Request for Information

Travel Voucher Audit Management System

Purpose

The Department of Homeland Security (DHS), U.S. Customs and Border Protection (CBP), Office of Finance (OF) is issuing this Request for Information (RFI) to obtain industry product/solution input and ideas for a Travel voucher audit workflow and tracking system.

The proposed Travel Voucher Audit Management system would be able to support an interface with CBP's SAP Financial System and is expected to meet all government standards for privacy and security including those unique to DHS and CBP.

Currently, the majority of CBP's travel audit process is performed manually where technicians input data and maintain audit files for each document tagged for audit. During FY 2022, CBP processed 4,749 post payment travel voucher audits. The overall CBP audit processing volume will continue to grow annually in a post-pandemic environment.

System Capabilities

CBP has determined that the scope of the audit tracking and workflow system should meet the following capabilities:

- Ability to statistically stratify and flag voucher documents for audit based on custom CBP business rules;
- Ability to upload and merge data and link from multiple sources, to include: Citibank credit card transaction detail and cardholder detail files, Travel system authorization data, SAP Business Warehouse voucher reports;
- Create a queue of audit workload for technicians to be assigned and work on pre-determined basis (FIFO, load balanced, VIP traveler, etc);
- Automatically assign workload (vouchers to be audited) based on custom CBP business rules;
- Accommodate multiple user roles and levels of review;
- Ability to status workflow documents:
  - **Open** Status (Audit ready to be assigned)
  - **Assigned** Status (an Auditor was auto-assigned)
  - **In-Process** Status (Auditor began working in Audit)
  - **Hold Status** (Auditor is waiting for traveler supporting documents)
  - **QA Review** Status (Audits selected for QA Review)
  - **Returned** Status (QA returned to auditor for rework)
  - **Completed** (Audit completed)
  - **Debt Management** – Provided to debt management team
- Allow upload various document types to the solution
- Timestamp and track work data/notes resulting from the auditor's review;
- Ability to and generate into a standardized audit package (PDF or similar) that can be retained by CBP;
- Track last date of contact with the traveler;
- Ability to systemically identify when travelers were overpaid and flag for action;

- Automatic email capabilities to alert Travelers that their voucher has been selected for audit;
- Provide automated workflow that balances workload and allows the work item (travel voucher) to be worked by multiple teams (ex. Audit, Quality Assurance, Debt Management, etc);
- Provide a simple and modern user interface;
- Deliver real-time management statistics and ad hoc reporting capabilities to include but not limited to:
  - Management statistics of employee throughput
  - Individual statistics throughput (by auditor)
  - Audit status
  - Quality assurance (QA reviewed)

System Compliance

CBP has determined that the new travel voucher audit management system should meet the following compliance standards:

- System must be FEDRAMP certified;
- Compliance with Federal Enterprise Architecture;
- Compliance with Section 508 for accessibility;
- Financial Systems Integration Office (FSIO) compliant;
- Support Government Performance and Results Act (GPRA) requirements;
- Compliance with DHS Information Security Policy, identified in MD4300.1, Information Technology Systems Security Program, and 4300A Sensitive Systems Handbook;
- Federal Systems Security Standards (FISMA);
- Internal and external control compliance

Performance

The system shall accommodate approximately 25 users with the capability to expand. The system shall be able to receive and report on approximately 10,000 audits annually.

Implementation Services

Besides meeting the requirements listed above, the vendor shall provide the following implementation and hosting services for the travel voucher audit system:

- Allow for software to be implemented on premise in a CBP facility or provide centrally hosted Software as a Service (SaaS) licensing model;
- Initial configuration of system administration tables;
- Training for CBP administrative staff and end-users;
  - Following the classes, the students shall be able to process authorizations and vouchers in the system and shall be able to administer the system.

Hosting Requirements:

- 24x7x365 web-based internet access and availability of its audit management system in a

Federally-compliant information technology (IT) infrastructure;

- Facility and site management that includes the highly secure maintenance of facility, network, operating systems (OS) and data;
- Application implementation management that includes software installation and maintenance tasks such as release and data management;
- Application administration support, such as maintenance of per diem, mileage rates, taxes and other regulatory updates;
- Agency hosting support designed and maintained to achieve Authority to Operate (ATO) and Certification & Accreditation (C&A) with DHS, CBP, and Federal agency requirements;
- Support for one application environment (production) in the C&A environment and one other non-C&A environment for testing, development, and training.

Technical Support:

- Technical support shall be available from 8:30 AM ET to 5:00 PM ET Monday- Friday, except government holidays. Emergency technical support shall be available 24x7x365.

Responses shall include

- Current Support Portfolio – Federal Government agencies implemented and/or supported;
- SAP Public Sector Integration experience and references;
- Availability on Federal Government and Department of Homeland Security (DHS) procurement vehicles (i.e., GSA Schedules, DHS blanket purchase orders, other existing contracts, etc.) – provide specific procurement vehicles;
- Pricing methodology for software and support (i.e., level of effort by hours/days/months, by users, transactions, module, etc.) and software as a service tier pricing if applicable;
- Implementation timeline to include possible phased approaches (i.e. by major functionality, number of users, other types of phased releases);
- Capability Maturity Model Integration (CMMI) level – specify certification level if applicable;
- Architecture design for infrastructure

Structure of responses

- Electronic responses preferable;
- As part of response, include 1 - 2 page summary