



CGI Technologies and Solutions Inc.
11325 Random Hills Road
Fairfax, VA 22030
Tel. 703-267-8000 / Fax. 703-267-5111

cgi.com

RECEIVED

2020 MAY 15 AM 10:59

WV PURCHASING
DIVISION

May 15, 2020

Melissa Pettrey, Senior Buyer
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Re: State of West Virginia Travel Expense Management System: CRFP 0947 ERP2000000001

Dear Ms. Pettrey,

CGI is pleased to present our response to the State of West Virginia Travel Expense Management System Request for Proposal. We are proud of our partnership with the State, having successfully collaborated to implement and support the State's current ERP system, wVOASIS.

With CGI Advantage, a customer has a single point of accountability. CGI's solution is built, implemented and managed by CGI experts, bringing a powerful combination of domain, product and operational expertise coupled with decades of experience on what has worked best for similar public sector organizations. As the single source provider of software and implementation services for our built-for-government CGI Advantage ERP system, CGI has over 40 years of public sector domain ERP experience. CGI's proposed solution for a Travel Expense Management System builds on our strong existing relationship and will deliver a transformed, intuitive user experience for travelers via the Advantage 4 platform with mobile capability, hosted in the Advantage Cloud. I am confident that you will find that CGI's proposal meets the requirements of the RFP, and that CGI's solution is well-aligned with the State's project goals, objectives and requirements and is also an exciting next step in our longstanding relationship.

CGI maintains the required levels of Commercial General Liability Insurance and Cyber Liability Insurance coverage required by the RFP and will provide proof of insurance prior to contract award if we are chosen as the selected vendor.

On behalf of our team, I would like to thank you for the opportunity to continue to serve the State of West Virginia. If you have any questions regarding this response or need additional information, please contact Zack Sharabi at (703) 622-8324 or zack.sharabi@cgi.com.

Sincerely,

Suresh Subramanyam
Vice President



Response to RFP

State of West Virginia, Purchasing Division

Travel Expense Management System, CRFP ERP20-01

Technical Response

Original

May 15, 2020



Founded in 1976, CGI is one of the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI professionals help clients to achieve their goals, including becoming customer-centric digital organizations. We deliver an end-to-end portfolio of capabilities, from high-end IT and business consulting to systems integration, outsourcing services and intellectual property solutions that help accelerate clients' results. CGI works with clients around the world through a unique client proximity model complemented by a global delivery center of excellence network to help clients accelerate results, transform their organizations and drive competitive advantage.

The information in this proposal is submitted on May 15, 2020 on behalf of CGI by the following authorized representative:

Surabhi Subramanyam, Vice President
CGI Technologies and Solutions Inc.
11325 Random Hills Road
Fairfax, VA 22030
Tel. 703-267-8000 / Fax. 703-267-5111



Table of Contents

1	Executive Summary	1-1
1.1	Modern, Intuitive Employee Experience	1-1
1.2	Lowest Risk Choice.....	1-1
1.3	Lowest Total Cost of Ownership (TCO) / Best Value	1-2
2	Project Goals and Mandatory Requirements (RFP 4.2).....	2-1
2.1	Goals and Objectives (RFP 4.2.1)	2-1
2.1.1	General (RFP 4.2.1.1)	2-1
2.1.2	Ease of Use (RFP 4.2.1.2)	2-3
2.1.3	Administration (RFP 4.2.1.3.)	2-6
2.1.4	Credit Card Population and Reconciliation (RFP 4.2.1.4.)	2-7
2.1.5	Receipt Imaging Capabilities (RFP 4.2.1.5)	2-8
2.1.6	Mobile Capabilities (RFP 4.2.1.6.)	2-9
2.1.7	Accounting (RFP 4.2.1.7)	2-11
2.1.8	Approving Manager Capabilities (RFP 4.2.1.8)	2-13
2.1.9	Payment Reimbursement Capabilities (RFP 4.2.1.9)	2-15
2.1.10	Dunning (RFP 4.2.1.10).....	2-16
2.1.11	Reporting (RFP 4.2.1.11)	2-17
2.1.12	Authorizations and Advances RFP (4.2.1.12)	2-19
2.1.13	Information Storage and Records Retention (RFP 4.2.1.13)	2-21
2.1.14	Interface and Data Management (RFP 4.2.1.14)	2-22
2.1.15	Security and Controls (RFP 4.2.1.15)	2-25
2.1.16	Exit Strategy (RFP 4.2.1.16).....	2-29
2.1.17	Customer Service and Support (RFP 4.2.1.17).....	2-33
2.2	Mandatory Project Requirements (RFP 4.2.2)	2-36
3	Qualifications and Experience (RFP 4.3)	3-1
3.1	Qualification and Experience Information	3-1
3.2	References	3-3
4	Signed Documents	4-1
	Certification and Signature	
	Addendum Acknowledgement Form	
	Section 6.8 – Availability of Information	
	Purchasing Affidavit	

Attachments

Attachment A – Exceptions to Terms and Conditions

Attachment B – WV Travel Management Project Plan



(This page intentionally left blank.)



1 Executive Summary

CGI has proposed the Advantage based Travel and Expense Management solution that leverages our modern, intuitive, and Human Centered Design (HCD) based Advantage 4 User Experience for the State's employees, unified with the State's current Advantage ERP solution wvOASIS and nuTravel ticketing system.

The CGI solution delivers the State's requirements with a highly productive and intuitive user experience, and the lowest risk and lowest total cost of ownership for the State relative to any other vendor in the market. We make this claim by virtue of the following features of our solution.

1.1 Modern, Intuitive Employee experience that maximizes productivity and convenience

Our solution leverages the reimagined mobile first Advantage 4 user interface for travel expense submission and approval. This solution provides an elegant and transformational user experience that drives increased productivity using commercially inspired features and technologies used by Facebook and Google delivering the following benefits.

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• User friendly and intuitive – adapting to each person's role with minimal training and increasing productivity• Google Maps powered – leverages the most widely used and accurate mapping tool for mileage calculations• Unified – eliminating duplication and ensuring single source of truth throughout | <ul style="list-style-type: none">• Mobile – enter expenses, check reimbursement status on the go through a solution that travels from laptop to mobile• Secure – working closely with international security associations and honed by CGI's work defending the most security sensitive U.S agencies |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Exhibit 1-1 is an example of an end user Advantage 4 homepage providing a rich informative intuitive experience for casual and experienced users, driven by user's business roles.

Additionally, to minimize change, and leverage a solution that already works for the State, our solution will be integrated with the State's booking solution nuTravel.

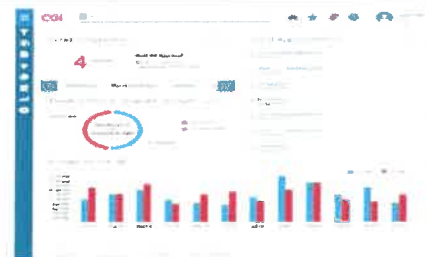


Exhibit 1-1: Advantage 4 Homepage

1.2 Lowest Risk Choice

The State's travel solution needs to be tightly integrated with the State's Chart of Accounts, Budget tracking, Accounts Receivable, and employee expense reimbursement functions to avoid data reconciliation issues, and enabling single source of truth throughout the solution ecosystem. Selecting any solution other than Advantage introduces a new platform that will require high levels of effort and reliance on multiple vendors for integration into the State's ERP ecosystem – costs and risks that are likely underestimated in any other vendor's proposed solution. CGI's solution utilizes the wvOASIS Advantage based ERP solution as the backend coupled with our reimagined Advantage 4 user



experience. It is a unified solution, and minimizes the risk of integration delays and cost over runs. Further, our solution aligns to the State's future ERP roadmap based upon an Advantage 4 Upgrade delivering a totally unified and standardized user experience across all ERP modules including Travel. Further, as the solution provider and systems integrator for Travel and ERP all in one, we offer the State a single point of accountability for the success of this project, and provide the lowest risk of schedule or cost overruns. Selecting CGI as your partner means a single point of accountability – no finger pointing, no avoidable costs, and minimal investment of scarce State resources on playing integrator or referee between vendors.

1.3 Lowest Total Cost of Ownership (TCO) / Best Value

By leveraging the State's ongoing investments in its ERP and Travel booking solution, CGI is able to provide a low cost and high impact solution for the State. We have included the CGI Cloud Software as a Service (SaaS) based Advantage 4 Travel Expense Submission solution in our proposal. This solution can alternatively be implemented in the State's current in-house wvOASIS ecosystem which effectively eliminates post-implementation steady state costs for our solution.

CGI strongly believes that our solution delivers high impact with the lowest risk and lowest TCO for the State.



2 Project Goals and Mandatory Requirements (RFP 4.2)

2.1 Goals and Objectives (RFP 4.2.1)

2.1.1 General (RFP 4.2.1.1)

4.2.1.1.1. Vendor solution should be contained within a single product maintained by one vendor.

The proposed CGI Advantage Travel and Expense Management solution is a powerful combination of modern technology and integrated business applications that are purpose-built for government. With CGI Advantage as the State's ERP solution, the proposed solution would build on existing on-premise travel functionality embedded in wvOASIS, and transform the travel user experience by leveraging CGI Advantage 4 for travel expense submission and approval, providing a configurable, streamlined, intuitive user interface for travelers. Consolidating these functions avoids the challenges of coordinating multiple vendors with interdependent responsibilities. This significantly reduces potential for miscommunication or coordination issues and lowers the overall risk of an unsuccessful deployment.

Upon our analysis of the information and requirements provided in the State's RFP, CGI proposes our best-of-breed solution that includes seamless integration between core CGI Advantage ERP modules, CGI Advantage Travel and Expense Management, and Third-Party Partner solutions already leveraged by the State. This includes integration with the State's Third-Party Partner booking tools through our flexible and standards based integration approach. CGI Advantage is also integrated with Google Maps to calculate mileage.

Vendor should provide information stating how the solution is hosted and how each module is integrated with the other.

We have included our Advantage Cloud that leverages the new CGI Advantage 4 user experience for the Travel and Expense system. The Advantage Cloud is a Software as a Service (SaaS) hosted model. Under the Advantage Cloud option, the CGI Advantage Travel and Expense module will be hosted by CGI and interface with the State's existing on-premise deployment of the CGI Advantage ERP system. Advantage Cloud includes the software, hosting & security infrastructure, and operational services required to operate and maintain your CGI Advantage Travel system, all packaged under a subscription priced model. Please also reference the response to 4.2.1.14.7 for additional hosting details.

