Invitation for Expression of Interest – IT SERVICES

Funding source:	Asian Infrastructure Investment Bank (AIIB)
Sector:	Information Technology
Project Name:	**Travel Management System – Solution Implementation**
Project No.	**AIIB REOI-CP-00204**
Deadline:	August 3, 2018

Date: July 18, 2018

1. The Asian Infrastructure Investment Bank (AIIB) now invites Expression of Interest (EOI) from qualified firms, to provide service of Travel Management System – Solution Implementation. The selection will follow AIIB's Corporate Procurement Policy, relevant rules and procedures.

2. The letter of expression of interest (EOI) should provide information of the company's technical qualifications and experience in undertaking Travel Management System – Solution Implementation related services in the past five (5) years. Please provide the information requested in the Annex A and B.

3. Firms should submit all related documents as required under Annex A and B to the following Email address in PDF format, before 23:00 PM, August 3, 2018 (Beijing time).

Contact information:

> Corporate Procurement Unit
> E-mail Address: it.procurement@aiib.org
> Facilities and Administration Services Department
> Asian Infrastructure Investment Bank
> B-9 Financial Street, Xicheng District
> 100033 BEIJING, CHINA

Annex A – Simplified Terms of Reference

Annex B - EOI Form

Annex A

Terms of Reference
Travel Management System – Solution Implementation
AIIB REOI-CP-00204

1. Background

As the bank's business grows, business travel is becoming frequent and a Travel and Expense Management System (TEM) is well positioned to ensure travel efficiency and compliance. AIIB is considering SAP Concur for the new TEM system. In addition, the bank is implementing a Budget Management System (BMS) to link business strategy with business plan and operational activities. Budget control and monitoring need to be embedded into the travel management processes. Lessons learned from other MDBs indicate that a well-conceived blueprint, implementation strategy and selection of a suitable technology product are critical to achieving TEM without duplication of investment, costly integration among siloed sub-IT systems.

In addition to travel request and reimbursement, the TEM system is also expected to handle all Staff Oriented Expenses (SOE) claims. AIIB is currently using SAP ByD for SOE claims. The users are now facing quite a few issues in terms of user friendless, workflow process and control points. To resolve these issues, large amount of development will be needed, which could increase the risk of instability of ByD system.

To cope with the pressure from meeting AIIB's SOE business requirements and future business growth, the Controller's Office needs to leverage the functionality of Concur to have a more reliable and flexible expense claim system, which will help to improve the user experience, operation efficiency and system stability. The main functions of the Travel & Expense System are as follow:

1) SOE expense claim including:

   - Travel expense claims
   - HR expense claims (ex. Flexible allowance, financial assistance, summer intern)
   - Hospitality claims
   - Other daily personal expense claims

2) The expense claim system should enable the process following AIIB defined travel and reimbursement policy and workflow.

3) The expense claim system should integrate with SAP ByD to provide accounts payable (AP) posting information and to generate correct AP posting in ByD. Leverage SAP systems with Travel & Expense System solutions native integration to better control AIIB finances.

2. Objectives

The objectives of the TEM system will be to:

- Integrate travel request, itinerary arrangement and change, travel security clearance, reimbursement, budget control and monitoring process into one place
- Improve travel process cycle time and flexibility
- Ensure travel policy execution and enhance travel compliance
- Strengthen the ability to track and control travel request and travel expenses
- Collect and analyse historical travelling data for future reference and generate customized reports

- Improve interaction smoothness and timeliness between the Bank's travellers, FAS and travel agencies
- Increase stakeholder confidence
- Ease the expense filing and accelerate the expense claim and payment process with the following feature and benefits:
  1) The Travel & Expense System should help to speed up the expense filing and claim process. This system should reduce the effort from PA for filing expense claim for the department/team members.
  2) This system should enable users to follow and track their expense claim status.
  3) This system should help the approver to speed up the review and approval process for SOE.
  4) This system should help the SOE payment control team to speed up the payment process by providing full trail of information.

3. Scope of work

The overall scope of this project shall cover (but not be limited to):

a) Supply, installation, configuration, and maintenance of a solution that meets AIIB's functional and technical requirements with the target system architecture design

A sound and robust Travel Management System can streamline business travel process, ensure travel policy and travel security policy compliance and control travel spending. TEMS solution shall consist of several functional components or modules covering all typical travelling scenarios. Table 1 provides a basic overview of major TEMS functions, including travel request (including travel security clearance), travel change, travel reimbursement (including TAs' and traveler's reimbursement), travel analysis and user management.

Travel Request function enables traveler / traveler delegate to provide basic travel information to travel agencies, gain necessary business approval and (or) necessary Travel Security Clearance (TSC) in a simultaneous way. Budget availability check and other budget control measures need to be integrated into this function. Occasionally, traveler has to change travel arrangements after all travel approvals are completed and travel services are booked. In this case, traveler can initiate change process and make modifications on travelling details in Travel Change function. Any additional approval needed could be identified automatically based on certain travel change policy and rules.

