data, snap a photo of receipts, and submit expense reports – while your managers can quickly review and approve expense reports.
- **Streamline expense management with e-receipts:** Automatically populate expense reports using electronic receipts from airlines, hotels, restaurants, and ground transportation services.
- **Achieve better visibility with systems integration:** Get a timely, accurate, and comprehensive financial picture and better reporting by integrating your travel & expense solution with your enterprise resource planning (ERP) system.
- **Reconcile expenses with card integration:** Manage and reconcile business expenditures made through a wide range of card types including p-card and ghost card transactions as well as personal cards to cover incidental out of pocket expenses that cannot be put on the P-card.
- **Gain a single, accurate view of your expense data:** Easily take action and control spending with detailed reporting, dashboards, and analytics at your fingertips.
- **Track your expense data securely:** Rest assured your data is secure. SAP Concur solutions are certified in and audited for compliance with ISO 27001, SOC 1 / SSAE16, and PCI standards.

#### **Concur Travel – All your travel. All in one place.**

Integrate your entire travel network – from where you stay to how you get there – into one, easy-to-use system. Travelers get an integrated itinerary and you'll get a more complete, accurate picture of your spending, making it easier to control costs, contain risk, increase employee productivity and go wherever business takes you.

- **Broad inventory offers global booking solutions:** Provide access to content from multiple global distribution systems, negotiated and published prices, direct connects, and web-only fares.
- **Reports guide informed decisions:** Gain complete insight into travel spending, track performance indicators (KPIs), and monitor trends/comparisons with more than 25 standard reports.
- **Travel planning keeps everyone compliant:** Enforce internal policies and satisfy external regulations with Concur Request, a customizable pre-trip planning process that enables you to approve, reject, and request changes.
- **Mobile app streamlines business travel:** Streamline business travel planning, itinerary management, and expense reporting for your employees, and control your travel spending.
- **E-receipts speed report creation and submission:** Snap a photo of receipts and assign them to line items in expense reports. Travel suppliers can automatically send e-receipts directly to Concur Expense.
- **Gain visibility, even for direct bookings:** Concur® TripLink helps you capture and manage invisible bookings, and includes Triplt® Pro, which increases travel program satisfaction and makes trips visible in Concur.

We believe that our offer of intuitive services connects processes and people to deliver a user experience as effortless as using a smartphone and provide transparency into the State's spend no matter where it occurs. By going beyond automating processes and transactions, we're able to manage spending wherever it happens – even before it happens – allowing the State to focus on what matters most.

State agencies face numerous challenges and expectations have never been higher. Managing a diverse workforce has never been more challenging because the cost of inefficient financial operations, along with employee turnover and lost productivity, is greater than ever in this hypercompetitive environment that rewards

sustained agility. These challenges are added to the historical executive mandates around controlling operational costs and reporting out financial results that are in line with an ever-growing set of compliance regulations. With these issues in mind, we see forward-thinking public sector agencies engaging with IT solutions that enable:

**Business readiness:** SAP Concur's solution can scale to accommodate agencies of any size and link into existing accounting and ERP systems. SAP Concur offerings can address many drivers for change by interfacing with the ERP financial solution to process multiple payment items, maintain proper chart of accounts information and the traveler's personnel records maintained within the State's human resources module. Oftentimes, these are secure cloud-based solutions that fit within the Chief Information Officer's (CIO) IT policy framework and are cost-effective and easy to deploy across the organization. This alleviates an inefficient manual process, eliminates manual and duplicate data entry, eliminates the need for paper and ensures financial visibility. SAP Concur is flexible and has experience with state agencies. We look forward to the opportunity to having a discussion upon down select around how we can figure out a path to simplify the process for the State.

**Visibility, Insight, Change:** purpose-built solutions can more effective than manual processes when it comes to quick automation and deeper reporting on a wider set of business metrics. What used to take days or weeks can now take hours. In addition, when utilizing a predictive solution that offers more than automation, executives are armed with the insights to identify business opportunities that never existed before.

**Insights into the right data:** Concur Intelligence gives budget managers, the finance team and executives the actionable analytics and proactive insight to easily manage spending as and before it happens. Plus, you'll have accurate information to negotiate better deals with suppliers—and all the travel, ERP, invoice and purchasing card data in one place to simplify it all.

**Receipt data without the paper:** Not only can your users book airfare, hotels and cars from their mobile device, they can take a photo of their receipt to automatically and accurately populate their expense reports. Concur® Travel and Expense matches those receipts to card purchases, so employees can get back to work, managers can approve reports on the go and your CFO can see the data they need.

**The control to stay in compliance:** With Concur® Travel and Expense, compliance is automatic. Your expense policies are incorporated into the process, and out-of-policy spending is flagged before violations occur—no matter which booking channel travelers use. You get peace of mind, knowing the rules are being followed, and because in-policy spend means faster reimbursement, travelers are happier, too.

**Apps everyone loves to use:** The App Center provides partner apps and services that extend the value of your Concur® Travel and Expense solution. These apps and services create an ecosystem that provide greater visibility into your total spend, simplify travel and expenses, and help you manage regulatory and tax risks. We recognize that ground-breaking solutions can come from anywhere, at any time, which is why we continually grow our partner ecosystem to help you solve today's problems and prepare for tomorrow's challenges.

**Easier, faster implementation:** Implementing Concur® Travel and Expense is faster and easier than you might think. The SAP Concur implementation team is made up of the industry's top travel managers, accounting experts and IT specialists to handle even the most complex requirements. The phased roll-out is designed around our more than 20 years of experience to get your solution configured following current best practices, while aligning with your processes.

### **Expertise You Won't Outgrow**

SAP Concur solutions is your expert partner for where you are now, and where you want to be.

For more than two decades we have led the fundamental shifts that have shaped our industry. We were the first to integrate travel and expense management, and to take those solutions to mobile and to the cloud. We also introduced the industry's first open ecosystem.



We have helped more businesses, representing every possible size, industry, and geography, than anyone else in the world. This gives us a unique window into optimal processes, systems and workflows that nobody else can match. We have focused relentlessly on the things you know are important, but that are easy to push down the priority list such as travel policies, best practices for expense reports, AP automation, and duty of care.

We anticipate problems and the pain points, and we take care of them for you. We have built the most robust spend management solution available, designed to work seamlessly for companies of all sizes and all stages. While you may be consumed with the shifting complexities of your business, we see the big picture and we know exactly how to help. If you are a small business drowning in a sea of paperwork, or a global enterprise looking to stay out in front of complex compliance requirements, we will help you streamline processes, remove barriers and save money. Only SAP Concur solutions has the track record and the expertise to support the evolution of your business every step of the way.

Whether you intend to start small, add capabilities, connect new dots, or roll out globally, we are here for you as you grow and evolve, and you'll never have to worry about outgrowing SAP Concur solutions.

### **Industry-Leading Innovation That Benefits You**

We will keep driving the industry forward to help you run your business better.