The proposed Travel and Expense Management solution is a part of the comprehensive CGI Advantage ERP platform, and provides multiple mechanisms for integration with external systems as may be desired, including the Third-Party Partner booking tool already leveraged by the State.

If the solution is a combination of separate 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.

CGI is the sole proposed integrator for this solution. The proposed Travel and Expense Management solution is a module of the ERP solution that the State is already leveraging and provides multiple



mechanisms for integration with external systems, including the Third-Party Partner booking tool already leveraged by the State. CGI Advantage owns the relationship with our Third Party partners and will be the single point of accountability for the State.

In addition, real-time data is available within Travel and Expense Management and throughout the CGI Advantage ERP solution. CGI Advantage is a unified Enterprise Resource Planning (ERP) solution across financial, procurement, budgeting, human resources, and payroll functionality developed for, and used exclusively by US state and local governments to meet their needs in support of their employees, service providers, and the citizens they serve. Examples of integration points within the unified solution for Travel and Expense Management include:

- **Accounts Payable:** Employees may be reimbursed through Accounts Payable as expenses are reported rather than waiting for payroll to be run.
- **Human Resource Management:** Travel accounting may be performed in real-time as transactions are recorded, or posting can be deferred, allowing those transactions to flow through the labor distribution process similarly to payroll.
- **General Accounting:** Although the accounting impact may be invisible to many employees, accounting entries are fully automated.

As part of the user-centered design, CGI Advantage Travel and Expense Management supports user profiles through an intuitive roles-based approach that adapts to the user and personal workflow and does not force the user to adapt to the system. The solution provides a configurable home page, allowing the State to configure what the users want to see in a home page, based on job function. Widgets can be rearranged or new widgets added to a home page based on job function. This limits the number of clicks needed for a user to access a page they frequently visit, as part of their role. Additionally, the solution includes a flexible and powerful security structure that sits on top and drives access within the roles assigned. For the State to attract and retain the next generation employees who will be HRIS users, the solution must provide the expected level of intuitive simplicity of the user experience to promote better process efficiencies regardless of the task.

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.*

The CGI Advantage Travel and Expense Management solution supports the ability for customized forms through the use of transaction cloning and extensibility. Extensibility is a key configuration feature included in the proposed solution for the State. Using this feature, the State can extend the baseline solution using configuration without code customizations. This includes the ability to clone Travel and Expense Management forms, such as expense reports for employee reimbursements, and configure these forms to meet the needs of the State. Authorized users can configure menus, add logos, change tab order of data entry forms, add/rename menu labels, rename field labels, rearrange order of data entry fields, add new user-defined fields or hide fields not used, etc. System tailoring also enables easy upgrade to the next release of the solution. Given these configurations are metadata driven, we include tools that enables the State to easily carry forward these configurations to the next release without reapplying these configurations, thus reducing the software upgrade time for the State.



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.*

CGI Advantage Travel and Expense Management solution includes the ability to track expense report information including but not limited to Document/Transaction ID, Traveler ID, Travel Expense line items, Receipt Required indicator, and Purpose of Trip. In addition, the solution provides an element on the expense report to specify the payment method. The valid values include Out of Pocket, Direct Pay, and PCard. An explanation field is also available 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.*

CGI is proposing a six-month implementation of the Advantage 4 Travel and Expense Functionality integrated with the State's current wvOASIS implementation of CGI Advantage Financials. Our unified solution significantly reduces the cost and schedule risks of implementing a separate third party Travel solution and integrating it with wvOASIS. The work plan is a breakdown of the activities and estimated timing and relationship of those activities. The major aspects of the plan include –

- Establishing Cloud Services (CGI Hosting) for proposed environments
- Re-configuring integrations between wvOASIS and nuTravel
- Solution configuration based on user roles/profiles and testing
- Change Management
- End-user training, and
- Production cutover

A project plan has been provided in our response as **Attachment B**.

2.1.2 Ease of Use (RFP 4.2.1.2)

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.*

The Travel and Expense Management solution provides multiple mechanisms for integration with external systems, and these interfaces can be easily configured to meet the business requirements of the State, including integration with the nuTravel online booking tool for pre-trip pricing and authorization of the trip prior to purchase of any online reservations.

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.*

The CGI solution utilizes Google Maps to calculate mileage based on user-specified origination and destination. This capability that utilizes the most widely used and accurate mapping solution saves State



users time and effort when entering expense transactions. The mileage is automatically calculated for the user, and the solution offers the ability for the user to enter a claimed mileage that is different than the calculated mileage. Through system configuration and flexible rule definitions, authorized users may indicate if justification is required when the mileage claimed by the user differs from the mileage calculated by the solution.

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.*

Travel and Expense Management provides the necessary Travel Expense Report transaction to record reimbursement requests entered by employees and approved by their managers. These transactions provide the ability for direct entry of travel expenses. Employees have visibility into their reimbursement requests and can view pending payments that are scheduled but not yet paid.

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.*

The unified CGI Advantage solution includes the ability to create traveler profiles within CGI Advantage Travel and Expense Management for each participating traveler and interface real-time with the traveler's personnel records maintained within the CGI Advantage Human Resource Management application which is already leveraged by the State. Based on the Travel Policy assigned to the employee, the traveler inherits the rules associated with that policy, allowing the State to flexibly define and tailor their business needs to different groups of users.

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 CGI Advantage Travel and Expense Management solution provides the ability to print an expense report and attachments.

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.*

The CGI Advantage Travel and Expense Management solution provides the ability to designate multiple travel proxies to plan travel and submit travel authorizations and expense reports on behalf of travelers. Travel proxies are maintained separately from Time and Attendance proxies, enabling flexibility in defining specific proxies for travel-related transactions.

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.*

The latest CGI Advantage releases feature a simple, modern and intuitive user experience (UX) developed using a user-centered and responsive, mobile-first design approach. A user-centered design supports a roles-based approach that adapts to the user and personal workflow and does not force a user



to adapt to the system. Further, it allows the State to attract and retain the next generation of employees by providing the expected level of intuitive user experience and promoting better process efficiencies.

CGI Advantage Travel and Expense Management solution was designed to have data entry of travel authorizations and expense reports via wizards, providing travelers with a step-by-step process to completing their travel-related transactions. CGI Advantage includes multiple options for providing users help in completing their business process and/or tasks. Configurable help text enables the State to flexibly configure their own help text in addition to the standard help text. Additionally, field help for specific fields can be made available to assist users with help around specific fields – the State will have the option to turn off the help where not needed and modify the help text as needed.

In addition to the configurable options noted above, CGI Advantage Travel and Expense Management also offers online help that users can access. Users can browse the application help catalog by selecting the functional area or by searching the help index. There are no additional installations or applets required for use.



2.1.3 Administration (RFP 4.2.1.3.)

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.*

The CGI Advantage Travel and Expense Management solution enables authorized users to configure multiple travel policies, expense types, and audit rules without the need for IT coding or programming skills. Travel policy setup defines the edit logic required to support the transactions entered by end-users. By predefining certain criteria by expense type, workload effort on travel reviewers is minimized by automating many of the validation checks to be performed on travel authorizations and expense reports. Advantage workflow approvals can also be configured to add additional controls.

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

The CGI Advantage Travel and Expense Management solution can create an alert when expense reports are created for the same traveler with overlapping travel periods. The notification message may be configured to be a hard error (for full enforcement and rejection of transactions), a warning message, or an informational message. An alert that exists on an authorization or expense report that is entered for the same traveler with overlapping travel periods will continue through workflow to all approval level(s).

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

CGI Advantage Travel and Expense Management simplifies scenarios in which travelers incur travel-related expenses on behalf of another traveler through the use of ghost PCards. A ghost PCard can be defined at the department level for use by authorized travelers within the department. The expense can be charged to the ghost PCard and charged to the department to which the card was issued. Individual transactions for that PCard can later be assigned to the applicable traveler so that they can be claimed/reconciled on the respective traveler's expense report.

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.*

CGI Advantage Travel and Expense Management solution provides flexible rule definitions including policy rule definitions to enforce edits within the system and enable authorized users to identify (for example) required data elements within a screen or whether attachments or explanations are required for certain expense types. In addition, CGI Advantage Travel and Expense Management provides out of the box system tailoring (extensibility) features that enables the State to extend the baseline solution without customization, including the ability to specify data formatting within the system such as date format and currency. Authorized users can add or remove user-defined fields or hide out of the box fields that the State does not use. All the fields can be rearranged via configuration based on the State's needs.



2.1.4 Credit Card Population and Reconciliation (RFP 4.2.1.4.)

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.*

CGI Advantage Travel and Expense Management solution supports the use of multiple cards within expense reports, including PCard transactions. Each month the PCard bank sends a file with the charges, and this information is uploaded for review and update by the PCard holder or administrator. Within the Travel Expense Report, the system can pull the amount and date of the transaction once a user has entered the PCard Transaction ID within the expense line.

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.*

The CGI Advantage Travel and Expense Management solution validates whether expense reports contain overlapping travel dates and can prevent expense reports from being submitted based on configured validations. Validations may be variably configured at any level, from full enforcement and rejection of transactions to warnings that may be overridden, to informational only messages. In addition, the solution prevents the same PCard transaction from being reconciled to different expense reports, thereby preventing duplicate card transactions from being assigned to multiple expense reports.

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.*

CGI Advantage Travel and Expense Management solution supports multiple cards for a single user including a purchasing card (PCard) for their department and an individual card. The solution provides flexibility in identifying charges authorized for payment. Any unreconciled charges that are made on the traveler's department PCard for personal use may be identified as a personal charge using a configurable reconciliation status. In addition, personal purchases may also be identified during the review process of any submitted transaction.



2.1.5 Receipt Imaging Capabilities (RFP 4.2.1.5)

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

The CGI Advantage Travel and Expense Management solution is mobile certified and enables users to easily submit receipts from multiple means including mobile and a web-based user experience. The ability to submit receipts via scan is on the CGI Advantage Product Roadmap and will become available in a future release.

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.*

The CGI Advantage Travel and Expense Management solution has the capability to automatically copy the attachments from the PCard transaction to the expense report where that particular transaction has been reconciled.



