

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

Cost Proposal - Original

Solicitation Number: CRFP 0947 ERP2000000001

Submitted by:

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Signature:  Date: May 15, 2020

PROPOSAL TERMS:

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

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

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

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

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

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

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COST PROPOSAL

5.3.1 Two-Part Submission

Vendors must submit proposals in two distinct parts: technical and cost. Technical proposals must not contain any cost information relating to the project. Cost proposal must contain all cost information and must be sealed in a separate envelope from the technical proposal to facilitate a secondary cost proposal opening.

Please see our cost proposal in the attached excel spreadsheet titled "Attachment A_Travel Pricing Page for WV ERP_Travel Expense Management System_SAP Concur."

Please note this is a first-round estimate of services, volume of transactions and implementation project scope. Based on the information available, we feel confident in our proposal but subject to adjustment based upon further discovery and full scoping with customer.

Pricing is based on a period of five (5) years, with payment made annually. Proposal is subject to renew under the terms of the original agreement if agreed upon in writing by both parties for up to three (3) additional one-year terms, or multiple renewal periods of less than one (1) year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined.

The State of West Virginia (State) specified that there are approximately 70,000 total expense reports processed per year. As a result, we have used this figure as our baseline for travel and expense transactions on an annualized basis.

We have also waived six (6) months of pre-production fees for promotional purposes as part of our RFP response. Please note that we will begin billing pre-production fees beginning in month seven (7) after the order form is executed and continue until the service is live. This amounts to a total savings of \$92,060.52. Since we are proposing eight (8) months to implement the service, this would result in approximately two (2) months of pre-production fees (assuming target go-live date is met) being billed to the State.

Upon down-select and being noted as vendor of choice, we commit to working with the State to understand and negotiate the final scope of services, volume of transactions, and implementation project timeline to meet all business outcome objectives.

For purposes of the Agreement, the following terms shall have the definitions set forth below:

- "Base Transaction" means the stipulated number of Transactions for which Customer is required to pay the corresponding Base Fee specified in this proposal (i.e. 70,008 transactions per year).
- "Transaction Fee" means the fee to be paid for each Billing Cycle consisting of: (i) the applicable Base Transaction Fee specified; and (ii) an Incremental Transaction Fee equal to the number of Incremental Transactions, multiplied by the applicable rate per Incremental Transaction specified. The Base Transaction Fee is invoiced in advance and the Incremental Transaction Fee component is invoiced in arrears for each Billing Cycle.
- "Transaction Fee Start Date" means the second calendar month after the date set forth above as the "Order Effective Date."

There are three (3) components of the SAP Concur Pricing Model:

- **Pre-Production Fee (Limited Time)** – This is a month-to-month fee that continues for the duration of the implementation period and ceases upon go-live of the service. This low fixed fee is associated with the level of effort required for the SAP Concur resources to configure the

service to meet your business requirements. As part of pre-production, an SAP Concur ID and access to the SAP Concur platform are provided to the customer during the configuration of the service.

- **Billing Cycle Base Service Fee (On-Going Beginning with Production)** - The base service fee invoiced to the customer upon their regularly scheduled billing cycle will reflect the cost per base transaction multiplied by the volume of transactions that are contractually committed to by the customer for the billing period (i.e. if the cost per base transaction is determined to be \$3 and the customer has contractually committed to 5,000 expense reports per month then the customer will receive a monthly invoice for \$15,000).
- **Incremental Fee** - A customer may receive a second invoice from us for a billing period in which the actual transaction volumes exceed the committed volume of transactions for that period. This second invoice will reflect the incremental number of transactions multiplied by the cost per incremental transaction (i.e. if the customer has committed to 5,000 expense reports per month at \$3 per expense report and 5,100 expense reports are submitted in the month, the customer will receive a second invoice for \$375 (\$3 * 1.25 multiplied by 100)).

Services	Monthly Pre-Production Fee	Annual Base Fee	Incremental Transaction Fee	Annual Base Transaction Volume
Core Service				
Travel & Expense - Premium	\$15,343.42	\$636,372.72	\$9.09	70,008
Extended Service				
Intelligence for Travel & Expense	\$0.00	Included	Included	Included
Expenselt for Concur Travel & Expense	\$0.00	Included	Included	Included
Concur Request - Add-On	\$0.00	Included	Included	Included
TripLink for Travel & Expense	\$0.00	Included	Included	Included
Service Administration - Travel & Expense	\$0.00	Included	Included	Included
Drive	\$0.00	Included	Included	Included
User Support Desk	\$0.00	Included	Included	Included
Professional Service				
Additional Premium Support	\$0.00	\$0.00	\$0.00	Included
Total Fees	\$15,343.42	\$636,372.72	\$9.09	N/A

Optional Services	Monthly Pre-Production Fee	Annual Base Fee	Incremental Transaction Fee	Annual Base Transaction Volume
Locate for Travel & Expense	\$0.00	\$44,805.12	\$0.64	70,008
Active Monitoring for Travel & Expense	\$0.00	\$32,203.68	\$0.46	70,008
Total Fees – Optional Services	\$0.00	\$77,008.80	\$1.10	N/A

This sales proposal is presented in USD, will expire on July 15, 2020 and does not represent a firm offer, but does constitute our proposal to do business with your company, subject to the negotiation of a mutually acceptable written agreement between the parties. This proposal contains confidential information of Concur Technologies, Inc. and may not be disclosed to any third party. Your organization may use such information solely for its internal evaluation of our solutions. Your organization's use of such information will constitute its agreement to the above terms.