Innovation is in our DNA, and to us the point of innovation is always to make your experience better. Our guiding principle is always to design user-friendly, business-ready solutions with your best interest in mind. From day one, we've been obsessed with reducing paper, eliminating tedious tasks, automating workflows, streamlining processes, saving time, anticipating issues, and doing anything and everything we can to help you.

Furthermore, since our inception, we have driven the trends that have transformed the industry and taken risks to be first where it matters most. We were the first to deliver a mobile app to keep your business travelers and your back office happy. We were the first to build an open platform that seamlessly integrates data from the apps you are already using. We continue to set the standard and pave the way by integrating the industry's most advanced technologies, from predictive analytics to machine learning. With every idea and every innovation, we focus on delivering precisely what you need, before you need it.

We drive innovation forward until it becomes the new normal, and we will never accept business as usual if there is an opportunity for business to be better.

### **Open Ecosystem Expands Your View**

The value of SAP Concur offerings extends far beyond the product itself.

SAP Concur solutions is the center of a dynamic ecosystem that integrates the apps, partners, suppliers and products your employees are already using. Trips booked directly with Airbnb or Starwood, rides with Uber, and Wi-Fi from Gogo, all of these and many more, are part of the powerful SAP Concur ecosystem. Data collected from these apps is integrated automatically to deliver the experience your employees expect and the full visibility you need into all dimensions of spend.

This connected ecosystem gets smarter with every transaction, revealing new insights and opportunities to drive business value. Everything works together to help you see things you couldn't see before, building a clear, complete picture of spending, compliance and risk. SAP Concur solutions help you break free from rows in a spreadsheet to connected dots and aha moments. It is simply a smarter way to run your business.

Today, SAP Concur is the world's leading provider of integrated spend management services and solutions. On the web, or on a smartphone or tablet, our cloud-based solutions deliver an effortless experience for employees and total transparency into spending, helping organizations of all sizes, industries and locations run better. We can help yours run better, too.

The State has outlined its objectives and requirements for a comprehensive, SaaS-based travel and expense management program. Concur Travel & Expense is purpose-built to both address the needs of your various

departments today for travel-related expenses as well as incorporate additional non-travel related expenses down the road. Only our connected spend management solution will enable the State to automate and simplify an inefficient manual process, see around the corner to forecast and manage cash flow and gain control over spend to avoid risk and ensure compliance throughout the organization.

We look forward to a long-term partnership with the State.

## SECTION 4: PROJECT SPECIFICATIONS

### 4.2 Project Goals and Mandatory Requirements:

The State of West Virginia 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 of West Virginia 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 of West Virginia 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.

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.

#### 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.**

A single instance of SAP Concur solutions would be implemented for the customer. Since SAP Concur solutions is an integrated platform, all its functionality is integrated to one-another (Concur Request, Concur Travel, and Concur Expense). Having Concur Request integrated to Concur Travel allows users to go directly into the booking tool once their request has been approved. This prevents the need to "re-key" in their requested details. SAP Concur solutions will simply pull their requested arrival and departure locations and dates from their request and immediately imbed it into the search criteria in Concur Travel. To link the travel request to expense, users can create an expense report from the Travel Authorization page simply by clicking the expense button on their approved request. This will automatically create the expense report with all the pro-card transactions and receipts that took place during the users' travel.

SAP Concur provides a role-based system. The solution authorizes and creates administrator roles/rights for customer organizations, which are then in turn responsible for additional rights granted to users accessing the system. Application access is controlled by user role, or role-based access control

(RBAC). The most common roles are user/submitter, approver, processor, and administrator. The role of the logged-in user determines what functionality is accessible, along with what screens, links, and modules are available for access.

**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.**

SAP Concur solutions is highly configurable. Customers can configure each form (i.e. expense form for reimbursement and company card expenses), adding or removing fields as desired. Also, every field can be renamed to align with a customer's specific vernacular. Finally, individual field level help text can be completely customized to a customer's specific requirements. The solution also provides a set number of 'Custom Fields' so customers can capture their specific data elements. There are between 20 and 40 fields available depending on the form type. These can be assigned any data type and have no impact on upgrades.

**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.**

An expense report will contain a Document Identifier (a document or receipt icon is available), Traveler Identifier (employee name & employee ID), Travel Expense Line Items (available by default and required), Receipt Required Indicator (a warning message will display if receipt is not attached and prevent submission), Trip Purpose (Business Purpose), Payment Method (Payment Type field is available by default and a required field), and an explanation field (Business Purpose or Comments field can be used) for each expense line item.

**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.**

We will lay out a complete project plan, identifying responsibilities and actions for both the implementation team and customer's project team. The solution utilizes an accelerator methodology to achieve quality results and achieve maximum benefit to customers. This approach focuses on providing immediate business value and establishing a partnership with customers. Our methodology is a rapid-deployment strategy, combining a streamlined but flexible, implementation workflow, best practices, and proven techniques and strategies. The key implementation phases are as follows:

- Requirements analysis and design
- Configuration
- Review & Validation

- Rollout and post-deployment support

Each phase in the implementation includes clear timeframes, while specifically identifying who is responsible for each task. A defined project plan with set deliverables ensures on-time and on-budget delivery. Implementation time varies depending upon resources that the customer can provide. Customers' implementation times range from several weeks for a simple domestic-only implementation to several months for more complex, global implementations.

#### **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.**

Since SAP Concur solutions is an integrated platform, all our functionality is integrated to one-another (Concur Request, Concur Travel, and Concur Expense). Pre-trip approvals are supported by the optional Concur Request service and is available for an additional fee. Concur Request provides enhanced approval workflow, allowing multiple approvers, routing based upon spend limits and/or other client-defined criteria. Concur Request can be integrated within the Concur Travel setup/configuration to be used as the approval tool. Having Concur Request integrated to Concur Travel allows users to go directly into the booking tool once their request has been approved.

##### **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.**

Mileage distance can be manually entered, calculated with the Mileage Calculator function in the tool that leverages integrated Google Maps, as well as drop-down selection for most recent addresses and company locations, or using the SAP Concur solutions mobile distance capture capabilities of Concur Drive. Normal commute distance can be deducted with a simple click of a checkbox. Concur Drive is a “touchless” mobile distance capture and reimbursement solution that automatically tracks mileage with GPS. Concur Drive automatically captures mileage and kilometer data to provide seamless, accurate expense reporting.

Depending on the configuration, the user may be able to override the calculation and the origin and destination fields may or may not be required. Users can be required to enter comments or justifications when the default mileage calculation is manually adjusted or changed through the creation of an audit rule.

The mileage rate that is used for the reimbursement is configurable, and there can be different configurations based on groups of employees. The options for configuration can either be:

- One Rate: Mileage is reimbursed at a flat rate.
- Variable Rate: Mileage is reimbursed based on specific criteria.

