Request for Proposals

For
Electronic Invoice
and
Travel Management System

Burke is seeking to develop a long-term relationship with a technology vendor that provides critical services in the areas of accounts payable/invoicing and travel reimbursement/payment. Burke is a community center in the State of Texas, a unit of local government, and is a 501(c)(3) non-profit agency governed by a nine-member Board of Trustees. We are a major behavioral health provider, serving over 11,000 individuals annually in a comprehensive array of mental health, intellectual and developmental disabilities, early childhood intervention, integrated healthcare and substance abuse services. The goal is to move current manual paper based transactions related to all expense invoice and travel payments to an electronic paperless processing system. We are seeking a relationship with a vendor that will support our needs today, and that will be capable of supporting the growth and development of our Center's programs. Burke desires a partnership with a vendor that is able to meet the challenges of continual changes to healthcare and health IT in Texas and the United States.

Burke currently processes approximately **3,100** invoices per month and approximately **325** travel expense reports per month.

Travel:

Burke travel expenditures are paid as advances, reimbursements and direct bill.

- Rental cars, company vehicles and personal mileage reimbursement are included in Burke's travel methods.
- Hotels stays in Texas are subject to approved state rate limits.
- Meals are subject to per diem limits.

Credit Cards:

Credit cards are issued under individual card holder names and some are issued under department names. Below is a list of the current credits card accounts being managed:

- Walmart
- Sam's Club
- Lowes
- MasterCard
- Conoco

Burke's Annual Report may be viewed at the following link:
http://myburke.org/about/annual-report-fy2016/

All communication regarding this RFP must be in writing and addressed to: david.baker@myburke.org. The subject line of all communications must include: Invoice/Travel Proposal and your company name.

All questions must also be submitted via email to david.baker@myburke.org and must be received by **11:59pm CST on April 20, 2018**. Responses to questions received by this deadline will be provided no later than **April 24, 2018**.

Milestone	Date
RFP Issued	04/11/2018
Vendor Questions Due	04/20/2018
Responses to Questions	04/24/2018
Proposal Due to BURKE	04/30/2018
Vendor Demos	05/01/2018-05/11/2018
Initiate Negotiations	05/16/2018
Implementation	06/01/2018-08/31/2018
Go-live	09/01/2018

Guidelines for submitting proposal:

- Proposal submission method (email) to: david.baker@myburke.org
- Include "Invoice/Travel Proposal" and your company name in the subject line
- Format: PDF or MS Word

Submissions should include relevant information about your company and the proposed solution including pricing information for initial set up and continued use, support and maintenance. Additionally, your proposal should provide information related to the items in Attachment A.

Any contract award resulting from this RFP will be based upon the most responsive proposal that is the most advantageous to the Client over the life of the project in terms as determined by Burke in its sole discretion. Burke reserves the right to:

- Reject any or all proposals and discontinue the RFP process without obligation or liability to any entity;
- Hold subsequent face-to-face or telephone interviews for clarification and/or negotiation purposes. Interviews will **not** be solicited for the purpose of completing incomplete proposals.
- Waive any defect, irregularity, or informality in any proposal;
- Accept a proposal other than the lowest-priced proposal;
- Award a contract on the basis of initial proposals received without discussions or requests for best and final offers;
- Request additional information or clarification from Proposers, which information may vary by Proposer(s);
- Request best and final offers from any or all Proposers;

- Accept proposals from one or more Proposers;
- Procure the services in whole or in part by other means.
- Award more than one contract; and
- Not award any contract.

Following contract award, the contents of all proposals may be made available upon written request. Therefore, **any information contained in your proposal that is deemed to be proprietary in nature must clearly be so designated in your proposal**. Such information may still be subject to disclosure under the Public Information Act depending on opinions from the Attorney General's office.

ATTACHMENT A

Technology

1. Does the application require a client installation of any kind?
2. Are the proposed solutions audited regularly for compliance with global standards for security and service management?
3. Are the provider's policies and practices in compliance with privacy laws and/or standards?
4. Is the provider HIPPA compliant?
5. Does your product integrate with 3rd party applications?
    a. If so how do they integrate?
6. Please describe your release schedule and methodology for updates to your solution.
7. Does your service include the cost of these updates?