SAP Concur Proposed Product Descriptions

Concur Travel & Expense

Concur Travel & Expense, an integrated travel and expense solution, helps organizations save time and control spend during every step of the business traveler's journey—before, during, and after the trip. SAP Concur solutions pull all the pieces of travel and expense management together into one system that is tailored to your business—from travel procurement and itinerary management to expense reports, payment and reporting. The State has stated its goals for the current project are to improve the way how the authorized employees submit pre-trip requests, book travel, track mileage, get reimbursed for expenses and P-Cards and to increase control, contain costs, improve policy compliance and increase employee productivity. Only Concur Travel & Expense is qualified to accomplish these business drivers since it is a completely connected, end-to-end spend management solution.

Business Intelligence

Provides automated, end-to-end reporting and analysis tools so companies can see the full picture of their spend, while saving valuable time. With it, the State can quickly analyze what was booked against the actual and expensed spend to optimize vendor negotiations, expense management and policy compliance. This directly supports the State's requirement to develop management reporting and metrics to gain further analysis capabilities on both granular and high-level travel and expense data.

Expenselt

Expenselt is a receipt capture app that makes managing your monthly T&E spend easier. Travelers simply take a photo of a receipt and Expenselt automatically creates and categorizes an expense entry. This will eliminate the need for paper and simplify the approval process since the process is mobile, friendly, and intuitive.

Concur Request

Create a seamless spend request and approval process. You will be able to compare estimated costs of business and everyday expenses against the budget and the bookings, so you will be able to make smarter budget choices. Travelers only need to enter trip details once—everything from planning to approvals is integrated and automated. Concur Request lets you track planned versus actual spend, and even lets you carryover unspent funds from preapproved cash requests—helping you maintain budget control. Concur Request can match itinerary data with actual card charges and hotel receipts so you can see the difference between what your team is planning and what they are spending. Managers can easily review and approve requests right from their smartphone, which reduces approval delays. This will simplify the request and pre-approval workflow for all 175 department codes.

Concur TripLink

Concur TripLink captures reservations and brings them into the SAP Concur solution, plus users enjoy added perks like Triplt Pro. This feature will enable end-user productivity and ease-of-use by organizing all of your travel plans instantly.

Service Administration

Service Administration gives the State access to SAP Concur consultants who will provide first point of contact for all support cases and configuration requests, assistance with administrative requests, annual maintenance of your existing service configuration using SAP Concur standard configurations and rates (where available), review monthly release notes, and provide configuration best practices and strategies to meet business objectives. This service will help the State avoid risk and see around the corner by further increasing employee accountability, enabling workforce and back office productivity, enforcing policy, and ensuring compliance.

Concur Drive

Concur Drive can reduce auto-travel expenses through documentation of actual distance traveled. Benefits include: reduce fraudulent and erroneous instances of inaccurate reporting, provide immediate visibility into auto-travel expenses as they are incurred, and help align expense-related data collection with compliance requirements. Another significant benefit is a faster and more streamlined experience for users, which drives higher adoption and standardization. The State has specifically requested a mileage reimbursement with Google Maps, which is what the SAP Concur solution uses for calculation.

User Support Desk

The User Support Desk service provides supplemental support directly to your employees. SAP Concur solutions act as the first point of contact via telephone or e-mail. Any of your employees can make use of this service to contact us regarding an application question, service request, or an incident involving unexpected behavior of any SAP Concur software. Your employees can also use this service to help them accomplish a task such as learning how to add an expense using the mobile app while they are on-the-road. The SAP Concur support ties back to the State's goal of simplifying the experience for both AP staff and end-users alike.

Additional Premium Support

With additional premium support, Travel allowances based on GSA rates are included at no cost in order to ensure compliance. This will enable the State to compare against actual costs, especially if GSA is being exceeded. Single Sign On (SSO) will also be included for ease of use in authentication, thereby allowing users to log in once and gain access to different applications, without the need to re-enter log-in credentials at each application-mobile, desktop, tablet.

SAP Concur Optional Proposed Product Descriptions

Concur Locate

Concur Locate is a powerful employee risk management and communication solution that allows you to pinpoint employee locations and see itinerary data in near real-time, leverage multiple options for two-way communications, and track global events that might affect employees and take action.

