

SPECIFIC PROCUREMENT NOTICE – IT SERVICES

Funding source:	Asian Infrastructure Investment Bank (AIIB)
Sector:	Information Technology
Project Name:	Travel and Expense Management System – Product Selection
Project No.	AIIB CP - 00088
Deadline:	May 20, 2018

Date: May 4, 2018

The Asian Infrastructure Investment Bank (AIIB) now invites Expression of Interest (EOI) from qualified firms, to provide Service of Travel and Expense Management System – Product Selection. A shortlist will be prepared following the pre-defined selection criteria for participating in the selection process. The selection will follow AIIB's Corporate Procurement Policy, relevant rules and procedures.

The letter of expression of interest (EOI) should provide information of the company's technical qualifications and experience in undertaking Travel and Expense Management System – Product Selection in the past three (3) years. Please provide the information requested in the Annex A and B.

Firms should submit all related documents as required under Annex A and B to the following Email address in PDF format, before 23:59 PM, May 20, 2018 (Beijing time).

Contact information:

Corporate Procurement Division
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 – Terms of Reference

Annex B – EOI Form

Annex A

Terms of Reference Travel and Expense Management System – Product Selection

1. Background

Asian Infrastructure Investment Bank (AIIB) is a newly established multilateral development bank (MDB) designed to provide financial support for infrastructure development and regional connectivity in Asia.

AIIB strives to be a world class multilateral financial institution built on a strong governance foundation and ethical culture, with professional management and staff selected on a meritorious and competitive basis. Its mission is to improve economic and social development in Asia and beyond through a focus on sustainable infrastructure, cross-border connectivity and private capital mobilization.

Its core principles are: transparency; openness; independence and accountability. As a new multilateral development bank in the 21st century, the AIIB's approach will be "lean, clean and green", with a focus on efficiency and sustainability.

The Bank began operations in 2016 with an anticipated five-year start-up phase focusing on building the institution. During its initial two years, the Bank established its basic policy framework, financed its first operations and launched a first group of sectoral strategies. Membership of the Bank grew from 57 to 84. Strategic partnerships with a number of Multilateral Development Banks (MDBs) and related organizations were established.

As the bank's business grows, business travelling is becoming more and more frequent and Travel and Expense Management System (TEM) is well positioned to ensure travel efficiency and compliance. In addition, the bank is implementing Budget Management System (BMS) to link business strategy with business plan and operational activities. Budget control and monitoring need to be embedded into travel management processes. Lessons learned from 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 management system is also expected to handle all Staff Oriented Expenses (SOE) claim. AIIB is currently using SAP ByD for SOE claim. The users are now facing quite a few issues in terms of user friendless, workflow process and control point. To resolve these issues, large amount of development will be needed, which could increase the risk of instability of ByD system.

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

- 1) SOE expense claim including:
 - Travel expense claim
 - HR expense claim (ex. Flexible allowance, financial assistance, summer intern)
 - Hospitality claim
 - Other daily personal expense claim
- 2) The expense claim system should enable the process following AIIB defined travel and reimbursement policy.
- 3) The expense claim system should enable the process following AIIB defined work flow.
- 4) 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.

- Eliminate manual processes — including file uploads and downloads.
- Minimize risk of posting errors by automation — by keeping master data in both systems in sync.
- Simple integration process monitoring — helps you quickly and efficiently identify and correct financial posting issues.
- Direct integration with SAP financial systems — creates accurate data integrations for faster payments.
- Remove the need for connectors and middleware — reduces the system complexity and accelerates the integration configuration.

2. Objectives

The objectives of the TEM management 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 expenses
- Collect and analyze historical travelling data for future reference and generate customized reports
- Improve interaction smoothness and timeliness between the Bank's travelers, 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. Functionality Requirements