2.1.6 Mobile Capabilities (RFP 4.2.1.6.)

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.*

CGI Advantage is designed for mobility that works on both desktops and mobile devices for on-the-go users. The solution provides an intuitive, responsive user experience based on HTML5 technology. Industry standard browsers like Chrome, Firefox, Internet Explorer and Edge are supported. The State can use a variety of mobile devices like iPads and Android tablets to access dashboards, run reports or execute transactions. Mobile users will go through the same security and business rules validations as a desktop user.

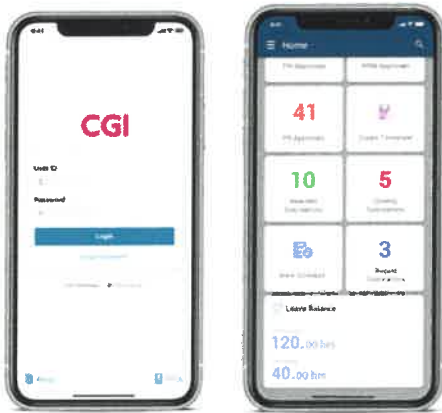


Exhibit 2-1: CGI Advantage Mobile App

CGI Advantage Travel and Expense Management includes a mobile application to complement the solution for the State. The mobile application is a simple, reliable, fast and engaging solution providing intuitive user experience for travelers, managers and other users. It is a progressive web application that uses the latest technologies to combine the best features of web and mobile applications. The mobile application (**Exhibit 2-1**) is supported on iPhones iOS version 11x+ (and newer) and Android 6x+ (and newer). The application has built-in security such that mobile users go through the same authentication mechanism as online users and are governed by the configured role-based access control.

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.*

The CGI Advantage Travel and Expense Management mobile application does not currently support integration with online booking tools to view on-line booking reservations. The ability to view on-line booking reservations is on the CGI Advantage Product Roadmap and will become available in a future release.

4.2.1.6.2. b. *view and submit expense reports*

CGI Advantage Travel and Expense Management mobile application provides the ability to display a list of expense reports that have been created for a traveler. The mobile application also includes the ability to view an expense report, create a new expense report, modify a draft expense report, or submit an expense report. The expense report on the mobile application has been designed as a wizard providing travelers with a step-by-step process to completing their report.

4.2.1.6.2. c. *view and upload receipts*

CGI Advantage Travel and Expense Management mobile application provides the ability to upload receipts either from the phone's photo gallery or by capturing a picture using the phone's camera. The



user will be able to upload multiple images for a long receipt and to view, download or delete the uploaded receipts.

4.2.1.6.2. d. *view and approve expense reports*

CGI Advantage Travel and Expense Management mobile application provides the ability for approvers to view and approve or reject expense reports. The approver will be provided the ability to add their comments while approving or rejecting a transaction.



2.1.7 Accounting (RFP 4.2.1.7)

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.*

Default funding can be assigned by travelers to enable ease of entry of transactions and minimize errors. Central to every accounting and budgeting function is the same robust set of Chart of Accounts (COA) elements, sub elements and rollups available throughout CGI Advantage. The CGI Advantage COA is specifically designed for State and Local governments, and leveraged across the Advantage solution (HRM/Payroll, Budget, Travel and Expense Management, etc.). The most robust method to infer multiple COA elements is the Accounting Template that is a quick code for inferring one or more COA codes. All COA elements are available to be specified in a template. A default accounting template (or profile) may be assigned to each traveler. When accounting lines are generated within the Travel Expense Report, the system uses the default accounting (or profile). If the employee is allowed to change their accounting (this is a setting in their employee record), the system allows the defaulted COA elements to be manually changed.

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.*

CGI Advantage is a unified Enterprise Resource Planning (ERP) solution across financial, procurement, budgeting, human resources, and payroll functionality developed for, and used exclusively by US state and local governments to meet their needs in support of their employees, service providers, and the citizens they serve. CGI Advantage Travel and Expense Management is part of the Advantage unified ERP solution currently utilized by the State and leverages the same Chart of Accounts (COA) specifically designed for State and Local governments. With a single-shared COA, the proposed solution ensures the COA elements defined within the Travel and Expense Management solution are the same shared COA elements that exist across the State's ERP solution. As described above in *Section 4.2.1.7.1.*, Accounting Templates enable quick code for inferring one or more COA codes for ease of use in defining COA elements.

CGI Advantage Travel and Expense Management enables a default Accounting Template to be defined to a traveler's employee record and effective dated. Travel expenditures may have their own COA elements with multiple distribution lines.

Since CGI Advantage Travel and Expense Management is already integrated with the ERP solution utilized by the State, the following benefits are inherent:

- **Accounts Payable:** Employees may be reimbursed through Accounts Payable as expenses are reported rather than waiting for payroll to be run.
- **Human Resource Management:** Travel accounting may be performed in real-time as transactions are recorded, or posting can be deferred, allowing those transactions to flow through the labor distribution process similarly to payroll.



- **General Accounting:** Although the accounting impact may be invisible to many employees, accounting entries are fully automated.

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.*

CGI Advantage Travel and Expense Management solution enables travelers to easily request advances for planned trips and travel expenses. Travel advance requests may then be routed through the appropriate workflow level approvals and advance payments generated based on approval status. Any advances paid to the traveler are reconciled with actual expenses incurred, as specified in the Travel Expense Report to determine if any expense reimbursements must be made to the traveler or to identify unused advances. CGI Advantage Travel and Expense Management provides administrative decision makers with the flexibility to decide the appropriate action to take in the event of unused advances, including the ability to bill the traveler and collect outstanding unused advances from the traveler or, if deemed uncollectible, write off uncollectible unused advances.

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.*

CGI Advantage Travel and Expense Management solution provides flexibility in defining COA strings to transactions and integrating rules for assigning costs to a given set of accounting strings. The Accounting Template is a quick code for inferring one or more COA element values. An Accounting Profile allows one or more Accounting Templates to be linked along with a required percentage distribution defined to each. An Accounting Template or an Accounting Profile may be assigned to the traveler and overridden at the transaction, department or agency levels. When accounting lines are generated within the Travel Expense Report for an employee who has a default Accounting Profile, the expense can be automatically split to those predefined accounting strings.

With so many options available to classify an accounting event, there are many delivered features to assist with data entry and ensure accuracy. In addition to Accounting Templates, the following COA controls are available:

- COA inference logic allows one or more COA values to be inferred on transactions based on the entry of one or more other COA values
- COA "Required Elements" logic allows the State to control what COA is required, optional or prohibited for an accounting event, with the ability for agencies to add additional requirements.
- Valid and invalid COA combinations may be defined. For example, the State may specify that a specific fund may only be used with specific revenue source codes.

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

Audit trails of business activity are processed in CGI Advantage using "transactions" which ensure confidentiality, data integrity and a detailed history. CGI Advantage transactions are architected to create



an audit trail. Each transaction persists in the system until archived, based on State-specific policy or statutes. Even when archived, they may be readily retrieved from within the application by authorized users. When transactions are archived, the attached items are compressed and included in the archive. Transactions contain date and time stamps as well as the user ID information for users who create, modify and post them. The transaction body details the changes made. As transactions are processed, CGI Advantage maintains the necessary transaction audit trails and logging for system administration purposes.

In addition, the Travel and Expense Management solution provides for an inquiry page that allows an authorized user to identify whether a transaction has been audited.

2.1.8 Approving Manager Capabilities (RFP 4.2.1.8)

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.*

The CGI Advantage workflow business rules engine is a powerful tool that provides centralized oversight, where needed, with departmental specific workflow capabilities. Whether used to facilitate collaboration in the creation of transactions or used to route items as part of a formal approval process, the CGI Advantage workflow engine can add value throughout the transaction lifecycle. The CGI Advantage workflow engine is a simple, flexible, configurable tool that can change with organizational and legislative needs. Using only the Web browser, workflow rules are defined and can be configured to the traveler level by authorized business users who require no programming skills.

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

CGI Advantage's workflow process automates routing between approvers, automatically sending email notifications/alerts to approvers and/or creators, and providing commenting and attachment capabilities. As part of the workflow routing, the work item, such as an expense report, is virtually routed by the use of workflow statuses and updates to the applicable worklists. Worklists are the workflow "inboxes" of user roles and/or individual workflow participants and serve as a visual reminder of work items that require action from the user roles and/or individual. For example, a manager can be alerted via email notification when an expense report is available for review and approval and can manage the expense report from their worklist. If a transaction stays in a particular worklist more than a defined period of time, CGI Advantage can either send notifications to the approver(s) that an item needs their attention, or escalate the item and notify additional approvers in order to expedite processing.

In addition to the worklist, authorized workflow participants have access to audit logs and monitoring inquiries. For example, a manager can check on the status of a workflow item, finding out which participant has current "ownership" of a work item, where the work item has been, how long that item has been in that approver's worklist, and where the work item needs to go in the approval routing process.



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

The electronic workflow approval engine is extremely robust. It uses table-based configuration to route transactions to users or roles at any level of the organizational structure. The path taken by a particular transaction can be influenced by values in any transaction field, all structured through table-based configuration. Once a field has been identified, one can route transactions based on a number of condition types. Transactions may be routed by comparing transaction fields to pre-defined values like dollar thresholds and value lists or by more dynamic means such as percent change or comparisons against other fields on the transaction. For example, an expense report can be routed to different approvers based on the line items that exist within the expense report. Transactions can be sent for approval in parallel or serial fashion, based on a wide variety of configurable business rules.

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

Delegation of approval authority can be defined within CGI Advantage Workflow by identifying an alternate approver and effective start and end dates. This provides flexibility of the solution in scenarios where an approver may be out of office. In addition, work tasks may be manually routed or reassigned directly from the worklist. This enables users to quickly be able to identify and route tasks that may need review or approval from another approver. Authorized users can also configure escalation definitions to route documents based on time parameters. If a transaction stays in a particular worklist more than a defined period of time, CGI Advantage can either send notifications to the approver(s) that an item needs their attention, or escalate the item and notify additional approvers in order to expedite processing.



2.1.9 Payment Reimbursement Capabilities (RFP 4.2.1.9)

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.*

Any expense that is flagged as a PCard expense on the expense report is automatically not reimbursable to the traveler. These expenses are reconciled as part of the PCard reconciliation process where bank activity is compared with the expense entries in Advantage. Travel expenses not charged to a PCard or paid directly to a third party vendor are eligible for reimbursement to the traveler.