Active Monitoring

Powered by Risk Messaging and managed by HX Global, Active Monitoring goes a step further to ensure that your employees receive rapid communication and appropriate medical, security and travel assistance, even when you do not have the time or resources to dedicate to risk management.

Company Bill Statements

Company Bill Statements from SAP Concur solutions enables organizations to automate the entire purchasing process, providing control and visibility along the way. If the State is looking to increase its leverage with its Pcard program to increase rebates, automating the Pcard process from employee purchase to general ledger integration may make sense. Since SAP Concur Solutions will provide the same platform the State would be using for travel and expense reports – all centralized, with users already loaded on the SAP Concur platform/cloud – you can manage your Pcard spend through Company Bill Statements. We will be happy to delve into this more upon down select and see if it makes sense for the State.

State of West Virginia Return on Investment (ROI)

We have provided an ROI analysis incorporating information from a discovery held with the State in 2019. The following numbers were compiled based on an IDC report ("Empower Organizations to

Digitally Transform Travel, Expense and Invoice Processes”) and best practices. We have used the State’s overall travel and expense-related spend in 2018 and an industry average cost savings of 7-12% per year. The realized ROI would scale up over time as the State ramps up the agencies and end users utilizing Concur Travel & Expense until all 175 department codes as mentioned in the RFP are using the solution.

- Estimated Travel & Expense Savings: \$8.2M-\$14.1M (over 5-year period)
- Increased Compliance and Productivity
- Soft Cost
 - Lost Time/Productivity
 - Average salary of employee submitting report within OASIS (30-minute system kickout)
 - Business Travel Booking and Planning

We are happy to work with the State to provide a more complete, accurate picture on ROI based on current figures. This section assumes that the State will begin utilizing SAP Concur solutions for all travel bookings and expense reimbursements upon implementation with numbers based on a five-year period.

Implementation Project Background:

A go-live target date of six months is a very aggressive timeline, especially for a large implementation of Travel and Expense with various policies. Although we’d like to see these types of projects implemented faster, in our experience 8 to 12 months is realistic. As a result, we have proposed eight (8) months, but the best way to make the project faster is to standardize as much as possible.

This pricing was compiled using a time and materials approach (T&M) and is based on the estimation of hours of our SAP Concur Service Delivery team, materials used in the project and the scope requirements contained within the RFP and addenda. The T&M estimate below will provide a high-level plan and timeline – but it will not be detailed. Detailed project plans and schedules are one of the outcomes of the purchased project.


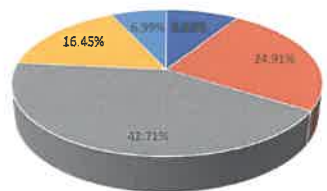
If there are changes to the complexity and effort in hours involved, we will work with the State in good faith to provide an updated timing and cost estimate. We can also provide weekly status reports in a T&M project.

For this proposal, we tried striking the right balance between cost versus complexity. We have proposed eight (8) months as an implementation project timeline over six (6) months based on best practices and more than 25 years of experience. We welcome a dialogue to explain how we arrived at this strategy and would appreciate the opportunity to meet with and get your suggestions on how you would like to deploy the solution upon down select.

Typically, the SAP Concur Service Delivery team trains only customer project team members and system admins that will perform back-office administrative roles (like procurement card or user admin). The training involves helping them understand how the system is used by employees and approvers, as well as the back-office roles. Training for employees/end users is handled via the SAP Concur Global Learning Services team instead, which is outlined in a later section within this cost proposal.

Service Delivery typically provides 10 days of deployment support. We understand the State requires support on an ongoing basis to address issues and training questions, so we have included Service Administration to provide the additional support and the logging of cases.


Please see below for project T&M implementation summary and costs:

THE BEST RUN  Proposal Overview		T&E Effort Classification
Customer Name	State of West Virginia	 <ul style="list-style-type: none"> ■ Milestone: Completion of T&E Getting Started Phase ■ Milestone: Completion of T&E Analysis & Design Phase ■ Milestone: Completion of T&E Configuration & Validation Phase ■ Milestone: Completion of T&E Production Integration and Pilot Deployment ■ Milestone: Completion of T&E Deployment & Transition Phases
Sales Executive	Jordan Ireland	
Pre-Sales Executive	John Loper	
SAP Customer?	No	
Environment for Project	Expense Test and Travel	
Core Services	Prod	
Proposed Offering	Travel & Custom Milestone	
Date	15-May-2020	

Implementation Effort Summary

EXPENSE MILESTONES	HOURS	FIXED MILESTONE COST	Duration in Weeks																																			
			Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19	Week 20	Week 21	Week 22	Week 23	Week 24	Week 25	Week 26	Week 27	Week 28	Week 29	Week 30	Week 31	Week 32				
Milestone: Completion of T&E Getting Started Phase	152	\$ 46,360	■	■																																		
Milestone: Completion of T&E Analysis & Design Phase	424	\$ 129,320			■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
Milestone: Completion of T&E Configuration & Validation Phase	727	\$ 221,735							■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
Milestone: Completion of T&E Production Integration and Pilot Deployment	280	\$ 85,400																																		■	■	
Milestone: Completion of T&E Deployment & Transition Phases	119	\$ 36,295																																			■	■
Totals	1702	\$ 519,110																																				