3.1 Travel Request and Reimbursement

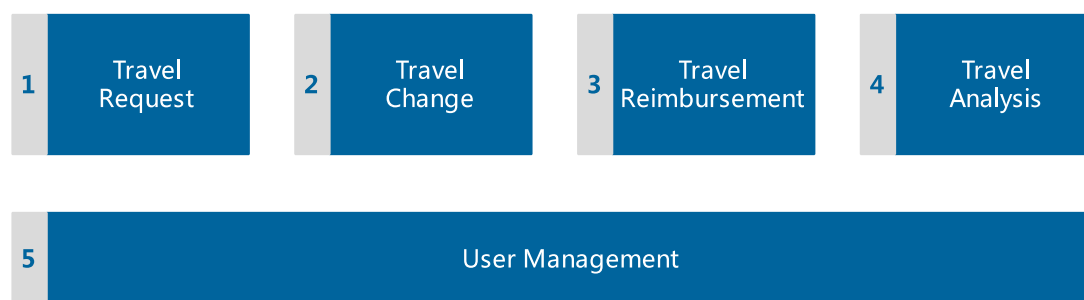
A sound and robust Travel Management System can streamline business travel process, ensure travel policy and travel security policy compliance and control travel spending. TEM product shall consist of several functional components or modules covering all typical travelling scenarios. Table 1 provides a basic overview of major TEM 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

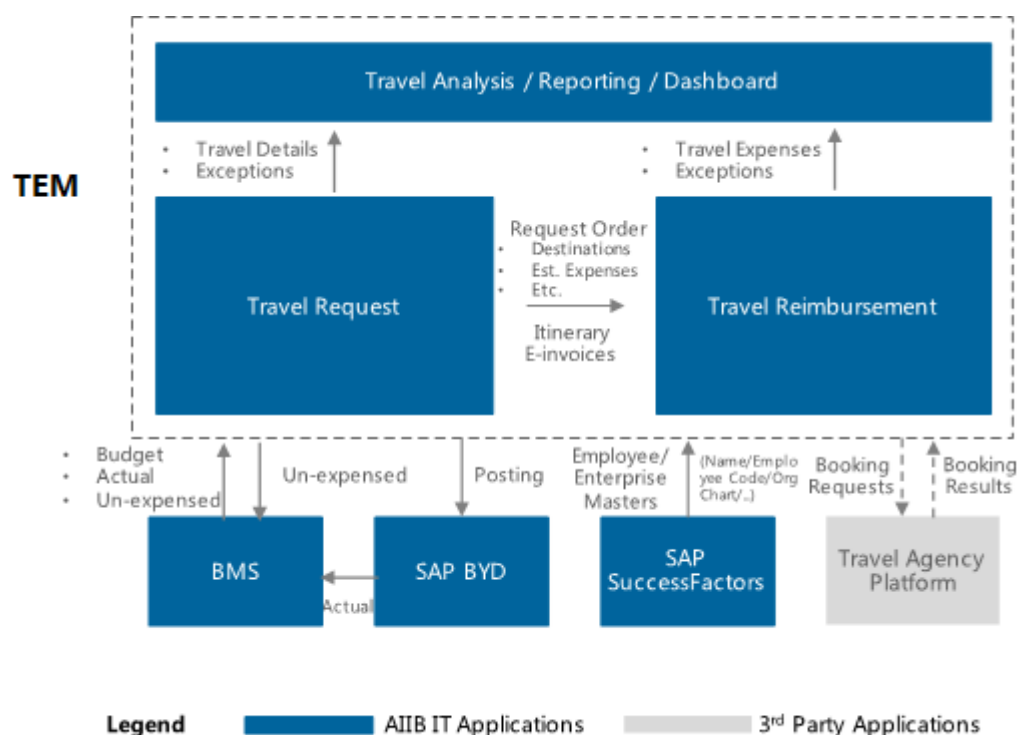
case, traveler can initiate change process and make modifications on travelling details in Travel Change function. Any additional approval needed could be identified automatically based on certain travel change policy and rules.

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



In order to streamline travel workflow with control, several IT applications need to interface with TEM, 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 TEM. Hence BMS, SAP BYD and SAP SuccessFactors should allow TEM 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, TEM should have enough flexibility to integrate with different travel agency platforms to speed up travel booking cycle time.

3.2 Other SOE expenses

Although the travel expense is the major requirement of this solution, in addition, the TEM system is also expected to handle other staff oriented expenses.



HR related expense

Currently, AIIB has three types of HR related expenses to be defined as SOE.

