**SAMPLE RFP TEMPLATE – EXPENSE MGMT SYSTEM**

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# Company Overview

## Company Information

1. Company Name:
2. Headquarters Address:
3. Headquarters Phone:
4. Company Website:
5. Contact Person for this RFP:

## General

1. Describe the history of your company, including background and experience of the current executive team.
2. For how many years has your company has been providing expense reimbursement programs to corporate clients?
3. What is your customer retention and renewal rate, i.e., what % of your customers stay with you from one year to the next?
4. Provide a brief overview of your product(s) with a summary of the functionality. Indicate if the product(s) was developed by your company or purchased.
5. What unique features do you have that give your company a competitive edge in the expense management industry?
6. What improvements or investments is your company planning for future capabilities and/or services?
7. What data and/or tools can you provide to help our company assess the return on investment (ROI) from your product?
8. What is your product roadmap over the next 12 months?
9. How do you differentiate your offering from those of your competitors?

# Functionality

## General Features

1. Is there a limit to the number of expense types?
2. Can expense types be grouped?
3. Does the system allow for multiple general ledger codes for the same expense type?
4. Can GL codes be established for each ERP (or country)?
5. Can your system maintain a list of employees for reimbursement?
6. Explain if you offer any pre-trip approval functionality and how it works.
7. Describe the various approval routing workflow configurations that are possible within your system.
8. Can line items on the same expense report be routed through different approval workflows?
9. Can certain line items on an expense report be returned, while others are approved and reimbursed?
10. How does your system receive data feeds from the travel providers and from corporate credit card providers?
11. Do you have an integrated Pre Authorization module?
12. How flexible is the Pre Authorization module?
13. Can you create encumbrances automatically in our financial system?

## User Experience and Convenience

1. Does your system offer an easy-to-use, intuitive experience for our end users?
2. How do you ensure employees can easily and quickly find the correct expense type when creating their expense reports?
3. Do you offer business rules to drive compliance at point of entry?
4. Do you provide for routing rules and escalation by division, cost center and expense type?
5. Can users split receipts across multiple GL codes (by percentage or amount)?
6. Does your system have a way to remind end users to include required receipts?
7. Can users and administrators view status within workflow (prepared, approved, rejected, submitted, adjusted, paid)?
8. Are there notifications to users on status changes?
9. Proxy capabilities – can one person enter expenses or approve expenses on behalf of another?
10. What visibility does your solution offer as far as distinguishing charges between attendees at client lunches/outings?
11. Does the solution offer simple searching capabilities for allocation groups (not a dropdown)?
12. We require receipts be attached to every line item; how can employees satisfy when being reimbursed for mileage?

## Configuration

1. How configurable is the system? For example, can administrators add/change expense types? Does that require consulting or custom code?
2. Can additional data capture fields be added to an expense report or a line item without custom coding?
3. Can an Administrator easily define and configure business rules for audit purposes within the system without the need for special programming skills?
4. Does the system provide support for having multiple travel policies for groups of users in a single environment?
5. Does your system include ongoing configuration changes should we need configuration assistance?
6. Describe your ability to charge expenses to different overhead pools, project numbers and/or other client-defined allocation units.
7. Does the system allow for client-initiated changes to your service environment (i.e. self-administered), or are configuration changes executed by submitting change requests through the service provider? Is there a fee for configuration changes?
8. Explain how your system can integrate and maintain tables with government per diems. How often are the per diems updated and what method is used? Do you support CONUS and OCONUS tables?
9. Can your system differentiate between allowable and unallowable reimbursable expenses in a government contractor environment?
10. Does your system allow for multiple hierarchy levels?

## Integration and Interfaces

1. Describe how data interfacing is scheduled for your system. Do you have the ability to set multiple import/export runs to allow each global region to achieve “overnight” processing?
2. Describe how your system can be configured to provide general ledger output to several ERP systems in use by the same company.
3. List the major ERP and HR systems with which you routinely integrate.
4. What file transfer methods are used?
5. Is data always encrypted?

## Mobile Access

1. Describe how access on mobile devices is provided. Does your system require users to download and continuously maintain “apps” for mobile access?
2. What devices, operating systems, screen sizes and formats are compatible with your mobile platform?
3. What browsers are required for mobile access?

## Imaging and OCR Capabilities

1. Explain the ways in which users can send images, such as receipts, to your system. How can they then be captured and matched to expense reports?
2. Does the system offer an integrated receipt imaging service?
3. Can you read receipts via OCR, extract all key data and place it into the end user’s expense report?
4. What extra fees do you charge for OCR processing?
5. Describe how the imaging service captures receipt images, stores and retrieves them.
6. Does the solution provide a native, simple way to submit receipts that modifies improperly oriented images?
7. Does it require interface to third-party imaging software provider for receipt digitization?
8. How can users easily attach receipts from their mobile device?

## Travel and Corporate Card Integration

1. Can your system integrate with multiple travel management companies or global distribution systems (GDS)?
2. Describe if or how our internal travel policies can be integrated into the travel solution.
3. Does the system have the ability to pre-populate an expense report using feeds from multiple corporate credit card sources?
4. Does your service monitor transactions across the enterprise for duplicate charge-card transactions? If yes, how?
5. Can your system be used to manage purchase cards, meeting cards and ghost (direct bill) cards? If so, does it use the same process that is used for travel cards?