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.*

CGI Advantage provides a unified ERP solution through a single database that has been built from the ground up to natively interact across business areas, rather than loosely coupled functionality that has been integrated over time, as is common with other ERP providers. Because CGI Advantage has been architected as a single unified ERP solution, the financial, human resources and budgeting business areas already utilized by the State all operate upon a single data model with shared COA. The proposed solution enables seamless access to data and information without maintaining multiple databases of the same information, or summarizing transactions from disparate shadow systems to a minimally acceptable level of detail and interfacing them into the general ledger. Travel and Expense Management transactions within the CGI Advantage solution are processed against the unified database in real-time, updating budgets, ledgers, details for payments to vendors, and other reference tables without the need for offline synch processes. This enables the State to rely on CGI Advantage as the single source of record for all core ERP functions, including the seamless processing of vendor payments.



2.1.10 Dunning (RFP 4.2.1.10)

- 4.2.1.10.1. *Vendor solution should have the capability to automatically send email alerts and reminders to travelers and/or approvers for multiple items such as, but not limited to, the following:*
 - 4.2.1.10.1.a. *required receipts.*
 - 4.2.1.10.1.b. *a travel expense submission rejection, adjustment, modification, resubmission and payment*
 - 4.2.1.10.1.c. *a travel expense that exceed the travel guidelines.*
 - 4.2.1.10.1.d. *aging, un-allocated credit card transactions.*

Travel policy setup defines the edit logic required to support the Travel and Expense Management transactions entered by end-users. This includes the ability to configure travel expense rules based on the State's or agencies' travel guidelines or whether receipts are required. Validation may be variably configured at any level, from full enforcement and rejection of transactions to warnings that may be overridden, to informational only messages. By defining certain criteria by expense type, workload effort on travel reviewers is minimized by automating many of the validity checks to be performed upfront on travel authorization and expense reports.

Notifications to approvers and creators/travelers for events such as a travel expense submission rejection, adjustment, modification, resubmission and payment can easily be defined through CGI Advantage's configurable workflow process. Workflow automates routing between approvers, automatically sending email notifications/alerts to approvers and/or creators, and providing commenting and attachment capabilities.

CGI Advantage Travel and Expense Management tracks PCard transactions for employees including aging, un-allocated credit card transactions and provides the ability to create reports and analytics from this information.



2.1.11 Reporting (RFP 4.2.1.11)

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 dash Boards; at no additional cost*

The CGI Advantage business intelligence solution is the single consolidated reporting platform for data analytics and reporting and provides a suite of capabilities that aligns with CGI Advantage's configurable built-for-government business content services together with standard, market-leading data-warehouse technologies to support a broad range of reporting needs. The solution leverages a delivered baseline data warehouse complemented by baseline analytics and reports. Using CGI's business intelligence solution users may report on data that exists within Travel and Expense Management. In addition, data from the Travel and Expense Management solution can be utilized for the creation of dashboards/analytics.

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

Beyond real-time transactional processing, it is important for an ERP solution to enable easy extraction of data for analysis and decision-making. State staff can easily export information directly from many online transactional tables within CGI Advantage through spreadsheet downloads. This simple and easy to use feature allows virtually any end user to access vital information necessary to execute their job function without the need to enlist technical report developers to create custom reports.

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.*

CGI Advantage empowers executives, managers and end users in scheduling or building simple and sophisticated reports efficiently with ad-hoc capabilities, varying from top level data to line item data. The semantic / presentation layers (i.e. Universes) that CGI delivers makes this development process easy by pre-joining commonly used tables, providing fields with business names and descriptions instead of technical terms, and organizing information based on functional use making it easy to find and use reporting fields. Mobility features also help ensure that managers and executives can access mission critical data anytime and anywhere to make informed decisions that become a key differentiator for operational excellence. In addition, CGI Advantage Travel and Expense Management includes online queries for Travel Expense transactions that is accessible to authorized users.

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.*

Travel and Expense Management data captured within the solution may be reported against, including effective start and end dates for comparative purposes and capture of elapsed time. In addition, travel policy setup defines the edit logic to support the Travel and Expense Management transactions entered by end-users. Travel policy edit logic provides authorized users with the ability to configure if an



explanation is required when the elapsed time between employee travel and employee submission of expense reports exceeds a specified number of days.

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.*

Travel and Expense Management data captured within the solution may be reported against, including the status of all expense reports 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.

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

CGI Advantage Travel and Expense Management provides multiple online inquiries to query on information based on user's requirements. Online inquiries for Travel and Expense Management transactions provide the ability for authorized users to filter, extract, and analyze information for reporting purposes, including outstanding travel advance payments by employees and agency.



2.1.12 Authorizations and Advances RFP (4.2.1.12)

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.*

Through extensibility the solution may be configured at the agency level to require travel authorizations to be created prior to a travel expense report being submitted. Users will be able to create expense reports from travel authorizations and have expense reports pre-populated with information from the travel authorization. CGI Advantage Travel and Expense Management provides the ability to compare approved expenses per travel authorization to the actual expenses claimed for reimbursement. Travelers can easily view approved expenses while entering the expensed amount. Should a discrepancy exist, the solution issues a notification within the expense report, to indicate the actual expenses are greater than the authorized expenses, and can be displayed to the approvers during their review.

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.*

Any advances paid to the traveler are reconciled with actual expenses incurred from the Travel Expense Report to generate payments or identify unused advances and generate invoices. Online inquiries exist that display the requested advances, paid advances, and outstanding travel advances by employee. Submission of a new advance request can be prevented if the amount would cause the employee's total advances to exceed the configurable advance limit.

Travel and Expense Management data captured within the solution may be reported against, including tracking of effective start and end dates of travel advances and expense reports for users to identify a timeframe. This information may be used in the creation of reports and dashboards/analytics and can be made available to travelers and supervisors/approvers based on security role settings

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.*

Travel and Expense Management data captured within the solution may be reported against, including outstanding advances at the traveler level. This information may be used in the creation of reports and dashboards/analytics that can be made part of the user's homepage and be made available to travelers and supervisors/approvers based on security role settings to serve as a warning to the traveler and approver(s). Additionally, should a system administrator require the ability to disallow travel advances, CGI Advantage Travel and Expense Management provides flexibility for authorized users to prevent travel advances for an employee and to manage travel holds to restrict travelers from performing specific actions in the system, including prevention from submitting a travel authorization, travel advance, or travel expense report.



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.*

Travel and Expense Management data captured within the solution may be reported against, including outstanding advances. This information may be used in the creation of reports and dashboards/analytics at the agency level that can be made part of the user's homepage and can be made available to travelers and supervisors/approvers based on security role settings to serve as a warning to the traveler and approver(s). In addition, the solution has the ability to allow or disallow travel advance payments at the agency level through configuration of the travel policy by expense type at both the policy and agency/department levels.

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.*

CGI Advantage Travel and Expense Management solution supports online submission of travel authorizations. This transaction is optional, and can be routed through the appropriate workflow level approval through CGI Advantage's flexible and configurable workflow process. Workflow approvals can be configured to be a hierarchical approval process.

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.*

CGI Advantage Travel and Expense Management records the issuance of travel advance payments as receivables and the reimbursement as a cash receipt. Any advances paid to the traveler are reconciled with actual expenses specified within the Travel Expense Report in order to identify any remaining reimbursable amount due to the employee or receivable after the traveler has completed their travel.

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

CGI Advantage Travel and Expense Management solution supports tracking of the information in travel authorizations and travel advances including but not limited to, Document/Report ID, Purpose of Trip, Travel Type, Requested Advances, travel start and end dates, and Authorized Expenses. Actual itinerary may be added as an attachment.



2.1.13 Information Storage and Records Retention (RFP 4.2.1.13)

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.*

CGI Advantage Travel and Expense Management solution supports storing data for travel advance requests and expense reports including but not limited to Document/Report ID, Traveler Name, Destination, Travel Start and End Dates, Travel Reason, Requested Advances, and Actual Expenses. For Document Imaged Support, Advantage provides a built-in capability to attach items to its business transactions. The State can configure allowed document types and size that may be attached to a CGI Advantage transaction. Application data is only removed or archived based on the State's data archive and retention schedule. When CGI Advantage transactions are archived, the attached items are compressed and included in the archive. The process can be reversed and the attached items may be restored by unarchiving the associated CGI Advantage transaction.

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.*

A travelers official station is currently stored and retrieved from CGI Advantage HRM records. This information can be used for default mileage calculations. It is also made available for a travel approver to confirm that the mileage claimed is correct when reviewing the corresponding travel and expense financial transactions.

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

The CGI Advantage Travel and Expense Management solution is designed such that application data in the operational database can be retained as long as needed. This approach provides the State ready access to its critical data as long as it is needed based on the State's data retention policies. The proposed solution provides tools to manage data retention across the solution. For the database, data retention is controlled by a set of archiving utilities driven by selection criteria specified to match the retention needs for type of business record being archived. For Enterprise Content Management (ECM) repositories, data retention is based on retention profiles that are assigned by data management policies applied as the content is ingested into the ECM repository.



2.1.14 Interface and Data Management (RFP 4.2.1.14)

4.2.1.14. *Vendor solution should interface multiple payment items into the current Enterprise Resource Planning system. The system currently used is the Advantage ERP product.*

With CGI Advantage as the incumbent ERP solution utilized by the State, all travel-related accounting transactions are already embedded in the ERP system, including payment items. The proposed CGI Advantage travel solution would retain the existing accounting transaction configuration and not require any new payment item integration.

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.*

Because CGI Advantage is a browser-based solution, the client-side footprint for accessing the application is very simple; Advantage Cloud only requires a supported browser at the workstation and a high-speed internet connection. The following are the currently supported browser versions:

- Google Chrome 69+
- Internet Explorer 11
- Microsoft Edge 42+
- Firefox ESR 60+
- Safari on Mac 10x+

CGI Advantage Travel and Expense Management also includes a mobile application which is supported on iPhones iOS version 11x+ (and newer) and Android 6x+ (and newer). The application has built-in security such that mobile users go through the same authentication mechanism as online users and are governed by the configured role-based access control.

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

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

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.*

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.*

As the incumbent ERP solution utilized by the State, CGI Advantage already includes this functionality related to employee time records, status and leave records and that functionality would be retained in the proposed travel solution.



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

The current CGI Advantage ERP attachment functionality includes using a file server to store documents and would be retained in the proposed travel solution.

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

As the incumbent ERP solution utilized by the State, CGI Advantage already is configured to support travel policy and procedure enforcement at various levels and that functionality would be retained in the proposed travel solution.

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.

As the incumbent ERP solution utilized by the State, CGI Advantage already offers a single-sign on experience and that functionality would be retained in the proposed travel solution.

