

Exhibit 3 – Travel System Requirements Technical Integration

ERP

Bi-directional integration (modern APIs such as REST, OData with no rate limits) with ERP system – SAP S/4HANA On Premise (SAP S/4HANA 2023).

Identity and Access Management

SSO with SAML 2.0 and/or OAuth 2.

Role-based access control (RBAC).

User provisioning.

External Services

Airline support.

Per diem programs (domestic, non-foreign, foreign).

GovTravel lodging programs.

Integration with risk/safety tools (e.g., travel tracking / duty-of-care providers).

Corporate credit card provider integration.

Security and Compliance Requirements

Security Standards

Preferably FedRAMP. Describe whether FedRAMP is an option or not.

Data encryption in transit (TLS 1.2+) and at rest.

MFA capabilities.

Secure mobile access and device permissions.

Data Protection

The Travel Solution and all of its data storage facilities where ORNL data will reside, including those for Disaster Recovery, MUST be located in the continental United States. Data retention and purge options. ORNL is subject to the Federal Information Security Management Act (FISMA) requirements.

PII handling, including traveler passport/ID information.

Incident response policy and breach notification timelines.

Audit and Governance

Detailed system audit logs.

Access audit reporting.

Change tracking for travel and expense documents.

Technical and Architectural Requirements

System Architecture

Cloud-hosted SaaS (or on-premise options if applicable).

High availability (99.9% uptime or better).

Disaster recovery plan.

APIs and Data Access

Open APIs for pulling data into BI/reporting tools for all data points (workflow, change tracking, audit logs, etc.)

Flat-file integration capability (SFTP).

Support for custom fields and metadata.

Performance

Page load performance expectations.

Usability and User Experience

Modern, responsive UI (desktop/mobile/tablet).

Mobile application for booking and expenses.

Accessibility compliance.

Traveler profile storage, including preferences.

Reporting and Analytics

Standard dashboards for spend, policy compliance, trip volumes.

Ability to build custom reports.

Export to Excel/CSV and API-based (with no rate limits) data extraction.

Policy and Compliance Requests

Configurable travel and expense policies.

Automatic pre-trip authorization workflows.

Hard/soft policy rules with alerts.

Audit queue for expense review.

Risk and safety vendor integration (travel alerts, location tracking).

Vendor Support and Implementation Requirements

Implementation timeline expectations.

Support model (24/7, ticketing, response SLAs).

Training materials, video tutorials, helpdesk tools.

Data migration capabilities (profiles, historical data).

Customer success manager availability.