

Original

CHROME RIVER
by emburse

CONFIDENTIAL RFP RESPONSE

State of West Virginia

Travel Expense Management System – CRFP ERp2000000001

Cost Proposal – Bid

May 15, 2020

VALID FOR 90 DAYS

Chrome River Technologies
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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	<p>Setup includes*:</p> <ul style="list-style-type: none"> - 1 global policy which can accommodate some differences between departments/entities - Configuration of all approval routing rules - Pre Approval (Pre Trip Authorization) configuration - GSA per diem rates (CONUS & OCONUS) for meals and lodging - US Bank card program integration - National Travel travel data integration - Configuration of the User Interface according to the State's specifications - Up to three (3) sprints of configuration changes - Up to two (2) custom exports for Advantage - Single Sign On <p>* Chrome River's Enterprise Setup Services and Implementation methodology are more fully described in the attached ENTERPRISE Implementation Description Guide</p>	Each	1	\$68,400.00	
2	License or Subscription Fees (Including Mobile - if applicable)	<p>Subscription Included Features:</p> <ul style="list-style-type: none"> » Unlimited user access across entire organization Included » Chrome River MERCURY Responsive & Mobile App Included » Chrome River ANALYTICS Business Intelligence & Reporting (unlimited users) Included » Advanced Image Processing (OCR data extraction) of expense receipts Included » EXPENSE Pre-Approval module (EXPENSE) Included » Permanent QA/Testing and Production environments for each customer Included » Telephone & Online Support Desk and ongoing service administration Included » All software upgrades and enhancements Included » Unlimited data storage and receipt/invoice image storage Included » Daily foreign exchange currency rate imports Included » GSA Per Diem Rate Maintenance and Updates (CONUS & OCONUS) Included » Credit Card, P-Card and Travel expense transaction features Included <p>Optional Features:</p> <ul style="list-style-type: none"> » FOLIO Itemization for hotel and car rental receipts – Optional Feature - Cost is Included in proposal* » Emburse Solution Administrator – Enhanced Support Services – Optional – Cost is Included in proposal* <p>* Please see attached Data Sheets for descriptions of both optional features</p> <p>Note: The start of the subscription fees are not dependent on the completion of the implementation. As a SaaS offering and there is not an initial license fee. However, we set up both your Test and Production environments within the first 30 days following contract signing. Therefore, there are subscription fees payable in a 'pre-production' or pre-Go-Live setting. To accommodate for this, we have provided a significantly reduced 'ramped' Year 1 fee schedule. The attached proposal lays this same information out in an easy to read format.</p>	Initial 5 yr Term	1	\$1,740,868.92	
3	Hosting Cost- if applicable	N/A: Hosting costs are fully included.	Initial 5 yr Term	1	\$0.00	
4	Training Cost	Administrator Training and Train the Trainer training are fully included in the cost of the implementation fee. In addition Chrome River provides free, live Web-based training for end users. On site, end-user training is scoped and custom quoted based on an hourly rate to complete the desired training. It is important to note that our clients typically leverage our Train the Trainer training and they provide the end user training themselves. The reason is that most end users can easily follow the system, but have questions related to simply signing in and to automated policy messages they might received. Please also our response to the Training sections in the Technical Proposal.	Initial 5 yr Term	1	\$250/hour	
5	Maintenance and Support - if applicable	N/A: Maintenance and support are included in your annual subscription fee.	Initial 5 yr Term	1	\$0.00	
6	Storage costs - if applicable	N/A: Storage costs are fully included.	Initial 5 yr Term	1	\$0.00	
***	*****	Total Bid Amount for 5 year Initial Term	*****	*****	\$1,809,268.92	

CONTRACT SERVICES

Item #	Item	Vendor Description	Unit of Measure	Quantity	Cost	Ref
7	Year 8 Maintenance and Support/Warranty/Host	See description in Line 2 above. Yr 6 Fees assume a potential increase not to exceed 5%.	Each	1	\$400,998.28	
8	Year Nine Maintenance and Support/Warranty/H	See description in Line 2 above. Yr 7 fees assume a potential increase not to exceed 5%	Each	1	\$421,048.19	
9	Year Ten Maintenance and Support/Warranty/H	See description in Line 2 above. Yr 8 fees assume a potential increase not to exceed 5%.	Each	1	\$442,100.60	
Total Bid Amount (1+2+3+4+5+6+7+8+9) =					\$3,073,415.99	

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.