## Cash and Corporate Card Reimbursement Options

1. Detail the methods you offer to track and reconcile cash advances.
2. Can you directly reimburse employees via ACH or other methods?
3. Does your system support reimbursement to corporate cards for approved charges?

## Global Deployment and Service Capabilities

1. How many countries has your system been deployed in?
2. What languages are supported by your system?
3. Can you support multiple languages from a single instance of your corporate expense management application?
4. Can expense reports be submitted across multiple languages with auto-translation from one language to another for submittal in one language and approval in another language?
5. Provide a summary of how your organization converts currencies when processing international expense reports.
6. How do you keep your systems in compliance with regulatory and tax requirements in countries other than the USA?
7. Does the solution offer VAT reclamation without the use of an API?
8. How can the system be configured to support tax requirements, per diem rules, travel allowances (e.g., Germany) and date and currency formats?
9. We have employees who live in multiple countries and incur expenses in multiple currencies; what is the process for reimbursing employees in multiple currencies?
10. Does the solution store historical currency exchange rates?

## Expense Management - Approving Manager Capabilities

1. Can a manager approve expense reports directly from their mobile device, without having to log in?
2. Is the system able to provide different approval paths for different users?
3. Is the workflow configurable without the need for programming?
4. Can an expense report be routed automatically to two or more managers based on authorized approval criteria such as report totals or exceptions?
5. Can an expense report be routed automatically based on cost center or project codes applied to the expense report?
6. Does the system have the ability to “dun” or remind managers when expense reports are awaiting their approval?
7. Can managers approve expense reports with full visibility of the expense report, including details of each entry, credit card charges and receipt images?
8. Can expenses be approved at the line-item level (i.e., some items are rejected while others are approved on the same expense report)?

## Management Reporting Capabilities

1. Does your solution include a true business intelligence solution included in the cost of the base service? If not, what are the additional costs for reporting?
2. Describe the business intelligence tools provided for analysis of our travel and expense spending data.
3. Is the business intelligence solution integrated with the corporate expense management service and to what extent (e.g., mapping, single sign-on, security)?
4. Does this reporting allow for the capability to manipulate and analyze the data?
5. Does your reporting tool allow us to compare travel (what was booked) and expense data?
6. Is there a single instance database for international/domestic reporting?
7. Do you provide standard reports and dashboards?
8. To what degree can administrators create their own ad hoc and custom reports using your system?
9. Does your Intelligence tool support scheduling and report bursting?
10. Are there additional charges for Business Intelligence reporting?

# Project/Account Management

## Implementation/Training

1. Please describe your implementation approach and the methodologies associated with your solution. Do you implement using your own staff or do you offer implementations via third party consultants?
2. What resources are required on your side as well as the client’s side?
3. Provide an overview of your training programs and delivery methods.
4. Provide an overview of your customer support and maintenance services.
5. What is the experience level of your service and support staff?

## Account Management

1. Detail the structure (positions and duties) of your proposed account team.
2. If you intend to outsource any part of this business to a subsidiary, third party relationship or supplier, please detail the portions you would outsource and the process you will use to manage it.
3. Provide an overview of how you communicate with and support your clients.

## Customer Service

1. Describe your capability to support our company and its program administrators.
2. What are the hours that your telephone support is available? Is it US-based or do you “offshore” some or all of your support functions?
3. Please explain how you keep customers informed of any interruptions or irregularities of service and

 their resolution.

1. Describe how customers can request enhancements and/or modifications to the provided software. Include the frequency with which new releases are typically made.
2. Detail any technology investment initiatives you have under way that would affect your customers.
3. What changes do you foresee in the industry and how will you work with your clients to minimize the impacts and incorporate the required changes?
4. How are system upgrades/updates handled with your SaaS offering? How much notice is typically given to customers, and what method is used? What is the usual frequency of updates being applied, and at what time of the day and week?
5. What auto email messages can your system generate?
6. Does your system have auto-email reminders for aging, un-allocated credit card transactions?
7. Are there additional charges for email reminders and notifications?

# Information Security

## System Security

1. Describe in detail your process for protecting the identifying information you receive such as employee names, addresses, credit card information, etc.
2. Detail the security features and location of your data center(s).
3. Describe the security procedures used to prevent unauthorized system access or data fraud. How do you maintain data integrity and quality?
4. Please provide your Disaster Recovery Plan and SSAE 16 Audit report.
5. What level of system uptime are you willing to guarantee?

## Quality Assurance

1. Outline your company’s quality control procedures and policies.
2. Does your company adhere to accepted standards such as SSAE 16? Please elaborate.
3. Do you provide a separate QA/Test environment, independent of the Production environment? What are the additional costs for this, if any?
4. Provide a sample Service Level Agreement.

# Pricing

1. What are your proposed payment terms?
2. Describe your pricing model. For example, is the use of your software priced per user, per site, per transaction, etc.?
3. Do you charge for product enhancements?
4. Is there a cost for multiple points of integration, such as ERP, HR systems, credit card vendors or multiple cases of each?
5. Is there a cost for changing business rules, policies or user interfaces after implementation?
6. Please describe any and all features and/or services that will cost extra.