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

The existing solution receives one travel related document from nuTravel which is used to create the Travel Document in CGI Advantage and that functionality would be retained in the proposed travel solution. Additional payment activities (e.g. employee reimbursements and advances) are embedded in the current CGI Advantage solution and would be similarly retained in the proposed solution.

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.

With CGI Advantage as the incumbent ERP solution, the proposed solution would build on existing on-premise travel functionality and transform the travel user experience by leveraging Advantage 4 for travel expense submission and approval, providing a configurable, streamlined, intuitive user interface for travelers. We have included our Advantage Cloud hosted model for the State's new Advantage 4 User Experience for the Travel and Expense system. The Advantage Cloud is a Software as a Service (SaaS) support model. The CGI Advantage Travel and Expense module will be hosted by CGI and interface with the State's existing on-premise deployment of the CGI Advantage ERP system. Advantage Cloud includes the software, hosting & security infrastructure, and operational services required to operate and maintain your CGI Advantage Travel system, all packaged under a subscription priced model.

As the software provider, systems integrator, and support partner for the State's new Travel and Expense system, we holistically integrate the delivery of the technical and functional activities required to operate and maintain the solution over its entire lifecycle. This single point of accountability is a level of integrated delivery beyond even what many competing SaaS-based solutions offer since many other solutions still require separate system integrators or support partners.

Under our optional Advantage Cloud delivery model, CGI would have responsibility for the operational activities associated with operating and maintaining the new Travel system from the outset of the implementation. The State would retain responsibility for the functional activities associated with end user



support and management, interface management for other State systems interacting with the proposed Travel system, and local reporting and print functions.

The following is a high-level summary of the proposed support services included with Advantage Cloud:

- **Support Services Scope:** Host, operate, manage, and update the CGI Advantage travel system. Support services include the cloud hosting facility, hardware, operating system, and operating / management software required by the system.
- **Security:** CGI is responsible for providing and maintaining security for the system environment and infrastructure, including security patching for the Travel system hardware and software as needed. The State would have control and responsibility for administering security within the Travel system application. The proposed Travel system will comply with NIST 800-53 security controls.
- **Operations:** CGI monitors and maintains the Travel system environments and we are responsible for daily system operations according to the processing schedule that will be established with the State, eliminating the need for the State to maintain a system operations and technical support team.
- **Disaster Recovery:** Backup and disaster recovery services are included.

Please also refer to our response to *Section 2.1.17 Customer Service and Support* for additional information on the key Advantage Cloud support services and activities that we will perform as part of our proposed solution. It also identifies the related functions that would remain the responsibility of the State.



2.1.15 Security and Controls (RFP 4.2.1.15)

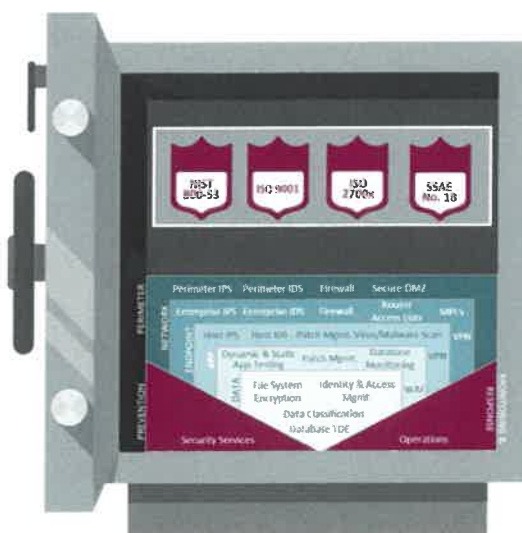
4.2.1.15.1. *Agency prefers that the solution has industry standard security and provide methods that allow the securing of Personally Identifiable Information (PII). The solution should also allow the user to define fields or values that may need to be masked or hide values or fields.*

At the application level, the CGI Advantage solution supports processing of sensitive data and includes data encryption, masking, and electronic signatures. System data will be encrypted at rest and when in transit outside of the secure virtual network. To protect sensitive data while in transit, remote connections are made over FIPS 140-2 TLS encrypted connections and authenticated using multi-factor authentication, including current or future connections between the CGI Advantage Cloud solution and any services hosted in another CGI-managed facility.

CGI uses a combination of preventative and detective controls to protect sensitive client data. Detective controls include host and network intrusion detection, continuous security monitoring, and others. By default, all Advantage Cloud implementations are aligned to the NIST 800-53r4 moderate security control standard. We also maintain detailed processes for "scrubbing" data, which includes the obfuscation of sensitive/confidential data which might be used in testing.

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.*

CGI places the highest priority on maintaining the security and privacy of our customer's systems. We maintain security policies that leverage numerous security controls designed to protect the State's data. The foundation of these controls is adherence to the NIST 800-53r4 moderate level security approach and other industry security best practices. **Exhibit 2-2** below highlights our security model:



**Your data.
Safe with CGI.**

- Secured at every layer
- Public sector compliant
- Made Simple with Advantage Cloud

Exhibit 2-2: Advantage Cloud Security Services



In addition to the various physical, digital and procedural security controls shown above, we follow a philosophy of least privilege and segregation of duties. Put simply, all access is first denied or blocked. Access is granted only as required for the system, service or person to perform the pre-determined function(s). This practice is applied throughout our Advantage Cloud deployment model; from infrastructure users who are only given the rights they need to accomplish their given role to the routing of network traffic, which is only allowed to and from where it is needed. This approach results in a more secure environment, as it is built securely from the ground up as opposed to locking down security post-implementation.

Our security policy entrusts the responsibility for maintaining security within each domain with those best equipped to maintain it. The server administrators, network engineers, network security staff and physical security staff each understand the challenges within their given security domain and are best suited to address those challenges. This separation of duties maintains domain security integrity such that no single person has access to configure across domains. This approach results in a natural check by which no single person has rights that are overly broad, which could expose the organization to internal risks.

This same philosophy extends to application security. We implement discrete customer deployments to reduce the level of security risk in comparison to what is inherent in a traditional multi-tenant application model where all customers are in the same deployment, often accessing much of the solution over the public internet. Under our multi-tenant model, customers are physically segregated. Using this approach, we reduce the risk of a security breach related to one client that may cascade and be an immediate risk for all clients where legacy multi-tenant SaaS models are susceptible.

In addition to the security methodologies listed above, our cloud infrastructure security includes the following key features and security measures:

- **Physical Security:** CGI's private cloud deployed at our Phoenix Data Center (PDC) hosting facility is fenced and video monitored by a security guard and the guard patrols this area regularly. General population access is only granted through the main lobby entry where security resides. Only CGI's Facilities and Security teams have access privileges to other entry points, and all entry points to the data center areas are monitored by CCTV cameras. Three factor authentication is required to enter the data center facility where host systems reside (proximity ID cards, pin#, biometrics). Additionally, the PDC facility itself is divided up into compliance areas, machine rooms, and systems which are again protected with three factor authentication.

The following highlights the additional physical and procedural security measures that have been implemented at the PDC in order to provide a safe and secure environment for the County's data and hosting environment:

- Written security policies that are readily accessible and enforced
 - Rules against badge sharing and piggy-back entry
 - All visitors must be admitted through reception and escorted by CGI personnel
 - Written statement of work upon sign-in
- Building Security and Access Procedures
 - Limited number of building entrances in compliance with local fire ordinance
 - Limited access and security policy enforcement for all facility entrances



- External bollard barriers surrounding the facility
 - Visitor-logging procedure
 - Card-key, biometric, or similar entry locks
 - ID-badge system for all employees and visitors
 - Staff and visitors must wear badges at all times on premises
 - Individual cabinet locks; master keys restricted to NOC; key list from client
- **Security Monitoring:** We maintain a Security Operations Center (SOC) that operates on a 24/7 basis for near real-time continuous monitoring and mitigation, incident detection and response activities. As previously noted, all system infrastructure devices send security log messages to a central log server and Security and Information and Event Manager (SIEM) tool, which duplicates messages for monitoring and alerting. The SIEM tool monitors and reports anomalous events such as repeated failed login attempts resulting in a session lockout.
 - **Security Patch Management:** Patch management is in place to maintain security compliance and mitigate security vulnerabilities so that all systems have the latest security updates. Our patch management service scans servers and deploys relevant security patches to maintain compliance with security mandates. To reduce error and shorten downtime we use automated tools to handle patch management for Windows and Linux servers under a predefined operation system patch management schedule. Emergency patching is executed for vendor-identified vulnerabilities that affect managed operating systems within the Advantage Cloud infrastructure.
 - **Vulnerability Scanning:** We perform regular vulnerability scanning and periodic penetration testing of the facility infrastructure to improve the cloud security controls and processes.
 - **Data Isolation:** The Advantage Cloud deployment model isolates State data from other clients. We maintain separate application instances to prevent the possibility of the co-mingling of data.
 - **Protecting Data at Rest and in Transit:** To align with best practices for protecting confidentiality and data integrity, as well as the State's security requirements, system data will be encrypted both at rest and when in transit outside the system's security boundary.
 - **Data Redundancy:** Data will be replicated in near real-time to another region within the United States for redundancy as part of the included disaster recovery services. Backup data will include application code, input files, output files and user documents where applicable.
 - **Data Destruction:** In the event that data is deleted, or if State transitions off our Advantage Cloud solution, strict standards will be followed for overwriting storage resources before reuse.

Additional network and cloud security infrastructure includes:

- Deployed in a NIST 800-53r4 compliant infrastructure
- Firewall management
- Host based firewall
- Enterprise Server anti-virus/malware protection software
- HIPS (Host Intrusion Prevention, on all production servers)
- NIPS (Network Intrusion Prevention Service, on VPN connection) – note this service includes devices to help detect and prevent network based attacks such as denial of service attacks.



- FIM (File Integrity Monitoring)
- Regular vulnerability scanning of the system environments
- On a regular basis CGI produces a report showing the last login for each account (we use this to identify unused accounts which can possibly be removed)

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.

Yes, our Advantage Cloud solution includes a disaster recovery (DR) plan, and this plan is currently in place for other Advantage Cloud customers. We understand that part of providing a high availability cloud architecture includes planning for worst-case scenarios that could disrupt the State's production operations even if the goal is to never have to put that plan into practice. While we plan for this possibility, we are proud of the fact that we have never had to invoke our DR services for a CGI Advantage implementation that is hosted and managed by CGI. While we maintain a DR support model which includes a comprehensive DR plan and services, the DR plan is intended to be used only as a last resort in the event of a complete loss of the primary site. We maintain a dedicated plan for each Advantage Cloud customer, as well as a larger plan for our shared hosting infrastructure. The State-specific plan includes the specific details required to test recover the State's data and environments and it will be shared with the State. For security reasons, the larger shared infrastructure plan is only available to CGI resources with a need to know.