Confidential Proposal for

State of West Virginia

4/29/2020

Valid through 8/31/2020



Chrome River
EXPENSE

Simplify and automate,
while ensuring control.



Chrome River
INVOICE

Provide efficiency, control,
and savings



Chrome River
AUDIT

Ease the process and provide
better control



Chrome River
ANALYTICS

Deliver real-time metrics for
actionable results

Collaborative Cost Control

Complex Problems Require Simple Solutions

Chrome River combines a highly configurable, robust SaaS solution with a simple and intuitive user interface, so expense management (expense reporting, purchase order and invoice approval automation) is a straightforward process regardless of how complex your organization's requirements may be. That's why Chrome River is trusted by some of the world's largest and most respected organizations to power expense control for more than a million users worldwide.

Chrome River uses an ingenious and intuitive combination of configurable, visual expense types with an allocation selector that simplifies the coding selection process for quick and easy input just like Google has revolutionized web searching. No longer do users need to know, understand or be responsible for proper general ledger account coding—it is handled for them. With straightforward integration to your organization's financial system(s) such as SAP, Oracle, Peoplesoft, Lawson, Microsoft Dynamics, Elite, Aderant, Ellucian just to name a select few, accounting users are only reviewing and no longer rekeying data. Speed, simplicity, efficiency and accuracy all delivered by the Chrome River service.

- ✓ Automated Policy and budget control
- ✓ Powerful and configurable approval routing
- ✓ Credit card, P-Card and travel integration
- ✓ Highly configurable screens, policies, and routing
- ✓ Intuitive split allocation assignment coding
- ✓ Integration with all leading financial systems
- ✓ Full mobile device functionality
- ✓ High touch, US, UK, DE, and AU based support
- ✓ Industry leading, enterprise wide reporting
- ✓ Online dashboards and self-service inquiries

Five Steps to Free your Business Flow

- 1 Easy-to-use and intuitive user interface**
Your team will love our interface. Delivers easy adoption and significant, rapid ROI.
- 2 Highly configurable templates and business rules engine**
Customer-specific data fields, screens layouts, policy compliance, routing, taxes and more.
- 3 Integrates with HR, ERP/AP/GL, credit card and travel systems**
Data exchange integration to/from your systems of record are included.
- 4 Fully configured, turnkey system delivered by our services team**
Best practices experienced senior project managers lead & deliver all the configuration for you.
- 5 Ongoing configuration assistance and support**
Time marches on and businesses change. We help you maintain your system for the long haul.

Pricing Summary Overview

Monthly, No Long-term Commitment, Subscription Fee

Product	Quantity	Price	Disc %	Net Price	Monthly Total
EXPENSE - Transactional (Annual)	5,835	USD 4.40	5	USD 4.18	USD 24,390.30
EMBURSE SOLUTION ADMINISTRATOR - EXPENSE	1	USD 4,878.06	5	USD 4,634.16	USD 4,634.16
FOLIO - Expense Bundle	5,835	USD 0.50	5	USD 0.48	USD 2,800.80

SUBSCRIPTION RAMP INCENTIVE: EXPENSE

Start Month	End Month	Discount	Amount
1	3	50%	USD 12,195.15
4	9	25%	USD 18,292.73

