



Travel System

Request for Information Overview

Oak Ridge National Laboratory (ORNL) is a multi-program science and technology laboratory managed for the Department of Energy (DOE) by UT-Battelle, LLC under Prime Contract No. DE-AC05-000OR22725. Scientists and engineers at ORNL conduct basic and applied research and development to create scientific knowledge and technological solutions that strengthen the nation's leadership in key areas of science; increase the availability of clean, abundant energy; restore and protect the environment; and contribute to national security.

UT-Battelle, LLC (the company) is seeking a response to this Request for Information (RFI) for a modern travel solution to replace some or all of the current travel system, while enhancing the laboratory's travel business functions. The existing travel system is a 25-year-old, homegrown system that has limitations in functionality and reporting.

There are approximately 7,000 employees at ORNL. The travel data for the last three years is below:

Year	Traveler Count	Trip Count
2023	4,200	13,500
2024	5,000	17,000
2025	4,800	16,400

The new integrated travel system will provide more effective transaction processing from the initial travel request through the end audit functions. The new travel solution will serve to streamline the travel process, improve the user experience, and provide staff with greater reporting and analytics capabilities.

Disclaimer: This RFI neither constitutes a solicitation, Request for Proposal (RFP), Invitation for Bid, or promise to issue an RFP in the future, nor does it restrict UT-Battelle, LLC to an ultimate acquisition approach. This RFI is issued solely for information and planning purposes and should not be construed as a commitment of any kind. RFI submission is not required to be considered for inclusion on the invitation to bid at a later date.

SCOPE – The scope includes replacement of some or all of its current travel systems while meeting cyber security requirements, and the capability to deliver the following functionality:

- Travel reservation requests
- Online reservations
- Expense reimbursement requests
- Travel audit functions
- Travel analytics

- Multiple expense types
- Workflow approval determination
- Employee and external vendor/non-employee payments
 - Reporting functionality
 - Software that is cloud-based or on premises, Software-as-a Service (SaaS) model

Key areas required to support the upgrading of such a travel system include:

- Provide software that is cloud-based or on premises solution Software-as-a Service (SaaS) model.
- Provide an end-to-end travel system which contains all phases of travel request process including travel reservation requests, online reservations, expense reimbursement request and approval, travel audit functions, and travel analytics.
- Provide a system that meets Federal Information Security Management Act (FISMA) and regulatory requirements.
- Provide a system that supports complete compliance audits
- System configuration options that are easily adaptable and include a process for customization.
- System configuration that provides role-based security management and workflow approvals.

SUBMITTAL REQUIREMENTS – The RFI submittal requirements consist of a narrative summary overview of up to maximum ten (10) pages (excluding responses for Exhibits 1, 2, and 3) in length. The RFI response shall address the following:

- Describe currently available full-functioning travel solutions and capabilities.
- DOE/Federal Work Experience – summary shall identify relevant experience preferably working on a federal project. Provide contact information (email and phone no.).
- Provide examples of two (2) projects of similar size, scope, type, and function. Provide contacts (email and phone no.) from each project.
- Describe your methodology to meet security requirements and regulatory requirement for protection data.
- Company name, key contact, and address and Contact information for potential bidding process

Further information shall be provided to describe the system that best meets the preliminary requirements.

- High-Level Travel Processes Requirements, Exhibit 1,
- High-Level Cybersecurity & Data Protection Information Requested, Exhibit 2
- High-Level Technical Integration Requirements, Exhibit 3.

Responses Due: All responses will be electronic format and emailed to Terri Cleveland (clevelandtd@ornl.gov). All responses must be received no later than 12:00 PM EST on March 11, 2026. Additional questions should be submitted with response.