1. Flex Allowance: Flex allowance is to be paid to the bank staff who is global hiring. After onboarding, staff should apply flex allowance in the expense system. Once it's approved (ex. By line manager and HR), allowance will be paid to the staff's bank account.
2. Financial Assistance: Financial assistance is the financial loan provided by the bank to staff. To apply this kind of support, staff need to sign particular "Terms and Conditions" during expense claim. Once it's approved (ex. By line manager and HR), loan will be paid to the staff's bank account. However, the expense system is not responsible for collecting the pay-back from the staff, only to apply, approve and pay-out the loan.
3. Summer Intern Expense: AIIB has initiated the summer intern program in 2018. The TEM system is also expected to handle the summer intern salary pay-out as expense to the HR department.

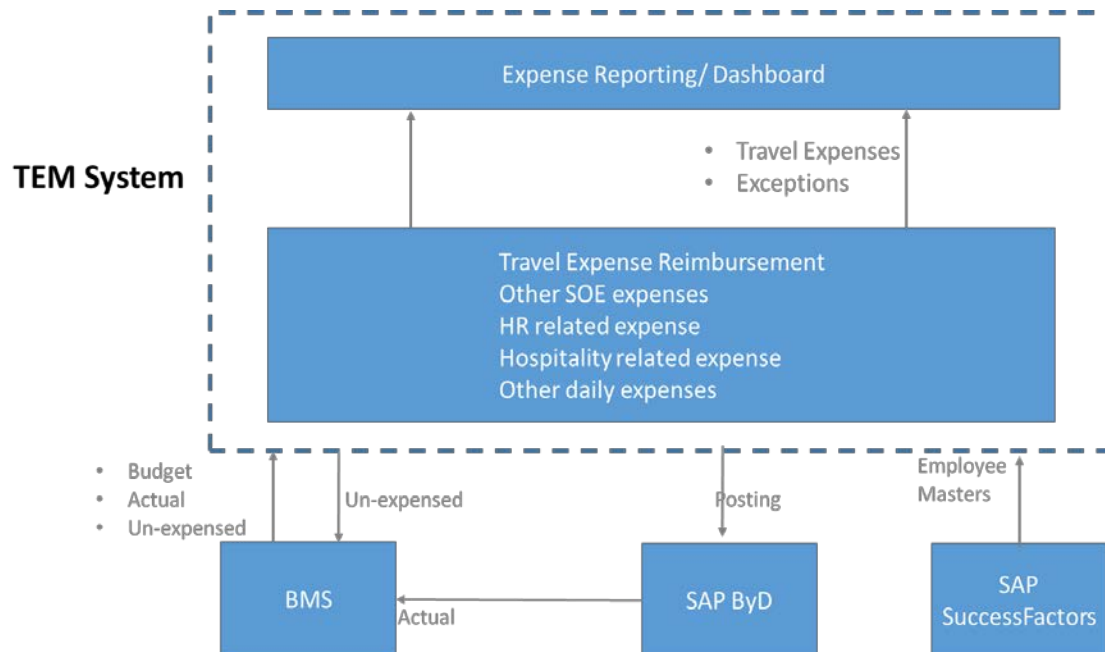
Hospitality related expense

The system should be able to provide expense claim functionality against hospitality process, including attendees and etc.

Other daily expenses

Currently in AIIB, for some small expenses, the staff may pay it first and request reimbursement afterwards, such as print expenses, local fast delivery service and etc. The TEM system is also expected to handle this.

All the above-mentioned expenses have separate policy around business process, approval workflow and control point. Detailed business requirements can be found in the below section with attachment: *AIIB TEM Project_TOR for Product Selection_v1*.



4. Timeline

- Sourcing (Product and Implementation): 2018.04 – 2018.06
- Requirement & Design: 2018.07 – 2018.08
- Configuration & Interface development: 2018.09 – 2018.10
- Test & roll out: 2018.11 – 2018.12

5. Deliverables

With the above requirements on the main functions, we need the IT solution meeting our requirements as well as the implementation service to conduct the below activities and complete the relevant deliverables.