ADDITIONAL USAGE UNBUNDLED RATES

	Price
EXPENSE - Transactional Overage	USD 5.00

ALWAYS INCLUDED FEATURES OF CHROME RIVER SUBSCRIPTIONS

- » Unlimited user access across entire organization Included
- » Chrome River MERCURY Responsive & Mobile App Included
- » Chrome River ANALYTICS Business Intelligence & Reporting (unlimited users) Included
- » Advanced Image Processing including OCR data extraction of expense receipts and invoices Included
- » EXPENSE Pre-Approval module (EXPENSE) Included
- » Permanent QA/Testing and Production environments for each customer Included
- » Telephone & Online Support Desk Included
- » All software upgrades and enhancements Included
- » Unlimited data storage and receipt/invoice image storage Included
- » Daily foreign exchange currency rate imports Included
- » GSA Per Diem rate updates (CONUS & OCONUS) Included
- » Credit Card, P-Card and Travel expense transaction features Included

One-time, Fixed Price, Setup Services Fee

Product	Service	Quantity	Price	Disc %	Net Price	One Time Fee Total
EXPENSE	SETUP SERVICES - ENTERPRISE	1	USD 72,000.00	5	USD 68,400.00	USD 68,400.00

Special Terms

THIS PROPOSAL IS A CONFIDENTIAL DOCUMENT FOR THE STATE OF WEST VIRGINIA

Special Ramped Fee Schedule for Year 1

Subscription Start Date – 90 days from Order Start Date: 3 Months at no additional cost =	\$95,475.78 Savings
Months 1 – 3 of subscription (calendar months 4 – 6 of contract): 38.32% Discount =	\$36,585.45 Savings
Months 4 – 9 of subscription (calendar months 7 – 12 of contract): 19.16% Discount =	<u>\$36,585.45 Savings</u>
TOTAL Year 1 Ramped Subscription Savings	\$168,646.68 Savings

Setup includes:

- 1 global policy which can accommodate some differences between departments/entities
- Configuration of all approval routing rules
- Pre Approval (Pre Trip Authorization) configuration
- GSA per diem rates (CONUS & OCONUS) for meals and lodging
- US Bank card program integration
- National Travel travel data integration
- Configuration of the User Interface according to the State's specifications
- Up to three (3) sprints of configuration changes
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- Single Sign On

Service Descriptions

1 EMBURSE SOLUTION ADMINISTRATOR

The Emburse Solution Administrator service offering is available for both Chrome River EXPENSE and Chrome River INVOICE. The Emburse Solution Administrator service provides high priority Support case handling, and access to a designated team of implementation experts familiar with your business requirements. The service includes ongoing consulting, optimization of your system configuration, and administration your system through back-end configuration changes for your deployed user population. Quarterly business reviews with a Customer Success Manager are included to help drive new feature adoption and ensure value realization from the system. A full Services Overview for Priority Care can be found here: <https://docs.chromeriver.com/order/ChromeRiverServiceDescriptionGuide-EmburseSolutionAdministrator.pdf>

2 ENTERPRISE Implementation Services Package

Chrome River will provide Customer with the ENTERPRISE Implementation Services Package as described in the Implementation Guide located at <https://docs.chromeriver.com/order/ENTERPRISEImplementationDescriptionGuide.pdf>. This implementation package is subject to a mutually agreed scope implementation that is designed to help organizations implement a tailored solution based on their business requirements. The project scope shall be defined and documented by the parties using the Chrome River Services Estimator, a copy of which is attached hereto and incorporated herein as an exhibit.

ENTERPRISE Implementation Package

The **ENTERPRISE Implementation Package** is available for Chrome River EXPENSE, Chrome River INVOICE, and Chrome River PURCHASE ORDER. The scope, rollout waves, and overall timeline estimates will be determined as part of a scoping and quoting exercise and documented in the *Implementation Scope Document*.

SCOPE

This offering includes one or more sub projects, or waves. For each wave, requirements for all in-scope users will be defined, built, tested, and made available in production at the same time. The number of waves is the primary driver of time and cost due to overhead in each engagement. Chrome River will make reasonable efforts to address the business requirements within the configurable capabilities of the solution without customization to the code base.