Our DR plan meets the requirements of the Disaster Recovery Institute for each of the following project phases/activities:

- Start-up
- Definition of vital and critical business functions
- Evaluation of risks and controls
- Business impact analysis
- Recovery objectives and recovery planning
- Development of contingency plans
- Implementation of controls
- Documentation and training
- Deployment and testing
- Updates and execution

Our solution will be configured to back up the State's Travel and Expense data stored within the system via near real time replication to the backup recovery site. These backups will include application code, input files, output files and user documents. With the exception of a few shared specialty servers such as the build server and scheduler, we will not maintain active virtual machines (VMs) at the backup hosting location. Instead, the application VMs will be created in the DR environment but will be dormant except for monthly patching and application updates. In the event of a disaster new application VMs will be rapidly deployed via the use of automation tools and "gold" copy templates of the production environment. Application files needed by the disaster recovery applications will be transferred to the disaster recovery site on regular basis via RSYNC replication. This approach allows for the rapid deployment of a



production disaster recovery environment, while minimizing costs by avoiding the necessity to maintain idle infrastructure resources.

Our standard disaster recovery service includes one (1) DR testing window per year to verify that the DR solution has been correctly implemented and is ready should a disaster occur. We continually update our DR plans as client environments evolve and collaborate with our clients through joint annual reviews of the DR test plan prior to the annual test that includes failover exercises. Our collaborative DR testing approach, rare in the ERP SaaS domain, supports a discrete test that implements an actual, parallel failover to the DR site and involves the Customer's functional/business staff in coordination with CGI

2.1.16 Exit Strategy (RFP 4.2.1.16)

4.2.1.16.1. The Agency prefers that the vendor has an industry standard process to backup 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.

The proposed Advantage Cloud solution includes industry standard backups to support both on-site and off-site data recovery. Specific backup schedules, types, and storage location are documented as part of the Advantage Cloud implementation. To support the proposed disaster recovery targets, the State's production data will be replicated in near real-time to the backup disaster recovery hosting facility. In order to minimize risk, we also perform scheduled recurring backups of the State's servers at the primary hosting site.

Upon termination, expiration, or cancellation of the contract, we will transfer all client information to the State using a process and format mutually agreed upon by the State and CGI.

We also understand that if the contract is not renewed, it is critical to undertake an effective, well-planned transition of services at the end of the contract. CGI will provide the State with porting / transition assistance services as part of disengaging or insourcing our Advantage Cloud solution. Depending on the nature of the transition, the scope of these services may provide for the continued performance by CGI of its obligations under its contract with the State (including providing the services which are subject to termination or expiration), or to assist or provide information that is reasonably necessary to enable an uneventful transition of the applicable services to the State or its designated Third Party provider. These services also include the transfer or final disposal of the State's data. Any specific notification terms or conditions for contract termination, as well as the charges for the identified services will be mutually agreed to by CGI and the State within a separate, prior agreement.

In the event the State decides to insource the application or terminate its contract, CGI will manage the termination/transition process in a professional manner, and we will work to facilitate the seamless operational transfer of responsibilities from CGI to the State. As part of the contract termination process, CGI will create a Termination Assistance Plan. This plan will be developed based on inverting the select, applicable sections of the implementation plan that was used to deploy the State's Advantage system. Because of the information required for the plan, it will not be created as an initial implementation deliverable but rather when CGI is notified of the State's intent to terminate services. The reason for this



is that the majority of the plan's content will be highly dependent on information that will only be available at that time, such as where the State's new solution will be hosted, if any platform changes will be made, and specific details for the disposition/transfer of data.

The following provides a representative list of service activities for each phase that CGI believes will align well to what the State would expect to be provided by end of contract services.

Exhibit 2-3 below shows CGI's approach for planning and executing an orderly transition out services project.

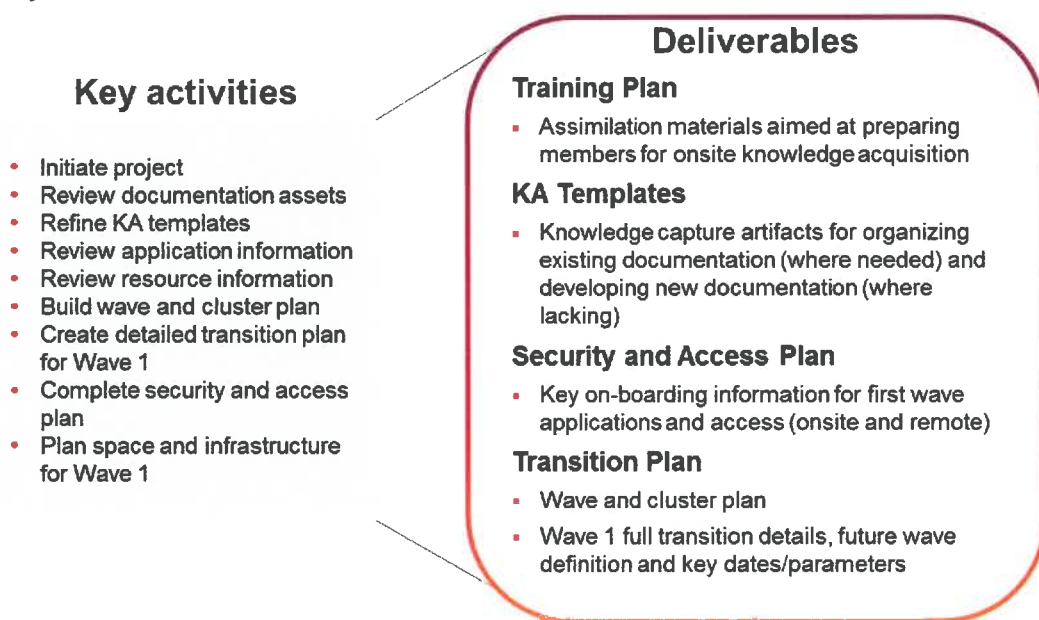


Exhibit 2-3: Transition Pre-Planning

A number of key activities happen in the initial phase – Transition Out Pre-Planning. This phase serves to establish the overall governance, as well as the management and operational framework, to administer the Transition Out Services project. The complete list of the project phases and associated activities are listed below.

Phase I – Transition Out Pre-Planning:

- Disclosure of all parties involved in the Transition Out Services
- Establishment of transition out team
- Establishment of scope
- Establishment of schedule and timelines
- Preparation of a detailed transition out plan
- Establishment of duration over which the Transition Out Services are to be performed
- Communication of software and hardware that the CGI team used to deliver services
- Communication of all in-scope third-party contracts without compromising the confidentiality requirements of any such contracts



- Communication of in-flight and scheduled projects
- Sharing of current CGI service level reports, as well as statistical information regarding application management and support service delivery
- Preparation of a training plan
- Building knowledge transfer templates for the existing solution and the operations that have been performed to support the end user business processes
- Documentation on functional applications, as well as the State business processes and configuration
- Delivering Security and HR access plan

Phase II – Knowledge Acquisition:

- Conduct assimilation activities (business, technical, process overviews)
- Understand business function of applications and key stakeholders
- Review documentation, prior resolutions, and examine ticket history and trends
- Engage knowledge receiver through Q&A (conduct playback sessions)
- Prepare knowledge acquisition documents (e.g., application binders, checklists)
- Obtain secure access for knowledge transfer phase

Phase III – Knowledge Transfer:

- Knowledge Receiver assists Knowledge Sender on tickets and enhancements, supporting on-call (as secondary) where relevant
- Knowledge Sender continues to have prime responsibility for work execution
- Both parties are assigned work units, and one validates the other's work (peering system for forward and reverse shadowing, with playback sessions)
- Refinement of documentation (including refresh process) and daily review meetings
- Conduct critical risks exercise and initial performance measurements
- Documentation transfer for operations, applications and software (if applicable)
- Provision and provide detailed list of any outstanding services requests and open issues

Phase IV – Stabilization:

- Knowledge Receiver takes the driver's seat and has prime responsibility for executing ongoing application and operational support and execution (including primary/secondary on-call responsibilities)
- CGI infuses best practices where relevant and to address gaps
- Final service level reporting scorecard showing how CGI performed against commitments for the Transition Out Services
- Knowledge receivers and extended team assume full delivery responsibility
- All existing and available documentation (and application data) related to the applications and other products and services delivered has been returned to the State
- Formal Contract close out has been completed



- As part of any transition out process, CGI will work with State for legal and financial closure of the contract, consisting of:
- Approval of Transition Out Services project plan
- Preparation and execution of contract termination
- Sign off on completion of termination tasks
- Delivery of final invoice

2.1.17 Customer Service and Support (RFP 4.2.1.17)

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.*

There are no additional maintenance or support costs to support the on-premise components of the CGI solution and the current State support plan will remain in place under the proposed solution. In addition, for the hosted components of the proposed solution as shown in **Exhibit 2-4** below, Advantage Cloud is a comprehensive cloud based ongoing support model for the State's Advantage Travel and Expense system that is offered as a subscription fee service.



Exhibit 2-4: Advantage Cloud Support Model

It includes the software, hosting infrastructure, and managed services required to operate and maintain the front end of your travel system once the initial implementation has been completed and the system is in production use. Application software includes the Advantage Travel and Expense application, as well as the underlying operating system, and other supporting software required to operate, monitor, and manage the application. Hosting services includes the underlying cloud infrastructure and security services that are used to host and secure the system environments. Managed Services consists of the activities associated with operating, maintaining, and updating the Advantage ERP system software and hosting services.

Exhibit 2-5 provides a summary of the key Advantage Cloud support services and activities that we will perform as part of our ongoing post-implementation support for hosted component of our proposed solution. It also identifies the related functions that would remain the responsibility of the State.



