

RFP 25-26

Travel and Expense Management Platform

Questions and Answers

March 25, 2025

Q1. Will the university consider implementing a new wholly owned instance of SAP Concur, or are they moving off this technology to a different system?

A1. Please see the RFP that is posted. It details what we are looking for and is open for vendors to provide us their best option in your proposal.

Q2. Are you looking for a turnkey software solution?

A2. A turnkey software solution is fine if it exists, but customization might be needed to meet all of our needs that are detailed in this RFP.

Q3. Are you looking for custom programming services?

A3. We are open to consider what a vendor needs to provide to meet all of our needs that are detailed in this RFP.

Q4. Are you open to custom development to achieve your technical requirements?

A4. We are open to consider what a vendor needs to provide to meet all of our needs that are detailed in this RFP.

Q5. What is the approximate spend on Travel & Employee (T & E) expense?

A5. Our previous fiscal year, we spent between 18 and 19 million dollars.

Q6. What percentage of T & E expense occurs on a personal card?

A6. We do not have a definitive percentage, but MSU currently doesn't mandate travel cards, and we know that a significant percentage of our travel expenses are on personal cards. We do expect the usage of travel cards to continue to rise and lower the amount of expenses on personal cards.

Q7. Do you experience rogue and/or non-policy expense?

A7. There are some rogue expenses that happens. Policy must be followed to receive expense reimbursement. This software will help us limit rouge and non-policy expense.

Q8. Are you open to a solution that gives you the capabilities in a single, all-inclusive platform with T & E, travel cards, purchase card, receipt management, AP Automation with a significant cash reward benefit, little to no platform cost and no cost for cards?

A8. No. We currently have a p card program that is separate from our travel and expense platform. Refer to the RFP for integration requirements with existing platforms.

Q9. Do you currently use any of these purchasing card, event card, travel card, fleet card

A9. Yes.

Q10. If you do, what is the annual spend on those cards

A10. \$70 million estimated spend.

Q11. Does your current card provider offer a robust receipt management, policy management, automatic accounting coding capabilities at NO cost?

A11. This question is not applicable to our current structure.

Q12. Is this project for T & E already approved and budgeted?

A12. Budget approvals are handled internally, and we are proceeding with the RFP process accordingly.

Q13. Was the RFP drafted entirely internally or were there any external companies, individuals involved in its preparation?

A13. RFP documents are drafted internally to fit the needs of the requestor.

Q14. Are there any specific dates or timelines critical that would drive a decision timeframe for this project?

A14. The only specific dates we have that are critical are in section 5 of the RFP. Dates concerning a vendor's operation plan should be submitted by vendors in their technical proposal. We understand these dates provided will be estimates.

Q15. Can you Share your compelling reason to be moving off of the Concur Expense Platform?

A15. The RFP provides details on our needs, and we remain open to various platform solutions, including Concur.

Q16. Do you use an OBT or TMC today and if so, what applications are you using?

A16. Yes, Concur and Altour.

Q17. Can you please clarify who will be using the system (faculty and/or students)?

A17. Faculty and Students will be using the system.

Q18. What is the total number of expense reports submitted annually including out of pocket and Regions Bank Credit Card Reconciliation?

A18. Current total expense reports per year are between 26,000 and 30,000. One expense report can include out-of-pocket expenses along with Regions Bank transactions.

Q19. Please share your plans for implementation timing given that the Contract is planned for May 1.

A19. Contract is planned for May 1, and we are expecting an implementation plan to be given in the technical proposal. Vendors should provide implementation timing in their operation plan for us to review. We understand that the implementation plan provided by vendors will include estimated dates.

Q20. We would appreciate the opportunity to submit the proposal electronically instead of providing hard copies. Is that a consideration? If not, would you consider an extension to the deadline by one week to accommodate production, packaging and delivery?

A20. Unfortunately, we can't accept electronic proposals at this time. We will not consider an extension deadline at this time.