The overarching User Management function enables travelers to assign a delegate to raise requests and track processing progress in other functional components. Also, user profiles such as department information, reporting lines, travel preferences, membership information could be stored and maintained in this function.

Table 1 Travel Management System Key Functions

| 1	Travel Request	2	Travel Change	3	Travel Reimbursement	4	Travel Analysis

5	User Management
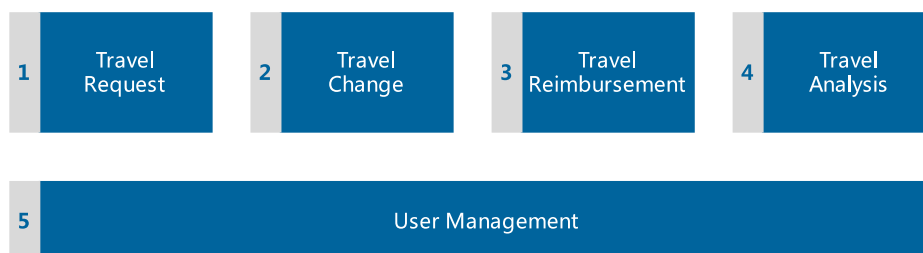
b) Provide system interface to integrate with other external systems

In order to streamline travel workflow with control, several IT applications need to interface with TEMS-Concur, including both AIIB applications, such as Budget Management System, SAP BYD, SAP SuccessFactors and 3rd party platforms, such as travel agency's service booking tools. The exchange of data across the Bank will be a critical success factors for achieving effective travel cost control and monitoring through TEMS. Hence BMS, SAP BYD and SAP SuccessFactors should allow TEMS to be interfaced/integrated to exchange master data, travel estimation data and actual data. In case of variation of any of these elements, the departments should agree to either standardize or agree to the logic of mapping different master data codes and follow a strong governance mechanism to manage the data.

As for the integration to 3rd part platforms, since AIIB now has multiple different travel types, such as air travel, hotel, car rental, visa application, insurance, in which some of the processed need to be conducted offline, travel data exchange covering all service types might be difficult. However, TEMS should have enough flexibility to integrate with different travel agency platforms to speed up travel booking cycle time.

The implementation partner need to provide the technical and business process for system integration between Concur and other systems.
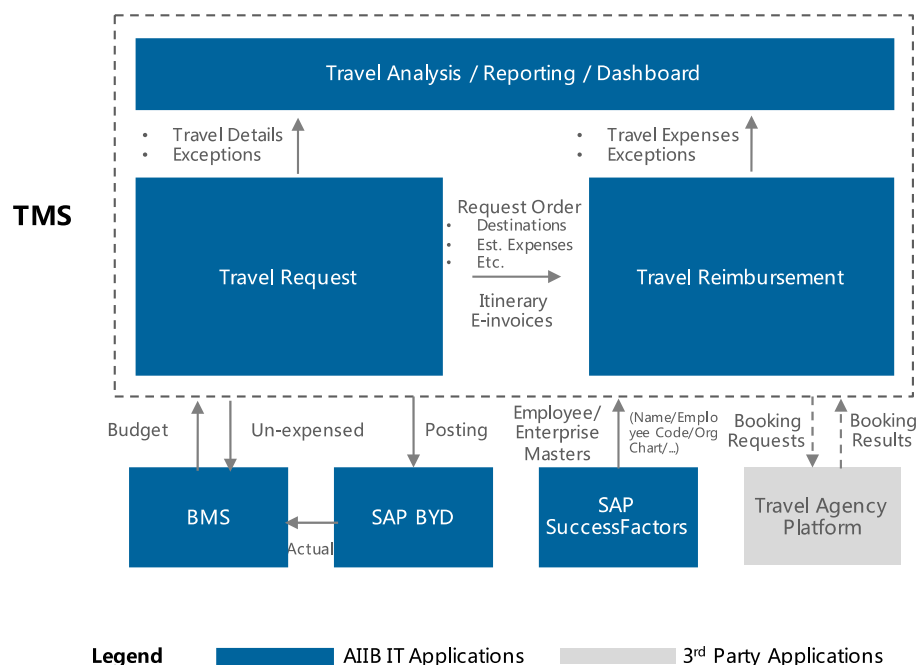
c) **Provide support to complete E2E testing and Data Migration**

Before system go-live, vendors should conduct sufficient testing to ensure system usability and reliability based on the project implementation methodology.

d) **Data migration to newly implemented solution**

Considering AIIB is adopting a manual approach to process travel request, budget numbers from BMS and master data, such as enterprise master, employee master, expense types, Project ID, Cost Centers, etc., should be imported into system to realize smooth system go-live and effective travel cost control.

e) **Develop and conduct the training of AIIB's staff on the use of the new solution**

Vendor should provide trainings after system configuration is completed. Target training audience include but are not limited to AIIB TEMS admins and AIIB TEMS end users.

f) Produce and deliver documentation for the development and transfer of critical / technical knowledge to AIIB

Critical / technical knowledge should include but not be limited to system operation knowledge, system configuration knowledge, common errors and solutions and other usage cautions. Please refer to Section 5 for detailed project deliverable requirements.

g) Ongoing support after go-live

Vendor support team should assist in fixing system errors and conducting simple system configuration, cooperate with AIIB TEMS admins to monitor unsolved issues, inform AIIB about system update information, solve AIIB TEMS admins' FAQs in remote or limited on-site manners.

