

## RFP: DASPS-2189-15– TRAVEL MANAGEMENT SERVICES– ADDENDUM # 2

### SECTION 1: PURPOSE

The purpose of this addendum is:

- 1.1 MODIFICATION OF SECTION 3.1 Minimum Requirements, sub-Section 3.1.1.3.
- 1.2 MODIFICATION OF SECTION 3.4 Round 1 Proposal Content Requirements, sub-Section 3.4.4.2.1 Booking.
- 1.3 CLARIFICATION OF SECTION 3.4 Round 1 Proposal Content Requirements, sub-Section 3.4.4.2.2 Agent Services.
- 1.4 CLARIFICATION OF SECTION 3.4 Round 1 Proposal Content Requirements, sub-Section 3.4.4.7.1 Standard Reports.
- 1.5 CLARIFICATION OF SECTION 3.4 Round 1 Proposal Content Requirements, sub-Section 3.4.5.1.1 Tools Provided.
- 1.6 CLARIFICATION OF SECTION 3.2 Minimum Submission Requirements, sub-Section 3.2 Proposal Layout.
- 1.7 MODIFICATION OF Attachment A Sample Contract, Section 1.3 Definitions.

### SECTION 2: MODIFICAITONS

New language is indicated by **bold underlined** font, deleted language is indicated by ~~strikethrough~~ font.

#### 2.1 CLARIFICATION OF SECTION 3.1 Minimum Requirements, Sub-Section 3.1.13:

Each Proposer must provide three references. Instructions provided in section ~~3.4.5~~ **3.4.9** of this RFP and attached hereto as Exhibit F.

#### 2.2 MODIFICATION OF SECTION 3.4 Round 1 Proposal Content Requirements, Sub-Section 3.4.3.2 History:

##### 3.4.3.2 History

A brief company history, not to exceed 3 pages, that includes locations, number of employees, gross sales, and number of corporate/government accounts. **For purposes of this Section.**

**“gross sales” means the total invoice value of sales before deducting discounts or making allowances for returns, or other adjustments.**

### 2.3 CLARIFICATION OF SECTION 3.4 Round 1 Proposal Content Requirements, Sub-Section 3.4.4.2.1 Booking:

The booking tool, including at a minimum:

- Real time search and booking capabilities, made available 24 hours a day, 7 days a week, with no additional charge **to maintain, set up, or customize the booking tool** and average downtime;
- Maintains Traveler profiles, with the capability of adding, maintaining user log in, changing or deleting profiles by users;
- Accessible on a smartphone or tablet
- On-line user support i.e. chat support etc.
- A secure website; password protected and contains a ticket and payment authorization system;
- Reservation confirmation screens;
- Permit the use of online changes to be made by the traveler (primary method) and the GDS (secondary method);
- Capability of saving trips or cloning trip;
- List contracted lodging, air, car rental, and rail suppliers;
- Identifying all state-contracted airfares and preferred travel vendors with an icon; Permit the use of the major Airlines Reporting Corporation (ARC) (Legacy Carriers) and non-ARC (Southwest and other Low Cost Carriers [LCC]) participating carriers. Permit the use of online changes and exchanges (change-modify functionality) for non-ARC participating carriers;
- Include a payment authorization system that allows for multiple billing/payment options for the Participating Entity to have available for the Authorized Users to select from which include payment by personal credit card and/or the Business Travel Account (BTA);
- Pre-trip approval process to obtain multiple levels of approval via an automated process. Capture information about the travel arrangements at the time of booking, i.e. travel itinerary details and trip approvals;
- Track and display onscreen to the Participating Entity unused tickets for all airlines by traveler name and provide residual value to the user as part of the booking process;
- Support specific Participating Entity policies identifying acceptable and non-acceptable travel rules;
- Identify and display state certified green hotels with customized icons and sort by priority within the lowest rate available. Ability to direct bookings to embedded or accommodated travel management services;
- Provide full content and full functionality with non-ARC participating

carriers.

- Provide the capability to input and transmit a frequent flyer rewards program number at the time of reservation.

#### **2.4 CLARIFICATION OF SECTION 3.4 Round 1 Proposal Content Requirements, Sub-Section 3.4.4.2.2 Agent Services:**

A description of the process for providing professional travel agent and related services to assist the Participating Entity in meeting its travel needs for various types of domestic and international business travel. **Proposer must have a** ~~Provide a Participating Entity with a~~ dedicated ARC number **if applicable**, International Air Transport Association (IATA) number, and pseudo city code. Proposer is responsible for all associated fees and must maintain them at no cost to the Participating Entity for the entire term of the Master Agreement. Include at a minimum:

- Issue a credit on downgraded exchanged tickets to the Participating Entity originally billed for the ticket. When a department/agency applies for a credit, the Proposer will promptly process the necessary paperwork and the credit should be applied to the Business Travel Account (BTA).
- Ability to access the state-contracted, discounted airfares and city pairs.
- Ability to book and integrate non-GDS/non-ARC carriers and the data within the booking process.
- Secure reservations via a GDS and provide automation to monitor fares on a scheduled basis for the reissuing of tickets when the fare has decreased.
- Offer the lowest available rates and fares for all travel reservations.
- Verify rates and fares for all tickets issued. In the event fares are reduced, the Proposer shall search out affected tickets and shall reissue them at lower rates.
- Assist, reconcile and resolve any problems associated with reservations and tickets (includes air, rail, lodging and car rental).

#### **2.5 CLARIFICATION OF SECTION 3.4 Round 1 Proposal Content Requirements, Sub-Section 3.4.4.7.1 Standard Reports:**

The process to provide and maintain at a minimum the following report types:

- Pre and post trip reporting;
- Fare savings/lost savings;
- ~~Fraud alerts;~~
- Policy compliance reporting including exceptions reporting;
- Top travel/markets/vendors,
- Travel booking analysis including online vs. offline transactions,
- Crisis management reporting, and
- Class of service required by travel policies and regulations.

## 2.6 CLARIFICATION OF SECTION 3.4 Round 1 Proposal Content Requirements, Sub-Section 3.4.5.1.1 Tools Provided:

A description of additional tools related to travel management services and technologies that Participating Entities may be interested in learning more about. These services should add value to and enhance the authorized users travel management experience. Some of the optional travel service level features identified at a minimum are:

- Ability to update the booking tool with **Hotel** properties not included in the Global Distribution Services (GDS)
- Statewide and nationwide travel agreements consulting
- Duty of care, risk management, and corporate liability planning
- Meeting and conference planning
- Automated user profile synch technology
- Automated travel planning and approval
- Automated airfare and hotel price tracking
- Automated invoice management
- Automated expense reporting
- Automated reimbursements
- Mobile technology

## 2.7 CLARIFICATION OF SECTION 3.2 Minimum Submission Requirements, sub-Section 3.2 Proposal Layout.

Proposals must describe in detail how the requirements of this RFP will be met and may provide additional related information. Proposals should follow the format and reference the sections listed in the Proposal Content Requirements section. Responses to each section and subsection should be labeled to indicate the item being addressed. ~~Cost information must remain separate, and be provided in the manner described below.~~

## 2.8 MODIFICATION OF Attachment A Sample Contract, Section 1.3 Definitions.

A definition of “Gross Sales” is added to the Sample Contract, as follows:

**“Gross Sales” means the total invoice value of sales before deducting discounts or making allowances for returns, or other adjustments.**

## 2.9 PROTEST

Protests to this addendum must be submitted in the same manner required in RFP section 3.3.4 and are due at 2:30 PM on February 7, 2017.