The following components are included in the scope of the *Implementation Package* (details are defined in the attached *Implementation Scope Document*):

APPROACH

Chrome River's **ENTERPRISE Implementation Package** methodology consists of the following activities:

INITIAL BUILD AND ROLLOUT

PHASE 1 – PLANNING

- The Chrome River team sends the customer a welcome email including online discovery forms and project team contact information, and also includes a request for the following information:
 - Sample of current expense reports
 - Chart of accounts – remove any that are not relevant to expense or credit card transactions
 - List of relevant office, department, cost center, business unit codes, and names
 - Data specifications for file upload of expenses/invoices to ERP/accounting system(s)
 - Sample file(s) of expenses/invoices into ERP/accounting system (if available)
- Upon receipt of requested information and completion of the online discovery documents sent in the welcome email, a number of kickstart training sessions will be made available for attendance. The goal of the training sessions is to give the customer team requisite knowledge of the Chrome River system before beginning the discovery workshops. An understanding of the building blocks within the system greatly assists in the decision-

making abilities of the customer team. It is important that the customer team members identified in the roles and responsibilities defined below attend each of these sessions.

- During the kickstart training sessions, the customer will be expected to provide feedback, complete requirements documentation and begin familiarizing themselves with their Chrome River system
- In parallel with the kickstart meetings, the Chrome River GL team may review the GL/cost object discovery responses and may need to meet with the customer to clarify the GL design

PHASE 2 – DISCOVERY AND DESIGN

When the training sessions are completed and the associated documentation has been returned to Chrome River, the discovery phase begins. The Chrome River consultant conducts the following workshops to review the customer's business requirements resulting in all required changes needed to the best practice configuration, which will be used for the global baseline. The global baseline is the springboard from which all country configurations begin; the scope of the project has defined the global approach.

The approach may be one set of approval and compliance rules with statutory changes only for additional rollouts or it may be that each country functions independently and will require their own user interface, compliance and routing rules in addition to statutory tax rule configurations.

- The project scoping/launch call will be scheduled. Preferably, this is an online video/web session.
 - During the project scoping/launch call, the Chrome River consultant will review the Chrome River implementation methodology and validate the project(s) scope(s).
 - The detailed project plan(s)/task list, scope and timeline will be reviewed with the customer. The project plan(s)/task list will have been modified based on the discovery documentation provided by the customer.
 - The consultant may also review the Chrome River GL teams' recommended GL/cost object allocation solution with the customer.
- The Chrome River consultant and the defined customer team members conduct the business requirements gathering workshops to establish the global baseline user interface and rules, dependent upon the required scope. The baseline will be used in the additional discovery country rollout waves. These sessions may be conducted onsite with the Chrome River and Customer teams, or may be conducted remotely.
 - Expense user interface workshops (per country or division, depending on the implementation approach)
 - Online system review of the expense types configured for the customer based on the decisions documented in the user interface discovery worksheet
 - Identify additional key data elements the customer would like to capture as required for compliance, other rules or reporting
 - Pre-approval user interface workshop
 - Review of pre-approval methodology (bucket or flip method)
 - Online system review of the pre-approval and header and line item types configured
 - Allocation/cost code workshop
 - Validate that the full GL string can be created with the design proposed by the Chrome River GL team
 - Compliance rules workshop – EXPENSE/INVOICE/PO
 - Review best practice compliance warnings and violations
 - Review rule parameter self-service maintenance/rule builder
 - Discuss potential changes to the customer compliance rules
 - Review pre-approval compliance rules
 - Routing rules workshop – EXPENSE/INVOICE/PO