4. Project Team Requirements

The implementation partner has to be SAP Concur certified service partner. The project team shall have but not be limited to, team members with the following experience and qualifications:

- Project Manager
    - 8+ years' working experience
    - Experience in managing complex IT projects
    - Excellent English both oral and written
    - Experience with at least 3 travel & expense solution implementation projects
    - Experience with projects in MDBs / Commercial Banks / Other FIs is preferred

- Application Consultant
    - 5+ years' working experience
    - Experience in 3 Concur full implementations
    - Familiarity with SAP Concur Request / Expense functions
    - Familiarity with travel & expense management processes
    - Strong functional and technical analysis capabilities
    - Fluent English in both writing and speaking, pass CET-6

5. Timeline & Deliverables

Supplier is supposed to initiate project on August 2018 and realize all the target functions in SAP Concur before end of January 2019. New travel request and reimbursement process in SAP Concur will be effective on February 2019.

	2018									2019	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Product Selection	■	■	■								
Implementor Selection	■	■	■	★							
Implementation											
Requirement Refine					■	■					
System Design					■	■	■				
Integration							■	★			
Testing								■	■	■	■
Training									■	■	■
Go-live										■ ★	
New Travel Process Roll-out											■ ★

Implementation partner should provide project deliverables based on the implementation methodology and phase mile stones. The deliverables shall include but not be limited to the followings:

- Travel Management System that fully meets AIIB's functional and technical requirements and launches before end of January 2019
- Project Charter (incl. project plan, communication plan, etc.)
- Functional Design Specifications
- Up and running integration solution between Concur and other systems
- Test Plan, Test Cases, Issue Log and Report
- User Manuals
- User Training Materials
- Roll-out Plan
- Workshop(s) & Status Reports
- System Validation Report

6. Documents Required in Your Response

Please respond to each topic in the list below. Please provide you responses in an Excel format. Supplementary documentations can be provided in Excel, Word or PowerPoint formats.

a) Solution Proposal
b) Reference Cases
c) Project Team & Schedule
d) Proposed Deliverables
e) Resource Plan
f) Cost Estimation
g) Others, if any

Annex B

Expression of Interest (EOI) by Firm

Travel Management System – Solution Implementation

AIIB REOI-CP-00204

[Expressions of interest are subject to a 10-page limit, including any attachments.]

Date: [dd/mm/yyyy]

Dear Mr./Ms. [copy the AIIB's representative's name, designation and department as indicated in the EOI],

We have read carefully your Invitation for Expression of Interest for the captioned assignment/project and find the Terms of References (TOR) match our firm's capacity for providing the services required in the TOR. We would like to express our interest for being considered for the Shortlist. We understand that AIIB does not have an obligation that we must be shortlisted.

Our firm's profile and information relevant to this EOI are provided below:

I. Firm Profile

Firm's Name	
Country of Incorporation:	
Firm's Address: (Street name, City, State/Province, Country, ZIP code) Fax No.: Phone No.: Email: Website:	

II.   Specific Qualifications and Experience

[Highlight the technical qualifications and experiences of your firm in undertaking tasks in the area of focus, as indicated in the EOI].

III.   Proposal for Travel Management System – Solution Implementation

[To demonstrate the firm's knowledge about and experience in Travel Management System – Solution Implementation Service you must propose one solution for AIIB with providing amble justifications]

IV.   Project References

[Please select at least three of the most relevant projects to demonstrate the firm's technical qualifications and experience, according to the requests in the Sec. 6, TOR (Annex A)]

Period	Client	Project	Country	Role of the Firm (As lead firm or partner?)	Contract Value

V.   Eligibility Declaration

We, the undersigned, certify to the best of our knowledge and belief:

☐   We have read the advertisement, including the generic terms of reference (TOR), for this assignment.

☐   We confirm that the project references submitted as part of this EOI accurately reflect the experience of our firm.

☐   We confirm our firm and all the personnel indicated in the EOI have met the requirements of Corporate Procurement Policy of AIIB, which can be found on

https://www.aiib.org/en/policies-strategies/procurement-policies/corporate-procurement.html

[Signature:
Name of the firm's authorized representative:
Position]