**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.**

Travelers can initiate a reimbursement request for their travel expenses by creating and submitting an expense report in Concur Expense. They can then access a searchable Expense Report Library to see their own expense reports that were previously submitted and processed. Pre-defined queries (unsubmitted, active, recent, pending, approved, processed, paid) can be selected via a drop-down list to view expense reports and their history (monthly, quarterly or yearly).

**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.**

User accounts/profiles and access levels are established (and transferred, terminated, etc.) through an automated HR feed or through an employee administration module available to customer administrators with the appropriate privileges assigned. Customer administrators will manage any ongoing updates to these employees including changes in employment and deactivation. This can be accomplished by any of the following methods:

- Employee import file
- Designated Customer Admin editing a user through the UI
- Designated Customer Admin uploading an employee spreadsheet through the UI
- Web services

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

The solution features a Print/Email functionality that gives the Expense user, approver, or processor the ability to generate a PDF copy of an expense report. The PDF copy provides a summary of the expense report including the actual copy of receipt/s attached to it. This detailed report summary can then be emailed to one or more recipients or printed directly.

**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.**

Delegates or proxies are fully supported. For Concur Travel, an arranger or delegate/proxy who is permissioned to make reservations on behalf of others, can be associated with an unlimited number of travelers. For Concur Request, a delegate can easily act on behalf of another user (given the proper access) and create and submit a travel authorization. For Concur Expense, a delegate or proxy can submit (or even approve) an expense report on behalf of a fellow user.

**4.2.1.2.7. The vendor should describe how their solution will be a user-friendly system with an intuitive 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.**

SAP Concur solutions strives to deliver business applications that incorporate features and content designed to enhance efficiency and user experience and are as engaging as popular consumer web applications. As a result, the user interface is designed to be highly intuitive, requiring limited training for end-users. The booking process, for instance, resembles commercial websites that most travelers are familiar with, featuring a wizard-style experience where users can search and select flights/trains, hotels, and ground transportation, filtering search criteria as needed. Policy rules are fully integrated into the search, guiding users to the most compliant choices. Once booked, reservations can be viewed, changed and cancelled as needed, with minimum assistance required from the Travel Management Company (TMC).

SAP Concur solutions are delivered as a Software-as-a-Service, providing a completely web-based solution accessible via a standard browser and internet connection. There are no hardware or software requirements other than an HTML compatible, JavaScript enabled web browser, and a PDF reader to view receipt images. There are no applets, downloads or java needed by the user's browser to access the solution. Also, there are no JVM requirements or client-side installations.

**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.**

SAP Concur solutions is a highly configurable application that features the ability to quickly and easily modify data and processes. Customer administrators can modify expense types, account coding, mileage rates, business rules, policies, and even workflow steps with simple point-and-click functionality. This robust toolset has been designed for the business user, eliminating the need for IT resources. No custom coding and no programming skills are required.

**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).**

This can be supported through the Audit Rule functionality. Rules are configured using IF/THEN statements and can be based off any trigger in the expense report. The exceptions or alerts generated by the audit rules are available on the expense report and can be made visible to the employee, approver and processor (or a combination).

**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.**

This is not supported. Users cannot manually transfer transactions (i.e. card transactions imported via credit card integration) to another user within Concur Expense.

**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.**

The list of configurable options available to customer administrators includes (but is not limited to):

- Groups: Can be by division, type of employee, geography, etc.
- Hierarchies: Supports reporting and security
- Policies: Forms, audit rules, and workflows by group
- Lists: Simple lists
- Connected lists: List that can be up to 10 levels deep
- Forms: Pages and screens
- Workflows: Routing within the application
- Audit rules: Business rules based on travel policies
- Fields: Field definitions, including user defined/custom fields
- Expense Types: Airfare, car rental, hotel, each tied to a natural GL acct code
- Payment Types: Cash, credit card, company paid, etc.
- Ledgers: SAP Concur solutions can support multiple ledgers
- Currencies: All ISO currencies are supported
- Delegates: Includes security permissions to perform certain actions



- E-mail reminders: Notifications that can be triggered by system workflows

For date format, this can be set by users in their respective SAP Concur profile. For required attachments for expense reports, this can be configured by customer administrators on the Receipt Handling page.

#### 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.

SAP Concur solutions have pioneered the method of "pre-populating" corporate credit card data for inclusion in traveler expense reports via a simple point-and-click interface. The unmatched experience in this area has resulted in the widest range of card provider integration options and detail of data. The solution has a significant amount of experience integrating with more than 25 different credit card vendors. In addition, SAP Concur Support directs integration to Ghost Cards and Purchasing Cards. If users have one or more corporate sponsored cards, the solution supports multiple card feeds per user per expense report.

Corporate credit card transactions are most commonly received on a daily basis from the card provider and imported via standard import routines built into the application. Once imported, individual charges are then parsed out to users for report creation. The result is point-and-click access to expenses as they fill out reports. Users only have visibility to their own charge transactions. The frequency of download from credit card vendors can be determined based on a customer's business requirements.

##### 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.

SAP Concur offerings has a match rules engine to automatically reconcile charges from multiple sources (itinerary, eReceipt, Optical Character Recognition, Card, etc.). The solution supports a duplicate audit rule to flag potential duplicate charges. Duplication detection efforts extend to company meals, meal attendees, and expenses across multiple expense reports. An audit rule checks for duplications against a combination of expense type, amount, and date (and whether the expense is marked as personal). In addition, should an employee try to push through a "duplicate" transaction on multiple expense reports, the solution can be configured to flag the transactions to the end user, or only their manager or back office staff, depending on a company's preferred processes. Moreover, audit reports within the Intelligence reporting tool can also highlight previously submitted expenses.

- 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.**

SAP Concur solutions has the ability to reconcile multiple cards to a single user. If users have one or more corporate sponsored cards, the solution supports multiple card feeds per user per expense report. For personal expenses or charges incurred using a company-issued card, a checkbox is available on the expense report form for users to mark such items as personal expenses. This is the system's way to indicate those charges as non-reimbursable and items that the users owe the company.

#### **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.**

Receipts can be imported into the solution in many ways. By far the easiest and most popular method is taking a photo from the SAP Concur mobile app. The solution can also receive e-receipts from supported vendors. Other options include emailing in pdf/image receipts or scanning and attaching to expenses from a desktop. Receipts are attached at the line item level by default making it easy for anyone reviewing the expense report to see what expense the receipt is for.

Where users are required to keep physical copies of receipts due to local regulations, the SAP Concur solution has a Paper Receipt Handling service where users can send the physical receipts for cataloguing should they need to be accessed at a later date as part of a tax audit.

- 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.**

SAP Concur solution's key differentiator regarding receipt handling is the ecosystem of partners that can automatically send e-receipts to a user's expense report. This makes employees more productive as they don't have to manually input the data for expense line items from these vendors. The benefit to a customer's organization is that they get verifiable receipts with the correct data for these expenses.

Additionally, Expenselt (available within SAP Concur mobile app) is SAP Concur offering's Optical Character Recognition (OCR) technology that reads receipt images and creates pre-populated expense line items. Users simply take a picture with Expenselt and the OCR technology creates the expense with the majority of data fields completed.