Please see below for project T&M Deployment Plan and breakdown of Effort in Hours:

THE BEST RUN 													
Opportunity Name: State of West Virginia													
DATE	TASKS	Effort in Hours					Total Hours	Milestone Cost					
		CM	PM	FC	TFC	TC							
T&E - GETTING STARTED													
	Executed contract clears Concur Legal												
Month 1	Project Initiation	2	2				4						
Month 1	Project Manager prep calls and Strategy Session preparation	4	8	8	8	4	32						
Month 1	Strategy Session and Core Services project primer with Customer team (can be onsite or remote)	8	8	8	8	8	40						
Month 1	43,966	4	20	6	6	6	42						
Month 1	Design Readiness	2	8	8	8	8	34						
Milestone: Completion of T&E Getting Started Phase								\$ 46,360.00					
T&E - ANALYSIS & DESIGN													
Ongoing	Project Review and Status meetings and Status Reports	4	24	16	8	16	68						
Month 1	Environment Setup & Technical Preparation			2	4	8	14						
Months 1-2	Expense/Request Functional - Analysis and Design Meetings (can be onsite or remote)	32	32	32			96						
Months 1-2	Travel Functional - Global setting discussions		2		8		10						
Month 2	Travel Functional - Design Meetings for local country requirements		8		24		32						
Month 2	Credit Card Feed Requests and setup		3			9	12						
Month 2	Technical - Analysis and Design Meetings To gather integration touchpoints and help determine types of integration needed (i.e. - flat file, web API, custom connector, etc.) (can be onsite or remote)	24	24	8		24	80						
Month 2	Expense/Request Functional design work - Ongoing requirement discussions and open design decisions	4	20	40		8	72						
Months 2-3	Expense/Request Conceptual Design Document preparation, review, and finalization	4	10	20		6	40						
Milestone: Completion of T&E Analysis & Design Phase								\$129,320.00					
T&E - CONFIGURATION, REVIEW & VALIDATION													
Ongoing	Project Review and Status meetings and Status Reports	8	40	20	10	20	98						
Month 3	System Functional Configuration for Concur Travel and Expense/Request			50	52	4	106						
Month 3	SSO set-up assistance					16	16						
Month 3	Expense/Request Site Walkthrough (SWT) (can be onsite or remote)	16	16	16	8	16	72						
Months 3-4	System Configuration - Updates after SWT			16	8		24						
Months 3-4	System Integration Support for Client (continued consulting on types of integration needed between Concur Expense and Customers systems)					40	40						
Months 3-4	Administrative Role training		16	16	16	16	64						
Months 4-5	System Validation and Integration Testing Support for Customer - All rounds of testing, all Offices	8	60	100	24	80	272						
Month 5	Cutover Plan drafting and finalization	2	12	6	6	6	32						
Month 5	Testing finalized		1	1	1		3						
Milestone: Completion of T&E Configuration & Validation Phase								\$221,735.00					
T&E - DEPLOYMENT													
Ongoing	Project Review and Status meetings and Status Reports	2	24	12	8	12	58						
Month 6	Production Preparation (SIMPEX to create Expense Production environment) & Cutover Plan execution	2	8	8	8	40	66						
Month 6	Production validation and Customer validation support		4	16	8	12	40						
Month 6	Production Support for Wave 1 - Pilot Offices	4	16	40	16	40	116						
Milestone: Completion of T&E Production Integration and Pilot Deployment								\$ 85,400.00					
Month 7	Production Support for Wave 2	2	12	32	8	20	74						
Month 8	Production Support for Wave 3		8	24	4	8	44						
T&E - TRANSITION													
Month 7	Transition Expense/Request Production environment to Concur Support		1				1						
Milestone: Completion of T&E Deployment & Transition Phases								\$ 36,295.00					
		Total Hours Planned :					132	387	505	251	427	1702	\$519,110.00

Please see below for project T&M milestones:

Milestone Name	Tasks Completed/Documentation Delivered
Milestone: Completion of T&E Getting Started Phase	<ul style="list-style-type: none"> - Delivery of strategy session - Draft of project schedule
Milestone: Completion of T&E Analysis & Design Phase	<ul style="list-style-type: none"> - Environment set-up - Delivery of functional design sessions - Delivery of technical design sessions (interfacing options) - Delivery of Concur Expense/Concur Request Conceptual Design Document (CDD) - Ordering of credit card feeds
Milestone: Completion of T&E Configuration & Validation Phase	<ul style="list-style-type: none"> - Configuration of Concur Expense/Concur Request feature functionality - Configuration of Concur Travel feature functionality - Delivery of site walkthroughs or configured services - Admin role training - Cutover plan draft and finalization - Testing support
Milestone: Completion of T&E Production Integration and Pilot Deployment	<ul style="list-style-type: none"> - Creation of Concur Expense production environment and integration with Concur Travel - Cutover plan execution and production preparation - Deployment support for wave 1 PILOT departments
Milestone: Completion of T&E Deployment & Transition Phases	<ul style="list-style-type: none"> - Deployment support for wave 2 departments - Deployment support for wave 3 departments - Transition of Concur Expense production environment to Concur Support

Please see below for project T&M scope requirements:

 Scope Requirements
<p>General:</p> <p>SAP Concur project support will be a fixed cost. When identified milestones are achieved, an invoice for the specified cost will be sent to customer. Any costs associated with on-site travel for the SAP Concur resources for any meetings specified as possible on-sites in this exhibit are included in this fixed cost. If customer and us mutually agree to additional on-sites during the project, customer accepts that a change order shall be executed for the reimbursement of the additional travel costs. SAP Concur resources will follow the Concur Travel & Expense corporate policy for all on-site travel costs.</p> <p>We will provide customer a weekly status report which demonstrates the status of the project, identified risks or dependencies, as well as deadlines for upcoming project schedule tasks.</p> <p>Customers Concur Expense and Concur Request service will be built in a singular test environment and after testing is finalized, SAP Concur's "SIMPEX" process will be used whereas an SAP Concur Technical Consultant (TC) auto-creates the Concur Expense production entity from the Concur Expense test entity. The TC will also integrate Concur Expense production with Concur Travel production. Once the Concur Expense production system is created, all new configuration must be moved from test to production via manual configuration.</p> <p>The customer's test and production environments for the services purchased will reside in the US-based data center for the service. There shall be one test and one production environment.</p>

<p>The order of deployment of the customer user groups or departments can be revised post the initial getting started phase to suit the business needs of the customer as long as the total of deployment support waves noted in the deployment plan noted in this exhibit are not exceeded.</p>
<p>The SAP Concur project team and customer will jointly decide on implementation timeframes once implementation activities commence. The implementation timeframe, to include all associated project tasks, will be detailed in a project schedule drafted by SAP Concur staff and mutually agreed upon by both parties.</p>
<p>The scope of the SAP Concur project support shown in this exhibit does not include support specific to the following project tasks: 1) Creating or delivering training courses, videos, and/or training materials beyond those that will be provided for the customer project team and the admin roles in Concur Travel, Concur Expense, and Concur Request; and 2) the drafting and finalization of test scripts.</p>
<p>In this exhibit and project, a "department" is defined to be an individual group of users which follow the same travel and expense policy requirements, same/similar compliance rules, same/similar report approval workflow, and reimbursement processes.</p>
<p>If the customer requests a change in project scope beyond what is specified in this exhibit, a mutually discussed and agreed change order shall be executed for the cost of the additional support.</p>
<p>The general scope of this project includes the design, configuration, testing and deployment support of Concur Travel, Concur Expense, Concur Request, and Concur Drive. It also includes the activation of post-production add-on services purchased by Customer.</p>
<p>Scope Requirements - Concur Expense</p>
<p>The scope of this project as it pertains to the Concur Expense service includes the design, configuration, testing, and deployment of Concur Expense to up to 10 (ten) of Concur Expense policies.</p>
<p>Customer shall follow the SAP Concur "global template approach." A global template approach creates a standardized expense management process for customer which harmonizes certain areas of the functionality at a global environment level, with the flexibility to absorb necessary variations between departments. The process requires the SAP Concur project team to lead the customer in building a template that can be deployed across customer's entire organization (a "global template") as part of the initial analysis & design phase. This will be captured in the Concur Expense/Concur Request Conceptual Design Document (CDD) which requires standardization of the following functional design elements:</p>
<ul style="list-style-type: none"> o Up to 10 (ten) expense policies
<ul style="list-style-type: none"> o Up to 10 (ten) expense report headers
<ul style="list-style-type: none"> o Up to 5 (five) total shared workflow/expense report approval processes within the Concur Expense service to be utilized by all departments and users in scope
<ul style="list-style-type: none"> o A standardized list of expense types to be shared among the Departments, with no more than 20 (twenty) new custom expense types per expense policy
<ul style="list-style-type: none"> o A standardized list of audit rules to be shared among the departments, with no more than 10 (ten) new custom audit rules per expense policy
<ul style="list-style-type: none"> o Up to 3 (three) different and distinct expense entry forms per expense type.
<ul style="list-style-type: none"> o A standard approach to accounting structure
<ul style="list-style-type: none"> o A standard approach to cross-charging and allocation

