

RFP: DASPS-2189-15– TRAVEL MANAGEMENT SERVICES– ADDENDUM # 3

SECTION 1: PURPOSE

The purpose of this addendum is:

- 1.1 **MODIFICATION OF SECTION 3.16 POINT AND SCORE CALCULATION. Renumbering to add Services Provided Title to match Section 3.4.4 and remove a duplicate scoring area.**

SECTION 2: MODIFICAITONS

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

2.1 CLARIFICATION OF SECTION 3.16 POINT AND SCORE CALCULATION:

2.1.1.1 Company History / Experience

2.1.1.1.1 Key Person(s):

- How well does the Proposer describe all relevant information regarding the number, qualifications and experience of Key Persons(s) to be specifically assigned to this engagement?
- How do the Proposed Key Person's describe the Proposer's understanding of the needs of the participating entities
- How do the Proposed Key Person's demonstrate Proposer's commitment to the success of this program?

2.1.1.1.2 History:

- How well does the description of the company history and experience meet the needs of the Participating States?
- How well does the Proposer's history indicate its ability to successfully manage a travel program for many states?

2.1.1.1.3 Account Size:

How well does the Proposer outline its company's infrastructure including role descriptions, account size, and organizational charts for the proposed service and staff configuration?

2.1.1.1.4 Staffing:

How well does the Proposer describe its staffing plan (including the number of travel agents) based on estimated volume of travel, describe how you would configure and service Participating Entity and Authorized User accounts?

~~2.1.1.1.5 Staffing:~~

~~How well does the Proposer describe its staffing plan (including the number of travel agents) based on estimated volume of travel, describe how you would configure and service Participating Entity and Authorized User accounts?~~

2.1.1.2 Services Provided

2.1.1.2.1 Travel Management:

How well did the Proposer describe the Authorized User access to preferred and discounted Supporting Contracts?

2.1.1.2.2 Online Booking Tool and Reservation Process

How well does the Proposer description of the features and enhancements, fit the needs of the Participating Entities?

2.1.1.2.2.1 Booking:

- How well does the Proposer describe in detail its online booking tool options being offered, including direct-connect features and benefits with non-ARC participating carriers (including Southwest), any enhancements and authorizations, and security features?
- How well does the Proposer describe (using statistics) how reliable the booking tool is and provide an explanation of down time experienced in the last year?
- How well does the Proposer describe the system’s capabilities to display the state’s contracted airline “city-pair” and point of sale discount fares?
- How well does the Proposer explain the booking tool’s ability to make changes on a pre and post ticketing basis, the various approval processes available and how unused tickets are tracked for all airlines?
- How well does the Proposer describe how the fulfillment is completed for on-line bookings (i.e., third party, agency)?

2.1.1.2.2.2 Agent Services

How well does the Proposer describe its experience in booking various types of travel?

2.1.1.2.2.3 Scheduling and Booking

- How well does the Proposer describe how it will ensure, for traditional telephone bookings, that the same airline inventory is available as the

on-line travel reservation system?

- How well does the Proposer describe how it plans to provide the lowest rates to Authorized Users?
- How well does the Proposer describe its ability to handle high volume peak periods, and what types of metrics are used to ensure quality standards of performance are consistently provided?
- How well does the Proposer describe its service offerings for all travel arrangements both domestic and international for State travelers, including air, lodging, rail reservations, ground transportation, rental car reservations and payment services?
- How well does the Proposer describe available resources, expertise, and experience to assure the services are delivered timely, accurately and successfully?
- How well did the Proposer describe its advice and applications provided to Authorized Users for passports, payment, tourist cards and other documents necessary for foreign travel?

2.1.1.2.2.4 Ticket Distribution

- How well does the Proposer's quality control Program meet the needs of the Participating Entity?
- How well does the Proposer's method for delivering electronic trip itinerary meet the needs of the Participating Entity?
- How well does the Proposer describe how it will encourage compliance with the end users respective travel policies?

2.1.1.2.2.5 Additional Services

- How well does the Proposers explanation of communications offered to advise travelers of last minute changes, delays, ticket changes, airport changes, and cancellations, etc. to their trip, fit the needs of Participating Entities? This includes, communications for trips booked via online and agent assisted.
- How well does the Proposer describe duty of care and risk management services provided to each Participating Entity?
- How well does the Proposer's process for issuing credits meet the Participating Entries needs?
- How well does the Proposer describe how commissions and incentives earned are tracked and reconciled, including air, rail, hotel, car rental, and GDS

2.1.1.2.2.6 Reservation(s):

How well did the Proposer describe the Global Distribution System (GDS) including the engine being used to search for web fares, and how bookings are made with Airline carriers that have limited availability in the GDS?

2.1.1.2.3 Lodging:

How well did the Proposer describe its process to recruit and onboard lodging Providers?

2.1.1.2.3.1 Annual Lodging Refresh:

- How well did the Proposer describe its past experiences negotiating discounts with travel providers and how those experiences can be leveraged and applied to this contract?
- How well did the Proposer describe its plan to administer the recruiting and onboard of lodging providers and management of the hotel directory?