#### **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.**

SAP Concur mobile app is a natural extension of the web-based SAP Concur solutions. The mobile app is included in the service and there is no additional charge to install or use it. Currently, the app can be used with iOS (iOS 11.0 or later) and Android devices (Android 6.0 and up). The proprietary mobile app is installed on mobile devices, and not accessed via a mobile web browser

- 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.**

With the SAP Concur mobile app, travelers can view their itineraries, with details about flights, hotels, rental cars, vendors, and maps. Mobile users can search for and book air, rental car, hotel, and Amtrak, if allowed in the client's configuration. Adding or cancelling dining, hotels, taxis or rental cars is also a snap.

**4.2.1.6.2.b. view and submit expense reports.**

Among other things – mobile users can add, view, and edit expenses and expense reports (including report status and expense details); create mobile "quick" expenses (for items such as meals) as well as edit or delete them; take a picture of the associated receipt; create new expense reports; attach downloaded credit card transactions and mobile "quick" expenses to an expense report; and submit reports.

**4.2.1.6.2.c. view and upload receipts.**

Using the phone's camera, users can capture an image of the receipt and attach the image to the expense type. All receipt images, captured by the mobile device's camera, will upload into Concur Travel & Expense immediately or the next time the mobile app connects to the internet. Once the digital image is imported into an expense report, the receipt image is treated like other receipt images and can be viewed (in a PDF viewer) by the user, approver, and processor.

**4.2.1.6.2.d. view and approve expense reports.**

Approvers can view employee expense reports including expense details, report header information, receipt images, attendees, itemizations, and exceptions. Managers can approve or reject the entire expense report from their mobile device.

For a complete list of available features by device, please check the link below:

[http://www.concurtraining.com/customers/tech\\_pubs/MobileDocs/Feature\\_List\\_by\\_Device.pdf](http://www.concurtraining.com/customers/tech_pubs/MobileDocs/Feature_List_by_Device.pdf)

#### 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.**

SAP Concur solutions provide the agency with the ability to assign hierarchy groups to categorize employees, assign levels of permission, and associate default sets of policies and rules. This allows the employees within the groups assigned to utilize expense types that are mapped to their agency/group within the solution. In addition, while the expense type has a default fund associated, with permissions the employee will have the ability to split that line item by either percentage or dollar value to department funds or 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.**

SAP Concur solutions integrate with ERP systems and third-party applications via a PGP encrypted flat file exchange (over secure FTPS or SFTP file) or web services (APIs). With this integration, customers can feed accounting information related to expenditure and other data elements from their Chart of Accounts into the system.

**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.**

SAP Concur solutions offers a cash advance module that supports the creation and processing of cash advance requests through a formal approval process. In addition, the solution can accept cash advance data from other external systems, such as a client's A/P system. Regardless of the method of cash advance entry, users are required to incorporate cash advance transactions into

their subsequent expense report(s). The advance balance will be tracked, and the traveler will be required to either reconcile the balance in their current expense report or carry over the balance to subsequent expense reports until it has been completely reconciled. The solution tracks the status of all cash advance requests, pending or issued, and any current outstanding balances.

**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.**

Through the system's Allocation feature, one expense or transaction can be split between or among multiple charge or accounting codes (e.g. projects, cost centers, departments, etc.). The expense can be allocated either by percentage or amount at the header or line-item level.

**4.2.1.7.5. 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.**

During the contract term, the customer's data is available through the use of the SAP Concur service. For archiving capability, the solution provides customers with the ability to archive data (i.e. receipt images, attached documents, etc.) themselves (since SAP Concur solutions do not archive any customer data) based on their own business requirements. Archived data can be accessed by customers administrators through the reporting solution and output via HTML, PDF, Excel, XML, and text.

For auditing purposes, SAP Concur solutions provide a processor role designed for staff (i.e. Accounting) that will be auditing expense reports. After approver steps, there is often a processor step. The processor usually acts as the gatekeeper, taking a final look at some or all expense reports prior to reimbursement and extraction.

**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.**

Workflow is flexible and set up during implementation. Customer administrators can set up as many workflow scenarios as required within the system. They are able to create a global workflow for the entire deployment or create multiple workflow options. In addition to global workflows that can be used by everyone, workflows specifically for use by employees within a specific group can also be defined or created.

A workflow defines how an expense report is routed for approval and processed through the system after it is submitted by an employee. During the configuration process of an expense report workflow, the customer

administrator assigns the workflow to a policy. This allows a company to have different workflows for different policies. For example, a company may have one policy (and workflow) for travelers and a different policy (and workflow) for non-travelers – accommodating the needs to these two types of Concur Expense users.

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

Email reminders and notifications are configurable. Customer administrators can set up email messages to be sent on an interval basis to remind employees to act on a specific action. By default, approving managers will receive an e-mail notification and mobile notification (if turned on) once an expense report is submitted.

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

The approval workflow can be as simple as a single approver or more complex involving multiple approval levels based on customer requirements including but not limited to expense allocations to cost objects as well as expense spend thresholds.

The solution will allow line item expenses to be split/ allocated and therefore allow different approval workflows for a single line.

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

The delegation of approval authority can be made manually via the user interface (within a user profile), or via a data feed from the customer's HR system of record.

**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.**

Concur Expense caters to both reimbursable (i.e. out-of-pocket expenses) and non-reimbursable expenses (i.e. purchasing card transactions) and manages them accordingly. Expenses that will not be reimbursed to the traveler can be identified in several ways. For company-paid items and company-paid credit card charges, the method of payment can be set to "Company Paid" or "Company Card," indicating to the system that the traveler will not be reimbursed for these charges. Additionally, a traveler may mark an item as "Personal" (e.g. a personal expense incurred using a company-issued card), indicating to the system that he or she should not be

reimbursed for the charge (or portion of a charge), and audit rules can be written to enforce this policy.

**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.**

The solution generates a standard, formatted financial extract for customers to use for posting and reimbursement. Customers process this file and map to their financial systems for any required purpose. The Standard Accounting Extract (SAE) contains over 400 fields of information at line-item detail for approved expenses. Data contained in the file can be used to feed the AP/GL system and reimbursement. This file is a flat, pipe-delimited file that most customers map back to their back-office system(s). SAP Concur solutions also has a service that can create customized files based on a customer's specifications for a nominal fee. Extract files can be made available for customer retrieval from an SAP Concur hosted secured SFTP/FTPS location or run\retrieved via web services.

**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.**

Auto-email reminders can be created to prompt users to include required receipts.

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

For travelers or submitters, they will receive an email notification by default for every change in the status (rejected, approved, processed, paid) of the expense they have submitted.

For approvers, they will receive an e-mail notification by default and mobile notification (if turned on) once an expense report is submitted (or resubmitted for rejected expenses).

Please note that no email notification is generated for adjustment or modification of an expense report. Such action is logged within the expense report's audit trail that is visible to both the submitter and approver/s.