Customer will ensure that all departments in scope shall follow the SAP Concur template approach and standardize functionality where deemed by us as a best practice.
Customer agrees that Departments will utilize the SAP Concur-provided General Services Administration (GSA) travel allowance rates and criteria per statutory requirements where viable.
Customer agrees that the project scope regarding travel allowance or per diem (TA), beyond GSA, may include customer's use of SAP Concur-provided pre-configured templates, or one of several available generic templates, that can be supported by SAP Concur solutions. If customer requests TA configuration that exceeds these parameters and the Concur Expense service functionality supports the request, a change order will be required.
Customer agrees that domestic VAT/tax configuration and functionality for Concur Expense is not in scope for this project.
Customer agrees that the project scope regarding personal car mileage may include customer's use of SAP Concur-provided pre-configured templates that are supported by SAP Concur solutions. If Customer requests personal car mileage configuration that exceeds these parameters and the Concur Expense service functionality supports the request, a change order will be required.
We do not offer regulatory, tax or legal advice in the performance of the project. Customer is responsible for determining its own regulatory, tax or legal needs as it applies to the configuration and use of the service.
Customer accepts that the scope of this project includes only 1 (one) credit card feed configured to load into the Concur Expense service
We and customer will conduct one onsite Concur Expense/Concur Request service functional design session during the analysis & design phase of the project, where the customer resources shall make every effort to provide all department-specific functional requirements for the Concur Expense/Concur Request service. Customer agrees that materially new or changing requirements will not be provided after the conclusion of the analysis & design phase.
We will document functional design decisions in a Concur Expense/Concur Request Conceptual Design Document (CDD). The CDD is a detailed Word document that may also have an Excel spreadsheet and other documents attached. The CDD will be provided to customer for review. The customer's Project Manager(s) ("PM") will aggregate all customer feedback and work with the SAP Concur PM to ensure proper updates and additions are made to the final CDD.
Following the global template design, SAP Concur staff will configure the Concur Expense/Concur Request service for all departments in scope during one configuration phase. Customer accepts that minimal additional or revised design requirements can be provided during the testing and deployment phases.
Customer will test all functional and technical requirements during one testing time period for the Concur Expense/Concur Request service.
SAP Concur staff will support customer to deploy the Concur Expense and Concur Request services to the departments in scope in up to 3 (three) deployment waves (a pilot wave followed by 2 (two) additional waves of deployment for remaining departments).
If requested by customer as part of project scope, SAP Concur staff will provide customer support to configure single sign-on (SSO) functionality for the service as part of the Additional Premium Service (APS). Customer is responsible for the infrastructure needed for the use and maintenance of this functionality in customer's environment(s).
The SAP Concur project resources will provide deployment support based on the support hours noted in the APS service estimate and deployment plan section. The SAP Concur project resources typically provide this level of focused support during only the first ten (10) business days after each deployment so that the team

can place primary focus on the next wave of user deployments. Customer accepts that APS service during deployment is mainly comprised of emergency configuration defect fixes and providing guidance to the customer project team pertaining to service functionality.
Scope Requirements - Concur Request
The Scope of this Project as it pertains to the Concur Request service includes the design, configuration, testing, and deployment of Concur Request for up to 10 (ten) request policies
The Concur Request add-on extended service (collectively, the "Concur Request"), when it is ordered with the Concur Expense service, will be deployed alongside the Concur Expense service as part of a combined project and timeline.
Customer shall follow the SAP Concur "global template approach" for Concur Request. A global template approach creates a standardized expense request process for customer which harmonizes certain areas of the functionality at a global environment level, with the flexibility to absorb variations between the departments. The process requires the SAP Concur project team to lead the customer in building a template that can be deployed across customer's entire organization (a "global template") as part of the initial analysis & design phase. This will be captured in the Concur Expense/Concur Request CDD which requires standardization of the following functional design elements:
o Up to 10 (ten) Concur Request policies to be shared among the departments in scope
o Up to 10 (ten) shared Concur Request header forms
o Up to 5 (five) total shared workflow/expense report Concur Request approval process to be utilized by the departments and users in scope
o Standardized list of Audit rules to be shared among the departments, with no more than 5 (five) new custom audit rules per Concur Request policy.
Scope Requirements - Concur Travel
Customer accepts that the scope of this project includes design, configuration, and testing and deployment support for up to 2 (two) Concur Travel configurations.
There will be no more than one Concur Travel service configuration built for any one department
The customer will have a standard set of Concur Travel global requirements that shall apply to all the departments with minor modifications
The customer will implement an automated employee load to maintain employee profile data.

Please see below for project T&M standard requirements:

For clarity, any version of this or any other APS service description attached to any order form represents the version of such APS service description that is current as of the applicable order effective date.
Customer will be responsible for establishing and maintaining customer's telecommunications links (as necessary) as well as local area networks, and the security of its network and related systems. We assume any hardware and/or third-party software customer requires for its interfacing with the SAP Concur service will function according to industry expectations and standards and will not present quality, capacity, timing, or performance problems that would adversely impact the project's overall progress. We will not be responsible for the performance, reliability, availability or security of the Internet or any third-party system or hardware which is not within the scope of the SAP Concur responsibilities or our control.