5.1. Rollout Preparation

- Project Plan preparation
- Resource preparation
- System Environment preparation

5.2. Requirements Understanding and System BluePrint

- Understand the as-is and design to-be business process
- Complete system design blueprint document and obtain sign-off

5.3. System Development and Testing

- Complete system customizing and development
- Complete unit and integration testing

- Conduct structured-walkthrough with key users to ensure system design functionality meets business requirements

5.4. UAT and Training

- Prepare necessary UAT testing data in testing environment.
- Identify UAT test resources
- Finalize and confirm UAT Test Plan
- Prepare UAT Test script for various business scenarios and per department
- Review and Finalize the test scripts
- Perform UAT testing
- Execute Fine-Tuning activities in UAT
- Complete Training to key users and support training for end-users

5.5. Deployment and Go-live

- Finalize the complete and detail Cutover Schedule Prepare go-live for production system
- Support to Migrate and Synchronize Transaction Data in Production System if necessary.
- Check and review updated master data, Fine tuning tasks in productive system based on Deployment document
- Go-Live: Release Productive system for Procurement process to end users

5.6. Post go-live support

- Implementation team need to provide post go-live hypercare support for 4-6 weeks to ensure the function is working properly.
- After the hypercare period, the implementation need to complete official training to the support team.

6. Qualification

- The firm undertaking the assignment should have a minimum of 5 years of direct experience in the related solutions implementation.
- Experience with the system architecture and connectivity/integration of the related solutions.
- Experience with system integration between TEM to SAP ByD is a plus.

7. Documents Required in Your Response

7.1 Vendor's response to the functional requirements provided in following attachment: *AIIB TEM Project_TOR for Product Selection_v1*. Please see the 'Instructions' worksheet for further instructions:



AIIB TEM
Project_TOR for P

7.2 Please respond to each question in the table below. Vendors are encouraged to answer every question and provide supplementary documentations. Please provide you responses in an Excel format. Supplementary documentations can be provided in Excel, Word or PowerPoint formats.

Ref.	Functional Alignment
1	Describe the product offerings to support AIIB's Travel Management System as per the requirements provided in Section 7.1. Please state if you do not have a solution offering for any of the AIIB's lifecycle
2	Describe the solution (s) delivery approach to support AIIB's TEM e.g. one system with one database for all modules, multiple systems with separate databases etc.
3	Describe the solution (s) delivery approach to support AIIB's TEM integration requirement e.g. ODATA, API, SCP etc.
4	Describe the sizing metrics of the proposed solutions i.e. number of users, number of modules, performance capacity, other metrics where relevant etc.
5	Describe what unique functional factors differentiate your solution (s) from that of other vendors?
6	Describe the best practice of implementation approach and roadmap to meet AIIB's requirements. This should address your overall solutions, including proprietary methods and/or tools, project team, timeline etc.
Strategic Alignment	
7	Describe relevant examples of your solutions implemented with modern IT solutions and architecture design principles for MDBs, commercial banks or FIs i.e. digital, blockchain, cloud-native, omni-channel, data analytics etc.
8	Provide a summary of your overall strategy. Describe the evolution and strengths of your related solutions, including evidence of the inclusion of ongoing thought-leadership, best-in-class practices, and new IT innovation capabilities
9	Provide a summary of your plans to evolve products and deliver additional functionalities relevant to market trends. What is the product's viability and planned roadmap?
Industry Experience / General Information	
10	Provide your product reference clients and track record with MDBs /commercial lending banks: - bank / institution - solutions description - implementation details / timeline - other relevant details
11	Has your related solution (s) been rated by 3rd-party vendors or by leading research analyst reports in the past 4 years i.e. in Gartner, Forrester Research etc.? If yes, what are the ratings and quadrants positions? (provide supporting documentation)

Annex B: EOI Form

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

Expression of Interest (EOI) by Firm

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. Answered sheet - Vendor's response to the functional requirements , as requested in 7.1 of TOR (sheet in excel)
(as your Attachment 1)**

**IV. Answered sheet - as requested in 7.2 of TOR (sheet in word)
(as your Attachment 2)**

V. 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

VI. 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 Policy on Prohibited Practices of AIIB, which can be found on

<https://www.aiib.org/en/policies-strategies/operational-policies/prohibited-practices.html>

[Signature:

Name of the firm's authorized representative:

Position]