Service Deployment Expertise/User Experience/Training

1. Please describe your standard implementation process.
2. What training and training materials are provided?
3. Do you provide a change management toolkit, and if so, what is included?

Service and Support

1. Describe the different service/support programs offered.
2. What are the hours for phone support?
3. Where is your customer support center located?
4. Is documentation covering all major components of the proposed system available?
5. Is self-service online help available? If so, describe the services and resources available.
6. What is the average response time to reported issues from your support team?
7. How are critical issues handled?
8. What are your escalation procedures?
9. What procedures are in place to monitor problems throughout the customer base?
10. How do you communicate service outages and resolutions to customers?

11. Do you offer an option for end user support?
12. Are clients assigned a dedicated Account Manager?

TRAVEL

General Features

1. Do you support a one-click expense report?
2. Describe the service's ability to charge expenses to different overhead pools, project numbers, and/or other client-defined allocation units.
3. Does the application provide the ability to enter purpose, overall document comments, transaction comments, and reviewer comments?
4. Can reviewers/approvers partially approve an expense report?
5. Is the service able to provide different approval paths for different users?
   a. If so are these all included in the setup fee?
6. Can an expense report be routed automatically to two or more managers based authorized approval criteria such as report totals or exceptions?
7. Can the service be configured to require manager approval prior to employee reimbursement?
8. Does the solution support the ability to split expense report at a line item level to uniquely route items charged to different projects or cost centers or different managers?
9. Are there capabilities in the system to allow a delegate (i.e. administrative assistant) to access the system to complete an expense report on behalf of the traveler?
10. Can administrative email reminders be sent to managers alerting them to outstanding reports that require approval?
11. Does the service have the ability to "dun" or remind managers when expense reports are awaiting their approval?
12. Does your service have auto-email reminders to include required receipts?
13. Does your service have auto-email reminders for manager approvals?
14. Does your service have auto-email reminders for aging, un-allocated credit card transactions?
15. Are there additional charges for email reminders and notifications?
16. What notifications can be configured at the user level? Eg. report rejected, approved, etc.
17. Does your system send payment notifications to users?
18. If an approver is delinquent in approving an expense report, can your solution be configured to escalate the report?
19. Describe your products ability to support multiple ledger configurations.

Employee Spend Tracking

1. How does your solution track employee spend?
2. How does your solution track the cost per employee and provide reporting at this granular level?
3. Please describe your employee import capabilities.
    a. Can you load an employee list from an outside database?
    b. How is this accomplished?
4. What auditing rules can be enforced relating to amount spend by employee?

Imaging/Receipts

1. Does the service offer an integrated receipt imaging service?
    a. Does it require interface to third-party imaging software provider for receipt digitization?
    b. Do you require receipts to be mailed somewhere prior to digitization?
    c. Is the imaging service completely hosted by you?
    d. Do you support scan and attach capabilities?
    e. Can users attached receipts from their mobile device?
2. Describe how receipts are handled or managed within your solution (bar-coding, imaging, etc.)?
3. What is your ability to link to third party repository of receipt images?
    a. Please provide details, including own repository solution.
4. Does your system integrate with imaging applications?
    a. If so, which applications?
    b. Please describe the integration process with imaging applications.

5. For faxed receipts, can multiple users send images simultaneously without receiving busy signals?
    a. How do you manage this?
6. Describe the retention management and access for receipt images.
    a. How long are receipt images stored online?
    b. How long does it take to access an image?
    c. If images are moved to secondary storage, what is the process for user access and associate amount of time to fulfill a request?
7. Please indicate the number of images you process on a monthly basis.
8. What are user scanning hardware requirements?

   a. Is this hardware provided by you?
   b. What are your scanning hardware recommendations and list approximate costs, if applicable?

9. How many current implementations of this interface have been achieved?
10. Describe how the system creates an ID for an individual expense report and related items (i.e. images or other types of files).