<p>For APS service purchased for set-up of the Concur Expense service, the Concur Invoice processing service, Concur Request-standalone, and/or the Concur Travel & Expense service, the scope of work includes the enablement of one (1) Production environment and one (1) Test environment. For the APS service purchased for set-up of the Concur Travel service, the scope of work includes the enablement of one (1) Production environment.</p>
<p>If the Concur Travel or Concur Travel & Expense service is ordered by customer: (a) Customer will have a standard set of global travel requirements that shall apply to all the countries in scope, (b) the Customer's TMC(s) shall be authorized SAP Concur TMCs, (c) Customer will implement an automated employee load to maintain user data.</p>
<p>Integrations between the SAP Concur service and the customer's internal systems may be from among the options of the passing of flat files via FTP, SAP premium integration with SAP Concur solutions (SAP ICS), or via web services APIs. The options available depend on the SAP Concur extended services purchased by customer from us. When flat files are used, they are limited to a single standard format for master data received by SAP Concur solutions and a single standard format of each transactional interface integrated to and from the service. Customer is responsible for all data rationalization across multiple ERP instances that customer may wish to integrate with an SAP Concur service.</p>
<p>Scope of the APS service is limited to the activities and tasks outlined in the order form for APS Service and will be delivered remotely except where noted in the services estimate and deployment timeline.</p>
<p>Unless customer and we agree otherwise, we will integrate the Concur Expense service with the Concur Travel service if customer has purchased both services independently or as the Concur Travel & Expense service.</p>
<p>The SAP Concur APS service team will work local standard business hours for their physical location for all tasks of the project, including all deployment support. SAP Concur resources are available during standard business hours Monday to Friday for their physical geographical location, excluding SAP Concur-recognized holidays, unless otherwise specified.</p>
<p>Although SAP Concur resources are not dedicated to any one particular customer project, we will reserve resources for the customer based on a mutually-agreed-upon project schedule. Every effort will be made to ensure this project schedule is confirmed early in the configuration process to ensure availability of SAP Concur resources. In the event the customer needs to make late-term changes to the project schedule, we will make our best effort to change resource reservations based on their current availability.</p>
<p>Customer accepts that the only credit card feeds customer can order to be interfaced into the Concur Expense service are those that are supported by SAP Concur solutions.</p>
<p>Customer will be responsible to build inbound interfaces to the SAP Concur service (employee, connected/simple lists, attendee, custom exchange rates, special per diem rates, etc.).</p>
<p>Customer will develop all outbound data transfer/bridge programs for the Standard Accounting Extract (SAE) unless otherwise noted in the customer specific scope assumptions section due to the purchase of other SAP Concur services (e.g., Web Services, SAP ICS).</p>
<p>Customer will handle employee and corporate card reimbursement payment on its own based on data they receive from SAP Concur SAE via flat files, the SAP ICS, or Web Services, unless customer has ordered from us an applicable Expense Pay extended service under the agreement.</p>
<p>Customer will be responsible for any development using Web Services, if such extended service is ordered under the agreement.</p>

If the scope of the APS service includes SAP ICS integration with the SAP Concur service, as a part of the scope of the Project, we will configure the SAP Concur service and activate the SAP ICS functionality for integration with SAP ERP systems. Development of SAP ICS itself is not in scope of the project. Customer understands that certain tasks for developing the SAP ICS and changes to any customer SAP ERP systems will be supported by SAP Concur integration services resources and/or other SAP resources.

Within the first 10 business days after the initial wave of deployment has begun, we will:

Ensure the timely engagement of any purchased SAP Concur post-production extended services with a support component (such as User Support Desk and Service Administration, if purchased by customer), and SAP Concur account development.

Transition the customer's production environment to Concur Support which provides 24/7 monitoring of the service. The SAP Concur project team will continue supporting the customer's continuing deployments and project tasks per the deployment plan provided in this exhibit.

Customer accepts that the SAP Concur project team's deployment support shall consist of fixes for defects to functional configuration and/or troubleshooting technical issues related to the project scope. Customer agrees that deployment support does not cover new or changing functional configuration to the SAP Concur service except as explicitly set forth in the project scope.

Please see below for information on SAP Concur's Learning Services:

Please note this is a first-round estimate and the type and quantity of learning services is not known at time of this RFP. Please see below for list of free/self-service options as well as custom end user and back office webinars. These have been provided so that the State can get a sense of the scope and options available to them. We can adjust our proposal based upon further discovery with customer on specific training requirements.