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

This is supported through the Audit Rule functionality where customers can create and maintain business policy rules within

the system. An exception message will be generated within the expense report (not sent as an email alert or notification) visible to the submitter and approver if any of the policy configured is violated during expense report creation or submission.

Also please note that during the booking or reservation process, travelers are alerted immediately when they browse non-compliant trip options through on-screen visual guilt features (icons and configurable messaging) to indicate that a selected option is in violation of policy. By applying travel policy criteria during the sourcing process, users can make better educated decisions at the point of sale, which drives better travel policy compliance, better utilization of preferred suppliers and corporate negotiated rates, all of which results in lower overall travel and expense spending.

#### **4.2.1.10.1.d. Aging, un-allocated credit card transactions.**

Auto-email reminders for aging, un-allocated credit card transactions are supported. The system workflow can be configured to generate email notifications based on defined rules/thresholds.

### **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.**

The solution provides a single, consolidated reporting platform for the purposes of auditing and comparison of travel data to expensed data. SAP Concur solution's current reporting product offerings are described below:

**Analysis** is a no-cost solution that provides clients with basic reporting capabilities. Access to a limited number of standard reports

- Limited ability to edit existing standard reports
- Ability to create ad-hoc queries

**Intelligence** is SAP Concur offering's buy-up reporting solution that provides clients with powerful report creation capabilities for a completely integrated view of all data (travel, expense, invoice, meetings and corporate card).

- Ability to incorporate custom formatting, calculations and formulas into custom reports
- Sending tailored reports and data automatically via email bursting
- Access to additional standard reports and dashboard metrics beyond what is available with Analysis



- Persona-based dashboards
- Vendor normalization
- Actionable analytics including budget and credit card alerts

In addition, customers can purchase **Consultative Intelligence** which is a product bundle including Intelligence and report development services. With this service, a reporting consultant can consult on a customer's business and build specific reports that are key to their specific business needs.

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

The reporting solution can output files via HTML, PDF, Excel, XML, and CSV formats.

The Intelligence reporting version features scheduling and bursting. With scheduling, customers can schedule reports to run and be emailed automatically to the designated recipients. With bursting, customers can create one report and have the data parsed out to individual recipients based on the data they want them to see.

**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.**

Ad-hoc reporting functionality is available based on role assignment at the employee profile level. Those employees (i.e. customer administrators) assigned authoring roles will have access to a variety of authoring functions that allow for simple query building or more complex report structure authoring. There is also an option that end users are assigned a role that only gives them access to run reports.

**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.**

This is available through a custom report.

**4.2.1.11.5. Vendor solution should include multiple reporting capabilities related to travel expense reports. Available reports should include: the status of all expense reports including those that are both paid and unpaid, those that are pending action by an approver, approved or rejected by an approver, and those that are awaiting payment by a department.**

Intelligence is an advanced reporting option that provides customers with powerful report creation capabilities for a completely integrated view of all data (travel, expense, invoice, meetings and corporate card). With the report writing tools, users can enhance out-of-the-box reports or create custom reports.

There is a standard report available in the reporting tool for expense reports submitted by all employees, however it's for approved reports only. For all expense reports by employees with different statuses (e.g. paid, unpaid, rejected, etc.), a custom report must be created. For expense reports awaiting action by approvers, a standard report is available in Intelligence that shows all expense reports that are pending approval (including the name of the approvers).

For a complete list of standard and out-of-the-box reports available in the Intelligence tool, please refer to the link below:

[https://www.concurtraining.com/customers/tech\\_pubs/Docs/Cognos/DefaultRpts/Catalog.pdf](https://www.concurtraining.com/customers/tech_pubs/Docs/Cognos/DefaultRpts/Catalog.pdf)

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

There is a standard report available in the reporting tool for outstanding advances, however the data provided is per employee. For data by agency, a custom report must be created.

**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.**

Travel Authorization (i.e. pre-trip approvals) is supported by the optional Concur Request service and is available for an additional fee. Concur Request provides enhanced approval workflow, allowing multiple approvers, routing based upon spend limits and/or other client defined criteria. Concur Request can be integrated within the Concur Travel setup/configuration to be used as the approval tool. Having Concur Request integrated to Concur Travel allows users to go directly into the booking tool once their request has been approved. To link the travel request to expense, users can create an expense report from the Travel Authorization page simply by clicking the expense button on their approved request. This will automatically create the expense report with all the pro-card transactions and receipts that took place during the users' travel.

**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.**

The solution tracks the status of all cash advance requests, pending or issued, and any current outstanding balances. For notifications, emails can be configured based on defined rules/thresholds and sent to different user types within the SAP Concur solution.

**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.**

The solution provides an Email Reminder tool that can be configured to notify users who have an Overdue Cash Advance return. The system also sends notifications to users with unutilized advances. The reminder tool can be used to notify approvers and employees based on a pre-defined rule. The solution also provides control to Cash Advance Administrators to disapprove cash advances if users have outstanding advances.

**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.**

See answer to 4.2.1.12.3 above.

**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.**

Travel Authorization (i.e. pre-trip approvals) is supported by the optional Concur Request service and is available for an additional fee. Concur Request provides enhanced approval workflow, allowing multiple approvers, routing based upon spend limits and/or other client defined criteria. Concur Request can be integrated within the Concur Travel setup/configuration to be used as the approval tool.

**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.**

Cash advance processing is supported by allowing users to request cash advances, and then applying the advance balance to an expense report. Administrative functions support reconciliation of the expense and reporting to track balances. There are multiple configuration options available to help

customers configure the behavior of requesting, issuance, and reconciling to meet their needs.

**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.**

The travel request will contain all the information mentioned above. Cash advances on the other hand will only have the cash advance name, cash advance amount, purpose, comment and documents (if attaching documents is allowed or required). However, cash advances can be integrated into the travel request workflow. Concur Request users can request one or more cash advances as part of a request. In addition to requesting approval for segments (like air and rail) and expected expenses (like meals), the user can request cash for taxi, tips, incidentals, etc.

**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.**

The solution stores all necessary data for travel advance requests and travel expense reports including the information mentioned above.

**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.**

In the typical deployment, the solution accepts an initial feed of HR information, including reporting hierarchy (User/Approver relationships), from an HR system, with ongoing updates scheduled to occur daily or weekly. To support this, the SAP Concur solution integrates with third-party applications via a PGP encrypted flat file exchange over secure FTPS/SFTP, or via web services. Data collected in general is encrypted in transit to the SAP Concur solution and stored on SAP Concur solutions owned data processing equipment.

For mileage calculation, the system does not use the official station or default location on the user's profile. However, previous destinations and

frequently used driving/mileage trips can be saved to be selected from a drop-down list, as well as office locations.

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

Data retention is managed by the controller (the customer). The customer is the data controller and can set their own data retention. SAP Concur solutions provides the functionality to set up the policies within the product to establish the retention periods.