Cash Advance

1. What cash advance functions are provided?
2. How does your system automatically flag unsettled advances?
3. Does your system notify employees and supervisors if advance is unsettled?
4. Does your service provide configurable business rules to enable monitoring of policy exceptions?
   a. Does this include control over the visibility of such exceptions?

Audit & Control

1. Does your service provide the ability to electronically audit electronic receipts information received from vendors?
   a. If yes, please provide a list of relevant information that can be electronically audited on an expense report. For instance, refueling charges on a car rental receipt, mini-bar on a hotel receipt, etc.
2. Is there an audit trail/log that tracks any alterations to an expense report?
3. Is there an audit trail/log for administrative changes within the application?

Vendor Invoice Management

Solution Functionality & Configuration

1. Is the solution capable of accepting invoices in electronic formats?
   a. If so, which formats and how?
2. Is any special equipment required to submit invoices to the platform?
3. Does the solution allow for batching and submission of invoices?
4. Please explain the solution's scanning and optical character recognition capabilities.

5. Does the proposed product offer outsourced imaging services?
    a. If so, does this service include in-house, outsourced or both?
6. Please describe the process from receiving to imaging, including what items you will image.
7. Does the solution have metadata that is searchable? If so, please explain.
8. Does your organization maintain a strategic roadmap for product development?
    a. If so describe, or explain how your organization demonstrates a commitment to future product development.
    b. Please identify major releases of the proposed product over the last two years.
9. How long has your proposed product been on the market, what is the current release number, and when was the latest version released?
    a. Specify number of clients currently using the latest version of the proposed product in production.
    b. We would also like to know what are the top clients in our specific vertical as well as 2-3 that are similar in size to us.
10. Provide a review of the proposed product's history, including acquisition or merger details regarding the product's functionality and/or technology, and your organization's commitment to provide continuing support. Include a description of staff experience and qualifications specific to the proposed product.
11. Does your solution allow vendor access?
    a. If so, please describe how they access the system and what functionality and capabilities they have within the system.
12. Please explain how invoices get coded to the proper GL account.
13. Please explain your solution's workflow functionality for the routing and approval of invoices.
14. Can workflow rules be pre-determined and managed without IT intervention? (e.g. assign a workflow administrator to manage rules)
15. Can exceptions be configured?

a. Can audit rules be exception based?

b. Does solution identify exceptions at point of entry?

c. Does solution process based on specific audit rules?

d. Does solution provide for duplicate invoice validation?

16. Also is there a notification sent out if someone has something in a queue and does not work the invoice?
    a. If so what is the format?

Integration

1. Which Finance/ERP system(s) does your product integrate with? If you integrate with more than one Finance/ERP system, please specify which ones.
2. What integration methods are available to allow your product to interact with external systems?
3. Can invoice images be directly accessed from within the Finance/ERP system?

Architecture

1. Please provide a full technical specification for your solution, including platform (hardware, operating system, and network) requirements and underlying database.
2. Please provide a description of your technical architecture.
3. Describe how you ensure the proposed solution will have responsive performance in production.
    a. What type of testing do you suggest?
4. Describe any additional platform requirements that may be required.

Database & Conversion

1. Which databases are supported by your system?
2. Does your software use a proprietary database or imposed data model?
3. Describe your conversion process for loading existing data for new customers.
4. Does the solution archive invoice and payment information?
5. For how long does the solution store invoice information?

Reporting

1. Provide an overview of the reporting capabilities of the solution.
2. Provide examples of the types of standard reports the system provides (e.g. accrual reports, performance metrics, spend analysis, etc.)
3. Describe the flexibility of the system to build custom reports.
4. From a contract and vendor management perspective, can the system perform analysis on spend and performance by vendor/supplier?
5. Is it possible to view reports of all invoices related to a particular contract, cost center, or project?
6. Is it possible to output report results in CSV format for MS Excel?
    a. What additional output formats are available?
7. Is it possible to schedule reports and have them automatically run and delivered to individuals (either system users or non-system users)?