- Review the completed approval routing rule discovery document
- Review rule parameter self-service maintenance/rule builder
- Define the approval routing rules necessary to meet the business needs to route to the appropriate individuals or groups of individuals for approval
- Review pre-approval routing rules
- Inbound to Chrome River master data mapping workshop
 - Review the various methods of transferring the data from the customer into Chrome River
 - Review the various types of data that can be sent by the customer into Chrome River and how the data is used
 - Review the standard Chrome River data mapping specifications and required layouts
- Export workshop
 - The accounting/payment export workshop focuses on:
 - Mapping the outbound data file fields and layout that Chrome River will generate to feed the approved expense report data into the customer's system(s). Special use cases such as how to handle cash advance, company paid credit card, and non-reimbursable personal expenses will be determined
 - The customer will provide the specifications as to the required layout of the file
 - The DIRECT PAY/remittance export workshop focuses on:
 - Discussing the corporate card remittance process (if in scope). Corporate remittance is when Chrome River sends a file to the customer's bank in order to make the credit card payment.
 - Discussing the Employee DIRECT PAY process (if in scope). DIRECT PAY allows Chrome River to generate the payments to employees via direct deposit. Employee DIRECT PAY allows Chrome River to pay employees directly for out-of-pocket (cash) reimbursements.
- VAT/tax workshop – EXPENSE
 - Provide an overview of how Chrome River can assist customers in calculating recoverable VAT, based on rules
 - Configurable parameters will be discussed, along with the roles of the user and the approver
- Complete configuration scope
 - This document highlights the Chrome River design based on decisions made during the discovery phase of the project

PHASE 3 – CONFIGURATION

Phases 3 and 4 of the implementation project represents an iterative process. There are up to three sprints (rounds) of configuration refinement and validation for each wave. Subsequent waves will be conducted as additional projects with a single refinement sprint of configuration and validation.

The project plan contains agreed-upon timelines for each of the iterations and each of the rollout phases. Prior to submitting the customer system build or sprint to the Chrome River team, the customer is responsible for providing necessary master data to support configuration validation.

Configuration of the customer system is done based on the configuration scope document approved by the customer. Customer is responsible for building and validating all self-maintained aspects of the application. Chrome River is responsible for building and validating non self-maintained aspects of the application.

PHASE 4 – VALIDATION

During the validation phase, the customer will validate that the system is functioning in accordance with the configuration scope document. The customer is responsible for identifying and documenting any refinements and reporting them to the Chrome River consultant in the provided validation comments spreadsheet. The Chrome River consultant is then responsible for submitting the consolidated list of actionable changes (sprints) to the configuration team. These sessions may be conducted onsite with the Chrome River and Customer teams, or may be conducted remotely.

The sprints are defined as follows:

- Sprint 1 – Rule modifications and modifications to the export
 - Prior to Sprint 1 validation by the customer, the customer is responsible for loading the following components:
 - Inbound master data (via data web service APIs or feeds)
- Sprint 2 – Identified minor variances required for rollout
 - Prior to Sprint 2 validation by the customer, the automation of the following feeds should be in place (if the customer chooses to automate):
 - Inbound data (data web service APIs or feeds)
 - ERP extract import process
 - Imaging APIs
 - Customer validation of inbound credit card or other feeds
- Final end-to-end validation customer signoff includes the following:
 - Inbound data flows related to customer and third-party integrations
 - Users can create and submit reports
 - Rules are working as designed
 - Transactions map properly from Chrome River to the customer destination system
 - Accounting records are posted for payment and/or reconciliation
- Sprint 3 – May be needed if additional minor modifications are required for rollout

PHASE 5 – INITIAL DEPLOYMENT

During the deployment phase, the customer's system is prepared for live operations. In preparation for go-live, the Chrome River team performs the following tasks:

- Administrator training
 - Unlimited availability to attend Chrome River-led training sessions offered simultaneously to groups of customers to provide the project team with the ability to administer master data, roles, along with all other self-maintained features
 - Export options including on demand and scheduled
- Train the trainer
 - Chrome River-led session to provide the customer training staff with the key training points
 - Session includes training to enable the identified customer staff to leverage or create training collateral
 - Project includes dialog on approaches for delivering end-user training
- Production database readiness
 - Set appropriate go-live settings based on the agreed-upon deployment plan
 - All transactional test data will be removed from the system with customer approval
- Chrome River team will provide five weeks of post-launch stabilization support before kicking off the next rollout wave