Please see below for a high-level overview of our training options:

Free/Self Service Options –

Training Toolkit: <http://www.concurtraining.com/pr/>

Reporting (Intelligence): <http://www.concurtraining.com/reporting/intelligence>

Change Management: http://www.concurtraining.com/prdeployment/cte/deployment_and_transition

New Admin starter kit: http://www.concurtraining.com/resources/New_Admin_Kit_Professional.pdf

Expense Admin: https://www.concurtraining.com/en-us/ex_admin_back_office_training

Custom Webinars –

Custom End User Webinar:

\$900.00 for each 1 hour Concur Expense End User webinar for up to 100 connections maximum

This includes: Prep time, Agenda Overview, the web training session and a complimentary recording of the web training session

This course instructs users in the process of creating, changing and submitting an expense report. End users and Approvers will proceed through this session.

\$1,050.00 for each 1.5 hours Travel & Expense End User webinar for up to 100 connections maximum

This includes: Prep time, Agenda Overview, the web training session and a complimentary recording of the web training session

This course instructs users in the process of creating, changing and submitting an expense report. End users will proceed through both the Travel and Expense sections.

Custom Back Office Webinar:

\$1,500.00 for each 3-hour Expense Back Office User Roles and Configuration webinar for up to 100 connections maximum

This includes: Prep time, Agenda Overview, the web training session and complimentary recording of the web training session

This course familiarizes students with every aspect of User Rule administration through Back Office. This course is intended for Expense Administrators, Helpdesk Support and Accounting personnel responsible for final approval of reports. The course familiarizes students with every aspect of the Back-Office toolset used to configure the environment as an administrator.

* Please keep in mind that we deliver your training from your production site. You must have a live site at least 3 days before the date of training.

** We also require Minimum of 10 days' notice to schedule training.

*** We provide complimentary recordings of each online training session whereby the State will be provided a link to download the session. Please note these will not be re-recorded in the event there is a technical issue that prevents the session from being recorded.

**** Please refer to Training Toolkit for a comprehensive overview on all training options available

Onsite Training:

Please note that, due to the COVID-19 pandemic, we are not currently offering onsite training. As all public gathering events across the world had to be paused because of the health crisis, we have stopped providing any onsite trainings. As soon as it is safe for us to resume in-person trainings, we will be happy to support the State and provide pricing once the scope is understood.

In terms of difference in content between onsite training and webinars, the only difference is the method in which the information is delivered however the content remains unchanged.

Demos/Training Materials:

Demos and training materials are also available, however a thorough understanding on the scope and types of materials is first required in order to deliver pricing. The pricing can vary greatly since it is calculated based on scope, effort in hours and content. For example, a quick start guide that may be specific to an agency, department, service, etc. We will be happy to provide pricing upon down select and further discovery with the State.

APPENDIX:

Attached, please find the following documents in support of SAP Concur's proposal for the State:

- Attachment A_Travel Pricing Page for WV ERP_Travel Expense Management System_SAP Concur

**Attachment A_Travel Pricing Page for WV ERP
Travel Expense Management System**

Attachment A- Pricing Page for WV ERP - Travel Expense Management System

CONTRACT ITEMS

Item #	Item	Vendor Description	Unit of Measure	Quantity	Cost	Ref
1	Implementation and Installation to Acceptance	T&M implementation and 2 months of Pre-Production Fees	Each	1	\$549,791.58	
2	License or Subscription Fees (including Mobile - if applicable)	Annual Base Fee for all listed services	Initial 5 yr Term	1	\$3,181,318.20	
3	Hosting Cost- if applicable	Not applicable	Initial 5 yr Term	1	\$0.00	
4	Training Cost	Customized training costs can be provided upon further discov	Initial 5 yr Term	1	\$0.00	
5	Maintenance and Suport - if applicable	Not applicable	Initial 5 yr Term	1	\$0.00	
6	Storage costs - if applicable	Not applicable	Initial 5 yr Term	1	\$0.00	
***	***** ***	Total Bid Amount for 5 year Initial Term	*****	*****	\$3,731,109.78	

CONTRACT SERVICES

Item #	Item	Vendor Description	Unit of Measure	Quantity	Cost	Ref
7	Year 8 Maintenance and Support/Warranty/Hosting	Annual Base Fee for all listed services	Each	1	\$636,263.64	
8	Year Nine Maintenance and Support/Warranty/Hosting	Annual Base Fee for all listed services	Each	1	\$636,263.64	
9	Year Ten Maintenance and Support/Warranty/Hosting	Annual Base Fee for all listed services	Each	1	\$636,263.64	
Total Bid Amount (1+2+3+4+5+6+7+8+9) =					\$5,639,900.70	

Contract will be evaluated on all lines but **only awarded on five year term.**
 Renewal options for years 8, 9 and 10 will be initiated by the Agency, Agreed to by the Vendor and Processed by the West Virginia Purchasing Division as Change Orders for subsequent years. Vendor should not alter pricing page and should fill out pricing page as is. The addition of alterations to the pricing page and/or addition of commodities other than those listed on the pricing page online or as an attachment will result in disqualification of bid submittal.