Exhibit 2-5: General Distribution of Responsibilities with Advantage Cloud

Service / Activity	State	CGI
Hardware and Infrastructure Management	None	Provision, install, manage, and maintain hardware, network infrastructure, storage and back-up / recovery infrastructure
Operating System	None	Install, manage, maintain, and administer the operating system software for the system environment
Network Management	None	Provides Site to Site VPN with 20Mb of bandwidth into CGI Data center
Data Security	Maintain and implement security configuration including identity management, authentication (e.g., password management), authorization, and workflow/approvals as well as edge security leading to point of demarcation (including desktop and network).	Provide, manage, maintain, and administer network, infrastructure and physical security measures required to protect the State's data, and limit system access to authorized users
Backup and Recovery Services	None	Perform ongoing management, operations and maintenance of backup and recovery activities. Data will be backed up per the standard CGI Advantage Cloud procedures to meet disaster recovery obligations. Off-site storage will be within the continental United States
Disaster Recovery	Validate Disaster Recovery through participation in periodic testing	<ul style="list-style-type: none"> • Provide Disaster Recovery infrastructure, services, and testing within the continental United States • Manage the Disaster Recovery process • Keep the Disaster Recovery Plan current
24x7 Production Operations (Monitoring, Nightly Cycle, & Environment Mgmt.)	<ul style="list-style-type: none"> • Provide job schedule requirements • Verify interface input and output content for the State side of any interfaces within State systems interfacing with the CGI Advantage solution 	<ul style="list-style-type: none"> • Establish production job schedule (joint activity with the State) • Execute, monitor and manage production ETL and other nightly cycle activities • Process interface files and reports • Respond to, triage, and mitigate incidents as they arise
Help Desk Support	Provide end-user help desk support (Tier 1) Help Desk support	24x7 escalated (Tier 2 / Tier 3) help desk support



Service / Activity	State	CGI
Defect Management	Conduct acceptance testing	<ul style="list-style-type: none"> • Baseline code defect resolution • Manage, develop, and apply baseline code fixes, if applicable
Change Control	Help define necessary change management activities	<ul style="list-style-type: none"> • Maintain application version control and tracking • Maintain repository of State configuration and sample data for prompt issue remediation and support • Coordinate scheduling with the State and execution of infrastructure and application configuration management activities

As summarized above, our SaaS support model provides the State with minimal responsibilities for the hosted component of the proposed solution except for areas that are within its direct purview (e.g., managing its users' access to the new ERP) and without losing visibility into the status of maintenance and operations. Our operating and support model helps promote transparency and collaboration.



2.2 Mandatory Project Requirements (RFP 4.2.2)

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.*

CGI's proposed solution utilizes Google Maps for the mapping solution for mileage calculations.

The system calculates the mileage based on the entered start and end locations. If it is desired to deduct miles for normal commute driven, the start location can be changed or the employee can enter claimed mileage, which will be used instead for the expense calculations.

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.*

CGI Advantage provides the ability to maintain per diem rates from various government agencies and other sources as needed, including General Services Administration (GSA) for rates within the continental United States, Department of State (DOS) for foreign rates, and Department of Defense (DOD) for rates outside of the continental U.S. like Hawaii and Alaska, and for U.S. territories. These agencies publish per diem rates once or several times a year and these rates can be loaded into CGI Advantage. Since rates may differ by time of year, CGI Advantage also tracks rates by location and by season.

For additional deductions, such as meals provided, travel days, and any other taxable situations that may arise, CGI Advantage includes the ability to define whether or not travelers are allowed to claim certain expenses (like meals) based on travel type and the start and end times of travel. The system can automatically calculate the per diem differently for the first and last days of travel (usually 75% of the per diem rate but the percentage is configurable). If there are meals provided on certain days, the employee can indicate which meals do not need to be expensed and the system will automatically recalculate the per diem allowed for that day.



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.*

CGI uses a Just-in-Time training methodology to deliver training. This approach provides the needed knowledge to each group of users at appropriate times during the project.

Project team training is delivered at the beginning of the project to prepare the project team for prototyping and design sessions. CGI provides one four-hour session of Project Team Training.

A Train the Trainer (TTT) program will be provided to train up to five (5) State trainers. TTT is held approximately four weeks prior to the start of end user training. This time frame allows the State trainers time to attend the TTT program and practice training delivery on their own as needed. Train the Trainer focuses on training skills and utilizes the end user training materials developed by CGI. A skills assessment checklist is provided for each trainer. TTT will include two (2) 1 hour sessions for each of the five State trainers.

CGI will also develop end user training to incorporate up to four (4) hours of instructor led training and two (2) web based training modules. CGI will collaborate with the State to determine the topics to be included in the instructor led training and the web based training modules. The four hours of instructor led training can be broken into multiple topics or classes. The instructor led training materials can be used as user guides and modified as needed by each agency.

Web based training is a good way to reach large groups of people who need training such as the travelers and managers. Instructor led training sessions can be recorded for later use by State staff. The web based training and/or recordings would help to facilitate reaching staff in outlying areas.

CGI will develop 10 Quick Reference Guides (QRG). QRG are short one to two page documents which tell a user "how" to do something. These QRGs can also be modified as needed by each agency.

To ease the State trainers into their role as ongoing trainers for the travel software, CGI will deliver the first two sessions of each class (at State facilities) and the State trainers will shadow the CGI trainers. CGI trainers will mentor the State trainers to help them prepare for training delivery.



(This page intentionally left blank.)



3 Qualifications and Experience (RFP 4.3)

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 where 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.*

3.1 Qualification and Experience Information

4.3.1. 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

We excel in helping federal, state, and local governments improve operational efficiencies and advance their missions. Our Enterprise Resource Planning (ERP) software, CGI Advantage, was designed and built specifically for government and serves only the state and local public sector and higher education markets. CGI Advantage Cloud, our SaaS deployed CGI Advantage solution, was specifically built to deliver the business flexibility and complex processing needs of the high, mid-high, and mid-tier State and Local Government market. Complementing this point, CGI is a leader in the public sector ERP High (Tier 1) market supported by having twenty-two states, four of the six largest counties and the two largest cities as customers.

We have successfully completed over 400 CGI Advantage ERP implementations and upgrades without a single project failure. This is due in part to how well CGI Advantage aligns with public sector processes and practices, and in part to the talents, deep domain expertise, and commitment of our implementation professionals. While CGI does not publicly disclose the total number of its clients, we have carefully selected the following client examples to demonstrate the breadth of our client base and to provide a representative list of clients, many of which have complex technical and organizational ecosystems. A summary of our existing clients include:

- 22 states including:
 - State of Michigan
 - State of Kentucky
 - State of Utah



- The two largest U.S cities:
 - Los Angeles City
 - New York City
- Four of the six largest counties:
 - Los Angeles County, California
 - Maricopa County, Arizona
 - San Diego County, California
 - Orange County, California

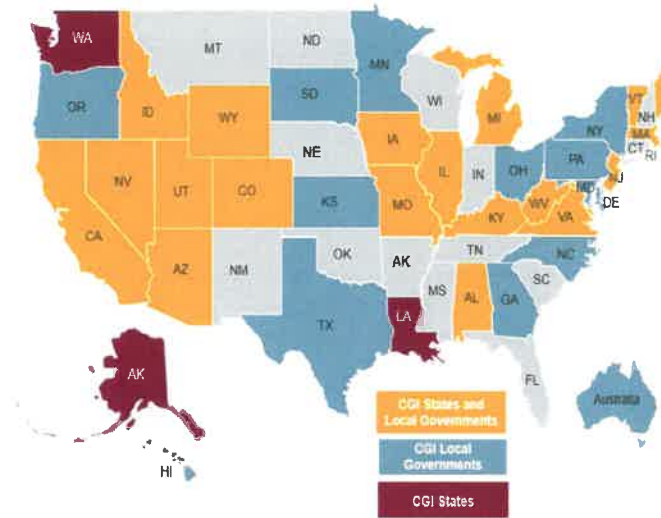


Exhibit 2-6: CGI Advantage Clients

As the implementer and ongoing supporter of the State’s ERP system, CGI is intimately familiar with West Virginia’s business processes and operational needs, including travel and expense. The proposed solution, CGI Advantage, is one that the State already owns, to be supplemented by drastically improving the travel user experience via the smart and intuitive CGI Advantage 4 platform and the travel mobile application. CGI is therefore uniquely positioned to be the proposal with the lowest total cost of ownership by maintaining core existing functionality and integration while implementing these improvements. The team that will deliver this transformed experience will include staff already knowledgeable in the State’s processes and procedures, including the invaluable knowledge and experience of the CGI Advantage Product Owner for Travel and Expense Management:

Staff Experience – Fabiola (Fabi) Burkhart

- Product Owner, Travel & Expense
- 15 Years in Travel Management
- 13 Years as System Consultant
- 6+ Years with CGI Advantage
- 7 Travel Implementations

The proposed West Virginia Travel Management System project will represent Fabi’s fourth CGI Advantage Travel & Expense Implementation as the lead Subject Matter Expert (SME). Fabi’s experience in Travel Management in the last 15 years includes two ERP Software Applications, cross applications such as HRM and Payroll Accounting/Management, multiple

Credit Card vendor feeds, two Travel Booking tools and various other functionalities. Fabi builds positive working relationships with peers and Project Management and understands the challenges faced by end-users and Business Process Owners alike. Her problem solving skills, ability to listen, and desire for the State of West Virginia to succeed will make her a valuable team player.



3.2 References

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

Reference for CGI Advantage Travel and Expense Functionality

CGI is the prime contractor for the State of Michigan providing full system integration services which include: implementation services, on-going application managed services and hosting and maintenance support services. The State of Michigan has partnered with CGI since 2014, and utilizes CGI Advantage for their ERP solution including travel and expense management functionality. The project, SIGMA, has more than 50,000 HRM end users, 8,750 Financial end users and over 150,000 vendors established in the system.

Ruth Schwartz, SIGMA Director
201 N. Washington Square
The Victor Building, 7th Floor
Lansing, MI, 48933
517-284-7585
SchwartzR1@michigan.gov

Reference for CGI Advantage 4 Transformed User Experience

Wake County selected CGI and the CGI Advantage ERP solution in 2006. With a 98 percent fit, CGI's solution offered the modern technology and comprehensive functionality necessary to eliminate manual and duplicative processes and ultimately more efficiently support Wake County's needs. After several years of successfully running the CGI Advantage system, the County transitioned to CGI's managed services and has recently upgraded to CGI Advantage 4. Wake County does not use CGI Advantage for travel and expense management but can reference on the transformed, intuitive user experience of CGI Advantage 4.

Ms. Johnna Rogers, Chief Operating Officer
336 Fayetteville Street
Raleigh, NC 27601
(919) 857-9430
johnna.rogers@wakegov.com



(This page intentionally left blank.)