- A new project will be created in an agreed-upon timetable
- Transition to support

To prepare for initial go-live, it is expected that the customer will perform the following tasks:

- Define appropriate go-live settings based on agreed-upon deployment plan
 - Define any inbound third-party integration filters required
 - Validate SSO (if in scope)
 - Modify and activate user profiles as needed
- Communicate the upcoming go-live to the organization
- Develop training plan
- Develop rollout plan
- Distribute quick start guide
- Conduct end-user and approver training; this may either be conducted by the customer or users may attend online group sessions conducted by Chrome River

ADDITIONAL WAVE(S)

Based on the **Implementation Scope Document** and the agreed upon Project Plan Task List, the discovery phase, additional configuration, validation, integration and deployment preparation will be conducted for each wave of countries. The methodology described above may be used, or a modified version will be defined depending on the requirements.

ROLES AND RESPONSIBILITIES

Note: One person may fulfill multiple roles on either team.

CUSTOMER ROLES AND RESPONSIBILITIES

- Project sponsor(s)
 - Provide oversight and champion
- Project manager
 - Responsible for holding customer team to the agreed-upon timeline and scope
 - Responsible for keeping the customer project team updated
 - Responsible for obtaining customer sign-off as required
 - Responsible for providing third-party integration contacts
 - Responsible for coordinating the appropriate resources for the duration of the project(s)
- Functional lead(s)
 - Complete discovery documents and provide requested data
 - Key decision-maker on solution design
 - Conduct validation and reconciliation
- Technical lead
 - Key decision-maker on integration data flows
- Training lead
 - Responsible for training end users
- Chrome River administrator
 - Responsible for understanding, configuring, and maintaining parameters within the Chrome River application

- Overall responsibility for the administration of the Chrome River application
- Subject matter experts
 - May include finance, accounting, technical, procurement, or travel, as needed

CHROME RIVER ROLES AND RESPONSIBILITIES

- Project manager/consultant
 - Schedules all meetings
 - Develops the project plan and manages to all deliverables
 - Tracks project tasks and decisions
 - Provides regular status updates to all stakeholders
 - Project team training
 - Support during testing activities
 - System support during go-live and roll-out to end users
- Solution architect
 - Overall responsibility for solution design
 - Consults on best practice design
 - Assistance with mapping requirements to system design
- GL/cost object consultant
 - Responsible for determining GL/cost object design
- Configuration analyst
 - Responsible for additional system configuration
- Business analyst
 - Responsible for integration points with third-party providers
- Customer success manager
 - Maintains the ongoing relationship with the customer throughout the customer journey
- Corporate trainer
 - Conducts regularly scheduled standard administrative and product trainings

ASSUMPTIONS

- Customer will make project team available according to agreed-upon work plan
- Key players will be available and present in all workshops and throughout the project as required
- If a key member of the customer project team is unable to remain engaged for the duration of the project, it may extend the implementation
- Project will be conducted in a contiguous manner according to the project plan(s) with no project holds or breaks; status meetings will be conducting during stabilization periods. Customer requested project holds or delays may extend the duration of the implementation
- Project will be conducted with an agreed upon number of onsite discovery or validation sessions, along with web-based meetings (travel to be paid for by the customer)
- Chrome River will provide a separate system environment for customer validation and additional wave validation post go-live
- Customer will assign a designated lead to work alongside the Chrome River project manager who will have authority to make project decisions or obtain decisions in a timely manner, according to the work plan schedule

- Third-party data integrations are dependent on the provider's ability to send transactional data within the project timeline and in the standard Chrome River file format
- Configuration sprints that exceed a reasonable number of changes may result in additional fees
- Customer is responsible for all integration activities when utilizing the Chrome River REST APIs, image API, or SFTP flat file transfers