**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.**

The solution provides the customer with a standard flat file on a scheduled basis. The file, the Standard Accounting Extract (SAE), contains all relative approved expense reports' data required to integrate into virtually any ERP system. Data contained in the file can be used to feed the AP/GL system and reimbursement. Considering every ERP system is different, the file is provided in a fixed format which can be mapped into a customer's particular ERP requirement. This is handled within the customer's environment after the file is downloaded.

**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.**

SAP Concur solutions is delivered as a Software-as-a-Service, providing a completely web-based solution accessible via a standard browser and internet connection. There are no hardware or software requirements other than an HTML compatible, JavaScript enabled web browser, and a PDF reader to view receipt images. There are no JVM requirements or client-side installations.

**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:**

Generally, the solution takes in an initial feed of HR information – including reporting hierarchy (User/Approver relationship) stored in a customer's HR system. Ongoing updates can occur daily or weekly. This is a fixed feed, and it can accept information – up to 70+ fields - from multiple sources.

**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.**

The employee's time records are not included in the feed of HR information accepted by the solution.

**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.**

The master data (provisioning of user profiles) is imported into the solution.

**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.**

The employee's leave records are not included in the feed of HR information accepted by the solution.

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

The solution does not interface with external Document Management System (DMS). If the purpose is to obtain receipt images and other documents attached to expense reports, then this is possible through the Imaging Delivery Extract service. This functionality allows customers to obtain their receipt (and/or invoice) image on a regular basis. The service will provide extracts of image .png, .jpg, .jpeg, .pdf, .html, .tif or .tiff files associated to reports/invoices that have newly gone to 'Sent for Payment' status, since the Image Delivery job was last run. Image Delivery will include images from all modules (expense, invoice, etc.) in the same extract file.

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

As a cloud platform, group-based configurations, enabling multiple workflows, business rules, and policies to be applied to separate business entities (e.g. State, Agency, Department, Division, etc.) are supported in a single centralized environment. In fact, some SAP Concur global customers have hundreds of different groups all managed in a single environment. The platform allows configurations to be easily applied across multiple groups (or the whole organization). This eliminates redundant effort of configuring the same policies, rules, workflows etc. for different groups in the organization.

**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.**

Access to the SAP Concur solution is authenticated via a standard User ID and password pair (supplied by the customer). Alternatively, the application supports Single Sign-On (SSO) via Secure Assertion Markup Language (SAML) for Identity Management Systems. In both options, user identification data (valid users) is maintained by the customer.

The SAP Concur solution also supports SSO from several third-party SSO providers that included Okta, Ping Identity, etc. More information on SSO partners can be found at <https://www.concur.com/app-center/category/it-solutions>.

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

We will need to discuss what interfaces you would like to use with SAP Concur solutions. Below are the common interfaces from our 40,000 clients.

We have a variety of ways to exchange data between client back office systems and SAP Concur solutions. Manually, flat files and web services are the main ways.

Flat files are exchanged by a secure FTP site hosted by SAP Concur solutions. SAP Concur solutions creates a folder dedicated to the client with both incoming and outgoing subfolders. SAP Concur solutions will require a username and password to protect the folder and lock it down to IP addresses provided by the client. Clients can post and retrieve files using SFTP.

Our APIs are built on the RESTful architectural model. All connections are made over HTTPS and the data is delivered via XML. Details can be found at <https://developer.concur.com>

SAP Concur solutions require two main inbound interfaces.

1. Employees – The SAP Concur solution can take in an initial feed of HR information – including your reporting hierarchy (User/Approver relationship) stored in your HR system. Ongoing updates can occur daily or weekly. This is a fixed feed, and it can accept information – up to 70+ fields - from multiple sources.

2. Validations – The SAP Concur solution can take in a feed or feeds daily or weekly of validation information such as cost center and/or department or project numbers. Concur refers to these as 'connected lists', and there is no limit (practical) to the number of connected lists, nor their size (limited to 10 levels deep).

SAP Concur solutions have optional web services that can be used for these imports. SAP Concur solutions also have pre-built connectors that can be used to bring in the validations data into SAP Concur solutions on a scheduled basis using our APIs.

SAP Concur solutions generate a standard, formatted financial extract for customers to use for posting and reimbursement. Customers process this file and map to their financial systems. Called the Standard Accounting Extract or SAE, the file contains over 400 fields of information at line-item detail for approved expenses. Clients choose what fields they wish to bring in. Most clients choose from 10 – 30 of these fields. Data contained in the file can be used to feed the AP/GL system and reimbursement. This file is a flat, pipe-delimited file that most clients map back to their back-office system(s). SAP Concur solutions also have a service that can create customized files based on your specifications for a nominal fee.

**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.**

The solution is a web-based, on-demand service based on IIS, HTML and JavaScript only (no user download or applets required).

SAP Concur solutions deliver cloud computing software solutions. Cloud computing (also known as software-as-a-service, or SaaS) refers to the use of Internet based computing, storage, and connectivity technology to deliver software applications from a centrally hosted computing facility to end users through a mobile app or web browser and the Internet. This model eliminates costs associated with installing and maintaining applications within the customer's information technology infrastructure.

**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.**

SAP Concur solutions collect only the minimum necessary personally identifiable information (PII) and uses it only for agreed-upon purposes. The solution has implemented the following safeguards related to PII:

- Encrypted when transmitted over public networks
- Encryption of e-mail messages sent from Concur Travel & Expense to customers (e-mail messages to users are encrypted for customers whose e-mail servers support it – this will include messages about incoming charges, items to approve, and traveler itineraries.)
- Encryption of e-receipt data sent from merchants to us
- Accessible only by vetted, authorized personnel
- Storage of PII prohibited on company workstations, mobile devices, and portable storage devices
- Published privacy policies



For detailed information on protection (i.e. encryption methods) of data, please see below:

For data at rest:

- PII data - select PII are encrypted per PCI-DSS certification, flat files, and when sent in email messages – AES-256
- Credit card information/passport/ banking number - AES-256 with triple/split keys
- Passwords - salted and one-way hashed with SHA-256
- Back-up media - Encrypted (AES 256)

For data in transit/motion:

- User Sessions – TLS 1.2 by default
- Batch data feeds - FTPS/SFTP - PGP-2048 encryption regardless of transport
- On-demand data feeds - TLS 1.1 or higher

Please note that the SAP Concur solution does not offer options to select which fields of PII are encrypted (i.e. data at rest). The solution encrypts select PII as per its PCI-DSS level 1 certification.

**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.**

SAP Concur strives to maintain the highest achievable levels of protection of all data resources and to reduce the overall threats to computer, technology, and communications services. The objective of the Information Security Policy is to define its goals for management of information security in accordance with business requirements and relevant laws and regulations. This directive is to facilitate that appropriate levels of security protection are implemented and sustained in order to maintain the confidentiality, integrity, and availability of SAP Concur solutions' infrastructure, applications, and information.