4 Signed Documents

The following signed documents are included in our response.

- Certification and Signature
- Addendum Acknowledgement Form
- Section 6.8 – Availability of Information
- Purchasing Affidavit



(This page intentionally left blank.)

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.

Zack Sharabi

(Name, Title)
Zack Sharabi, Director, Consulting Delivery

(Printed Name and Title)
11325 Random Hills Road, Fairfax, VA 22030

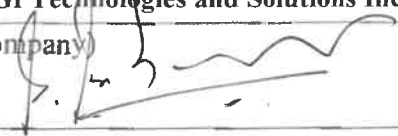
(Address)
(703) 622-8324 / (703) 267-5111

(Phone Number) / (Fax Number)
zack.sharabi@cgi.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.

CGI Technologies and Solutions Inc.

(Company)


(Authorized Signature) (Representative Name, Title)

Surabhi Subramanyam, Vice President

(Printed Name and Title of Authorized Representative)

May 15, 2020

(Date)

(703) 935-3185 / (703) 267-5111

(Phone Number) (Fax Number)

Exceptions to the Terms and Conditions included in the RFP are provided in Attachment A of CGI's response, as directed by the RFP.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: ERP2000000001

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|----------------------------------------------------|------------------------------------------|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input 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 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.

CGI Technologies and Solutions Inc.

Company


Authorized Signature

May 15, 2020

Date

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

REQUEST FOR PROPOSAL

WV ERP Board – Travel Expense Management System

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

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

CGI Technologies and Solutions Inc.

(Company)

(Representative Name, Title)

(703) 935-3185 / (703) 267-5111

(Contact Phone/Fax Number)

May 15, 2020

(Date)

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: CGI Technologies and Solutions Inc.

Authorized Signature: [Signature] Date: 05/09/2020

State of Virginia

County of Fairfax, to-wit:

Taken, subscribed, and sworn to before me this 9th day of May, 2020

My Commission expires March 31, 2021.

AFFIX SEAL HERE



NOTARY PUBLIC

[Signature]
Purchasing Affidavit (Revised 01/19/2018)



Attachment A - Exceptions to Terms and Conditions

As further described in CGI's proposal, CGI is proposing its Advantage Cloud support model to meet the State's requirements for the Travel and Expense system. The Advantage Cloud is a Software as a Service (SaaS) support model. The CGI Advantage Travel and Expense SaaS module will be hosted by CGI, and will interface with the State's existing on-premise deployment of the CGI Advantage ERP system. Advantage Cloud includes the software, hosting and security infrastructure, and managed services required to operate and maintain the CGI Advantage Travel system, all packaged under a subscription price model.

In the event that CGI is chosen for award, for administrative convenience CGI proposes amending its existing ERP Contract with the State to add the Travel and Expense system, and incorporating any final negotiated terms from the RFP in the amendment for Travel and Expense. This will also require negotiating and agreeing on appropriate SaaS terms and conditions to align the contract with CGI's proposed solution, which CGI can provide for the State's consideration at the time of negotiation and award. In the event that the State does not wish to amend the existing ERP Contract, CGI proposes discussing the contracting approach with the State during negotiations. The specific SaaS terms CGI provides will depend on the contracting approach elected by the State.

In addition to the foregoing, CGI has carefully reviewed the "General Terms and Conditions" included in the RFP and, in accordance with the State's guidance in the Instructions, CGI is providing the small number of exceptions noted below. CGI can provide specific language for the State's consideration addressing CGI's proposed exceptions upon request.

Term	Exception / Proposed Modification
Section 4, Notice to Proceed	Given the complexity of the solution, CGI proposes agreeing on a mutually acceptable start date, to be set forth in the final negotiated contract, rather than having a Notice to Proceed issued, or having the execution date of the contract automatically be the start date.
Section 13, Pricing	It is not reasonable for the vendor to have to extend any "publicly advertised sale price" to the State, as the sale price might be for a different configuration of the solution, or at a much higher volume, or for a different type of customer. Therefore, CGI proposes deleting this portion of the term.
Section 19, Cancellation	It is commercially standard in complex Information Technology contracts for vendors to have a reasonable cure period, rather than the possibility of an "immediate" cancellation. Therefore, CGI proposes that this clause require the State to provide notice of the breach or non-conformity; that the breach or non-conformity be material; and that the vendor have the opportunity to cure the breach or correct the non-conformity to avoid cancellation.



Term	Exception / Proposed Modification
Section 20, Time is of the Essence	Time is of the essence imposes a strict liability standard on the vendor that is not commercially reasonable and not typically appropriate for complex IT contracts. In lieu of this term, the contract could state that meeting defined milestone dates in the contract is a material obligation of the vendor.
Section 28, Warranty	The warranty term shown would be a better fit for tangible goods, and is not appropriate for complex IT services, especially SaaS services, since it is not possible to apply the concepts of "merchantability" and "fit for purpose." Instead, CGI proposes agreeing to a more standard IT warranty: that the Travel and Expense system will perform substantially in accordance with applicable Documentation, and that Travel and Expense system functionality will not materially decrease during the term of the contract.
Section 36, Indemnification	The indemnification term shown is overly broad and not commercially reasonable, as indemnifying against "any claims or losses" places disproportionate liability on the vendor. Instead, CGI proposes deleting subsection (1), since it would make the vendor liable even if no wrongful act occurred; and also modifying subsection (2) to apply only to injury to persons and damage to tangible property.

ID	Task Mode	Task Name	Duration	Start	Finish	September												October				November				December			
						8/16	8/23	8/30	9/6	9/13	9/20	9/27	10/4	10/11	10/18	10/25	11/1	11/8	11/15	11/22	11/29	12							
1	→	West Virginia Implementation of CGI Advantage 4 Travel	1327 days	Mon 8/31/20	Tue 9/30/25																								
2	→	Project Management	130 days	Mon 8/31/20	Fri 2/26/21																								
3	→	Project Oversight (Engagement Manager & Project Manager)	130 days	Mon 8/31/20	Fri 2/26/21																								
4	→	Kick-off & start-up	10 days	Mon 8/31/20	Fri 9/11/20																								
5	→	Technical	1327 days	Mon 8/31/20	Tue 9/30/25																								
6	→	Establish Cloud Services (Hosting)	25 days	Mon 8/31/20	Fri 10/2/20																								
7	→	Environment ready for project use	0 days	Mon 10/5/20	Mon 10/5/20																								
8	→	Convert Travel Data from ADV3.11 to ADV4	56 days	Mon 8/31/20	Mon 11/16/20																								
9	→	Converted data ready for testing	0 days	Tue 11/17/20	Tue 11/17/20																								
10	→	Migrate Travel configuration to new solution	56 days	Mon 8/31/20	Mon 11/16/20																								
11	→	Migrated Travel configuration ready for testing	0 days	Tue 11/17/20	Tue 11/17/20																								
12	→	NuTravel Integration	56 days	Mon 8/31/20	Mon 11/16/20																								
13	→	Integration complete	0 days	Tue 11/17/20	Tue 11/17/20																								
14	→	Cloud Services (Hosting)	1327 days	Mon 8/31/20	Tue 9/30/25																								
15	→	Business Process	65 days	Mon 9/14/20	Fri 12/11/20																								
16	→	Confirm Travel Business Roles	5 days	Mon 9/14/20	Fri 9/18/20																								
17	→	Travel Business Roles Complete	0 days	Mon 9/21/20	Mon 9/21/20																								
18	→	Review Travel Wizard Features & Functionality	5 days	Mon 9/28/20	Fri 10/2/20																								
19	→	Review Complete	0 days	Mon 10/5/20	Mon 10/5/20																								
20	→	Draft and confirm User Requirements (Epics & Stories)	20 days	Mon 10/5/20	Fri 10/30/20																								
21	→	Configure Travel Business Roles	4 days	Mon 10/5/20	Thu 10/8/20																								
22	→	Travel Request	3 days	Fri 10/9/20	Tue 10/13/20																								
23	→	Travel Advance	3 days	Wed 10/14/20	Fri 10/16/20																								
24	→	Travel Booking	3 days	Mon 10/19/20	Wed 10/21/20																								
25	→	Travel Reimbursement	3 days	Thu 10/22/20	Mon 10/26/20																								
26	→	Review Travel Wizard Features & Functionality	3 days	Tue 10/27/20	Thu 10/29/20																								
27	→	Review Inquiries	1 day	Fri 10/30/20	Fri 10/30/20																								
28	→	Configuration and Validation (Program Increments)	30 days	Mon 11/2/20	Fri 12/11/20																								
29	→	Travel Request	5 days	Mon 11/2/20	Fri 11/6/20																								
30	→	Travel Advance	5 days	Mon 11/9/20	Fri 11/13/20																								
31	→	Travel Booking	5 days	Mon 11/16/20	Fri 11/20/20																								
32	→	Travel Reimbursement	5 days	Mon 11/23/20	Fri 11/27/20																								
33	→	Review Travel Wizard Features & Functionality	5 days	Mon 11/30/20	Fri 12/4/20																								
34	→	Review Inquiries	5 days	Mon 12/7/20	Fri 12/11/20																								
35	→	Testing	35 days	Mon 12/14/20	Fri 1/29/21																								
36	→	Integrated System Test	15 days	Mon 12/14/20	Fri 1/1/21																								
37	→	User Validation	20 days	Mon 1/4/21	Fri 1/29/21																								
38	→	Production Cutover	40 days	Mon 1/4/21	Fri 2/26/21																								
39	→	End-user Training	30 days	Mon 1/4/21	Fri 2/12/21																								
40	→	Production cutover	10 days	Mon 2/1/21	Fri 2/12/21																								
41	→	Solution in Production	0 days	Mon 2/15/21	Mon 2/15/21																								
42	→	Post-implementation support	10 days	Mon 2/15/21	Fri 2/26/21																								

December | January | February | March | April | May | June | July | August
12/6 | 12/13 | 12/20 | 12/27 | 1/3 | 1/10 | 1/17 | 1/24 | 1/31 | 2/7 | 2/14 | 2/21 | 2/28 | 3/7 | 3/14 | 3/21 | 3/28 | 4/4 | 4/11 | 4/18 | 4/25 | 5/2 | 5/9 | 5/16 | 5/23 | 5/30 | 6/6 | 6/13 | 6/20 | 6/27 | 7/4 | 7/11 | 7/18 | 7/25 | 8/1 | 8/8