We host the solution. We outsource data center services to collocation providers Evoque, Equinix and AWS. All data centers are Tier 3+/Tier 4 or higher. All United States data centers undergo twice-annual SOC 1 Type II and annual PCI audits. To gain assurance that these controls are maintained, we obtain the SOC 1 audit report on a semiannual basis. The systems and network devices in all data center locations are owned by us and managed by SAP Concur employees. Third-party data center providers do not have access to SAP Concur systems or customer data. The data center hosts provide power, cooling, Internet connectivity, and physical security.

For details on specific data center platforms, see below:

- Lynnwood, WA (US Primary)  
<https://go.evoquedcs.com/SE1-Lynnwood-WA-Brief>

- Dallas, TX (US warm site)  
<https://go.evoquedcs.com/t/DA2-Webb%20Chapel-Brief>
- Paris, FR (EMEA Primary)  
<https://www.equinix.com/locations/europe-colocation/france-colocation/paris-data-centers/pa3/>
- Amsterdam, NL (EMEA warm site)  
<https://go.evoquedcs.com/Amsterdam-AMS1-Brief>
- AWS  
<https://aws.amazon.com/compliance/data-center/data-centers/>

**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.**

During the term of the agreement between the customer and us, we will have an annually tested Disaster Recovery Plan (DRP) in place for the hosting location from which the service is performed. We will provide the customer with a copy of its then-current DRP promptly following the customer's written request for the same. Within one day after a disaster that causes the service to be down and unavailable due to a force majeure event, we will notify the customer regarding the disaster occurrence and its decision on whether our disaster recovery plan is invoked. If SAP Concur's disaster recovery plan is invoked, we will: (a) execute such plan and restore service to the Service Availability service level described above in accordance with the requirements of such plan, but no more than seven (7) days after invoking such plan subject to hardware availability; and (b) the customer will be treated with at least equal priority as any other SAP Concur customer of the service.

SAP Concur solutions have active and passive production hosting facilities. The active environment is the live production hosted facility that all SAP Concur users are actively using (the solution has production/warm facilities in the US, in the EU, and in China). The passive environment is a warm production hosting environment. Data replication in near real-time ensures that the passive environment is capable of the Recovery Time Objective (RTO) target of 48 business hours and Recovery Point Objective (RPO) target of 4 hours.

**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 continue business.**

SAP Concur solutions maintain a formal backup policy and process. The solution performs many levels of backups, from the replication of all transactions between a primary and secondary data center to near-line storage. Transactions are replicated in near real-time between the production site and warm site. SAP Concur solutions has a pair of EMC SANs – one at each location – that are connected via a dedicated line.

During the contract term, the customer's data is available through the use of the SAP Concur service. The solution does not archive any customer's data. The customer is the data controller and SAP Concur solutions provides customers with the ability to archive data themselves based on their own business requirements. Archived data can be accessed by customer administrators through the reporting solution and output via HTML, PDF, Excel, XML, and CSV formats. Client data is replicated in near real time between two physically separate data centers.

At the end of the contract term, we will return the data to the customers in a usable format for their records. The data will be provided in a commercially reasonable, secure method (for example, database extract over encrypted SFTP). Customers may extend the Subscription Term for up to ninety (90) days by notifying us at least (30) days prior to the effective date of termination or expiration and paying subscription fees for such extension period. During this 90-day period, customers will be able to download their data. Export data is a pipe delimited flat file. We have also implemented Web Services utilizing XML/HTTP for integrating real-time.

#### **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.**

SAP Concur solutions offers web-based, phone and live chat support for its customers. From the SAP Concur Support portal, authorized support contacts (customer administrators) can contact SAP Concur Support for assistance, search the knowledge base, access resources and training materials and submit service enhancement ideas through solution suggestions. Support shall be provided to end-users through the Service Administration and User Support Desk services.

With Service Administration, you can speak with an expert, save time on administrative tasks, take advantage of a service that evolves with you and get assistance and tailored recommendations to improve efficiencies. User Support Desk will provide your users with support directly from our support team and free yourself up for more strategic tasks.

Designated authorized support contacts (client-side administrators) can contact SAP Concur Support for assistance by creating a case 24/7 or through chat or phone during the hours below:

- APAC Support: Available Monday through Friday 9 AM to 8 PM AEST/AEDT (includes Australia, China and Thailand)
- EMEA Support: Available Monday through Friday from 9 AM to 6 PM GMT+1 (includes Germany and Poland)
- North American Support: Available Monday through Friday from 5 AM PT to 4 PM PT (Includes Chile)

SAP Concur Support staff are available 24x7 for high priority issues.

**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.**

**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.**

Mileage distance can be manually entered, calculated with the Mileage Calculator function in the tool that leverages integrated Google Maps, as well as drop-down selection for most recent addresses and company locations, or using the SAP Concur mobile distance capture capabilities of Concur Drive. Normal commute distance can be deducted with a simple click of a checkbox. Concur Drive is a “touchless” mobile distance capture and reimbursement solution that automatically tracks mileage with GPS. Concur Drive automatically captures mileage and kilometer data to provide seamless, accurate expense reporting.

Depending on the configuration, the user may be able to override the calculation and the origin and destination fields may or may not be required. Users can be required to enter comments or justifications when the default mileage calculation is manually adjusted or changed through the creation of an audit rule.

The mileage rate that is used for the reimbursement is configurable, and there can be different configurations based on groups of employees. The options for configuration can either be:

- One Rate: Mileage is reimbursed at a flat rate.
- Variable Rate: Mileage is reimbursed based on specific criteria.

**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.**

A wide array of per diems and travel allowances are supported, including complex time-based per diems like those used in Germany, Norway, Sweden, etc. United States domestic General Services Administration (GSA) travel allowances are equally supported and can be based on both Continental United States (CONUS) and Outside the Continental United States (OCONUS) rates. Both government and company per diem or travel allowance rates can be tracked, and in cases where company rates are being used above government rates, the difference between the two can be tracked for reporting on any potential taxable benefits. Government rates are loaded by default, or customers can indicate if alternative rates should be loaded. Moreover, users are able to pre-populate their per diems by using the travel itinerary information, thus reducing the amount of time taken to manually type in a per diem travel itinerary.

**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.**

We provide end-user, approver and administrator training to the client project team as part of every professional implementation project. This is provided at no additional cost and follows a train-the-trainer methodology. This training is delivered as a combination of self-paced online training, and remote, web-based, instructor-led training. This training is provided by the consultants assigned to the project. Most clients take the training provided as a part of the implementation project, and then in turn, provide training to their end-users, approvers, and administrators.

Additional training options are available, if interested. This option would require further scoping to determine a customer's specific needs and to determine the estimated costs for this service.

#### **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.

**4.4.1 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.**

Please refer to our customer success stories via the following link:

[https://www.concur.com/en-us/casestudy?icid=en\\_us\\_h-topnav\\_casestudy](https://www.concur.com/en-us/casestudy?icid=en_us_h-topnav_casestudy)

Due to privacy issues, we do not share information regarding customers, transaction volumes or specific product usage. If we are chosen as your vendor of choice, we will be happy to supply you with references for you to speak with directly.

SAP Concur implementation teams start all projects with a "Best Practices" template based on experience implementing thousands of customers, but this is customizable to capture the customer's specific needs. The country-based template takes into consideration the standard country requirements and we keep the template updated on behalf of the customer. Therefore, no customization is really needed, just configuration, and when taking this approach that most of customers take, the new releases of the system are also easily adopted.

For the implementation proper, we will lay out a complete project plan, identifying responsibilities and actions for both the implementation team and the customer's project team. We utilize an accelerator methodology to achieve quality results and achieve maximum benefit to our customers. This approach focuses on providing immediate business value and establishing a partnership with customers. The methodology used is a rapid-deployment strategy, combining a streamlined but flexible, implementation workflow, best practices, and proven techniques and strategies.

The key implementation phases are as follows:

- Requirements analysis and design
- Configuration
- Review & Validation
- Rollout and post-deployment support

Each phase in the implementation includes clear timeframes, while specifically identifying who is responsible for each task. A defined project plan with set deliverables ensures on-time and on-budget delivery. Implementation time varies depending upon resources that the customer can provide. Customers' implementation times range from several weeks for a simple domestic-only implementation to several months for more complex, global implementations.

Implementation team members are typically assigned based on their experience with similar projects, industries, and geographic location. As part of the implementation process, we will supply a project manager. This resource will oversee the SAP Concur project team and will be a single point of contact for the customer project team. The PM will make sure that the rollout of the solution is a success through design, configuration, testing, and deployment. Specific implementation resources are typically assigned on or near the time a decision is awarded in order to ensure accurate resource utilization by our services organization. Team members are not assigned at the RFP stage. We will be happy to discuss the makeup of the team in more detail upon selection as vendor of choice.

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

Implemented and used in more than 150 countries worldwide, we have unrivaled experience and success in global deployments.

Benefits include:

- Automatically adjusts to global currencies and tracks tax, VAT, GST and per diem rates including time-based travel allowance and company car reporting
- Available in numerous languages; users view the application in their preferred language
- Inventory for international airlines, hotel and rail to provide travelers with the most options for international travel
- Local and global policies can be applied based on business unit
- Global reporting capabilities and data consolidation
- Single site for employees, regardless of location
- We have a proven implementation methodology for global deployments
- We are meeting the demands of our diverse client base through world-class support, unmatched global functionality and relentless innovation.
- We support a substantial workforce outside of the United States, with offices worldwide, including Prague, London, Paris, Bangalore, and Manila. The solution is truly able to support our customers on a 24x7 basis, any place in the world, in the right language, with the right information.

**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.**

Yes, SAP Concur will provide a seamless, end-to-end demonstration of our solution using the application in real-time to cover each item under Section 4.2.1. All requirements listed are typical demonstration components.

**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.**

Yes, SAP Concur will demonstrate and/or outline all of the requirements as listed in section 4.2.2. All items listed are typical demonstration items.

**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.**

Yes, SAP Concur will demonstrate all of the above requirements. All items listed are typical demonstration items.

**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.**

Acknowledged and understood.



**APPENDIX:**

Attached, please find the following documents in support of our proposal for the State:

- Final\_CRFP\_0947\_ERP2000000001\_4\_CRFP\_FORM (1)\_SAP Concur
- Addendum Acknowledgement Form\_SAP Concur
- Certification of RFP Review\_SAP Concur
- General Terms and Conditions Certification and Signature\_SAP Concur
- Purchasing Affidavit\_SAP Concur

Final\_CRFP\_0947\_ERP2000000001\_4\_CRFP\_FORM (1)



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:

Concur Technologies, Inc.  
 1919 Gallows Road, Suite 800  
 Vienna, VA 22182 USA  
 Phone: (703) 338-9078

**FOR INFORMATION CONTACT THE BUYER**

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

Signature X

FEIN # 91-1608052

DATE May 15, 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		CONTROLLER	
ENTERPRISE RESOURCE PLANNING BOARD		ENTERPRISE RESOURCE PLANNING BOARD	
1007 BULLITT STREET		1007 BULLITT STREET	
SUITE 400		SUITE 400	
CHARLESTON	WV25301	CHARLESTON	WV 25301
US		US	

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

Comm Code	Manufacturer	Specification	Model #
181111800			

**Extended Description :**

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

<b>ERP200000001</b>	<b>Document Phase</b> Final	<b>Document Description</b> Addendum No. 3 Travel Expense Management System	<b>Page 3</b> <b>of 3</b>
---------------------	--------------------------------	---	------------------------------

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

**Addendum Acknowledgement Form**

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO. CRFP 0947 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:

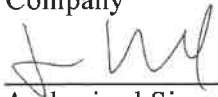
*(Check the box next to each addendum received)*

- |  |  |
|--|--|
| <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 checked="" 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 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.

Concur Technologies, Inc.

Company



Authorized Signature

May 15, 2020

Date

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

**Certification of RFP Review**



# REQUEST FOR PROPOSAL

## WVERP 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 §SA-3-1 l(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.

Concur Technologies, Inc.

(Company)



Jordan Ireland, Regional Sales Executive

(Representative Name, Title)

Phone: (703) 338-9078 / Fax: (425) 590-5999

(Contact Phone/Fax Number)

May 15, 2020

(Date)

**General Terms and Conditions Certification and 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.

Jordan Ireland, Regional Sales Executive  
(Name, Title)

Jordan Ireland, Regional Sales Executive  
(Printed Name, Title)

1919 Gallows Road, Suite 800 Vienna, VA 22182 USA  
(Address)

Phone: (703) 338-9078 / Fax: (425) 590-5999  
(Phone Number)/ (Fax Number)

Jordan.Ireland@sap.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.

Concur Technologies, Inc.  
(Company)

  
(Authorized Signature) (Representative Name, Title)

Jordan Ireland, Regional Sales Executive  
(Printed Name and Title of Authorized Representative)

May 15, 2020  
(Date)

Phone: (703) 338-9078 / Fax: (425) 590-5999  
(Phone Number) (Fax Number)

**Purchasing Affidavit**

STATE OF WEST VIRGINIA  
Purchasing Division  
**PURCHASING AFFIDAVIT**

**CONSTRUCTION CONTRACTS:** Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

**ALL CONTRACTS:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

**"Debt"** means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"Related party"** means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: Concur Technologies, Inc.

Authorized Signature: \_\_\_\_\_

Date: 05/13/2020

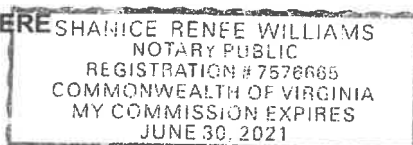
State of Virginia

County of Arlington, to-wit:

Taken, subscribed, and sworn to before me this 13 day of May, 2020.

My Commission expires June 30, 2021.

AFFIX SEAL HERE



NOTARY PUBLIC \_\_\_\_\_