2.1.1.2.4 Ongoing lodging Services:

- How well did the Proposer meet the needs if the Participating Entity?
- How well did the Proposer’s plan for unique payment issues meet the need of the Participating Entity?

2.1.1.2.5 Website

- How well does the Proposer meet the needs of the Participating State in the average speed of answer and hold time?
- How well does the Proposer describe its process for responding to afterhours travel requests in a timely manner?

2.1.1.2.6 Customer Service

- How well does the Proposer meet the needs of the Participating State in the average speed of answer and hold time?
- How well does the Proposer describe its process for responding to afterhours travel requests in a timely manner?

2.1.1.2.7 Reporting**2.1.1.2.7.1 Standard Reports:**

How well does the Proposer describe its reporting capabilities in detail, and provided examples of detailed standard management reports?

2.1.1.2.7.2 Accounting:

How well does the Proposer describe its reporting capabilities in detail and provide examples of detailed accounting reports?

2.1.1.2.7.3 Customized:

How well does the Proposer describe and demonstrate the ability to customize reports as requested and the timeline to deliver the report?

2.1.1.2.7.4 Unused Ticket

- How well does the Proposer explain its utilization of the unused ticket process and describe the methods/processes that will be used to ensure unused tickets are refunded and/or credited as required?
- How well does the Proposer describe the tracking of unused electronic/and or paper airline tickets and coupons?

2.1.1.2.7.5 Ad Hoc Reports:

How well does the Proposers Ad Hoc Reports meet the needs of the Participating Entity?

2.1.1.3 Additional Travel Related Services Available:

- How well did the Proposer describe other added value solutions and their ability to provide desirable service level features?
- How well does the Proposer appear to be able to stay comprised of and offer value added services and enhancements in house and to its customers?
- How well does the Proposer adequately demonstrate its ability to provide consultative services and did it outline the types and level of consultation offered?
- Did the Proposer suggest and offer other value added services? How would those meet the needs of the Participating Entity?

2.1.1.4 Implementation / Onboarding**2.1.1.4.1 Transition**

- How well did the Proposer describe its transition and training process that will be used to ensure a smooth implementation? Did Proposer specify all training to be provided including training for travel agency staff, Statewide Travel Program Staff, travelers?
- How well does the Proposer provide evidence of its ability to successfully transition?
- Does the Proposer provide evidence of clear, timely and complete communication, in writing and verbally?
- How well does the Proposer describe the transition and/or set up process for existing traveler profiles?

2.1.1.4.2 Implementation

- How well did the Proposer provide a draft implementation plan that includes timelines for implementation, key milestone dates, deliverables, and an organizational chart defining agency's responsibilities?
- How well did the Proposer identify key individuals who will be responsible for implementation, their roles and responsibilities?

- How well does the Proposer describe any potential issues, problems or shortcomings that may be encountered supporting the Participating Entity?

2.1.1.4.3 Disengagement

How well does the Proposer describe the process and tools to assist the Participating Entity in transition to a subsequent solution?

2.1.1.5 Program management

2.1.1.5.1 Profile Management

2.1.1.5.1.1 Data Feed:

How well does the Proposer meet the needs of the Participating Entity?

2.1.1.5.1.2 Profile Management

How well does the Proposer describe the management of Authorized User's and Participating Entity's profiles?

2.1.1.5.2 Data Management and Security

How well does the Proposer's plan meet the needs of the Participating Entity?

2.1.1.5.3 Profile Data

- How well does Proposer's plan to manage and secure Authorized User's data describe Proposer's understanding the needs of the Authorized Users.?
- How well does Proposer's plan ensure the proper level of security?

2.1.1.5.3.1 Incident Response

How well does Proposer's plan satisfy the needs of Authorized User in the event of a security issue?

2.1.1.5.3.2 System Management

How well does the Proposer's description of how security gaps are repaired meet the needs of the Participating Entity?

2.1.1.5.3.3 Data Confidentiality

How well does the Proposer describe its security policies and procedures for confidential information?

2.1.1.5.4 Training

How well does the description of training available meet the needs of the Participating Entity?

- How well did the Proposer identify the types of training documentation that will be provided (i.e. user manuals, guides, etc.)?

- How does the Proposer’s plan meet the needs of the Participating Entity and Lead State?
- How well does the Proposer describe the training process for the reporting function of the Online Booking Tool?
- How does the Proposer’s plan meet the needs of the Participating Entity and Lead State?

2.1.1.5.5 Disaster Recovery

How well did the Proposer describe its Disaster Recovery Plan?

2.1.1.5.5.1 Server Failure

- How well does the Proposer describe server failure procedures in case of a disaster?
- How well did the Proposer describe how the Participating Entity data will only be accessed and used for the purpose of performing the activities that are the subject of this RFP, and only by those personnel within your organization who require access to perform such activities?

2.1.1.5.5.2 Communication

How well does the Proposer’s communication plan meet the needs of the Participating Entity?

2.1.1.5.6 Subcontracting

- How well does the Proposer’s response describe which services will be sub-contracted and how possible issues are managed?
- How well does the Proposer’s response describe which services will be sub-contracted and how possible issues are managed?

2.1.1.6 Program Outreach

- How well does the plan meet the communication needs of the Participating Entries?
- A description of the expected results at the end of the first year and subsequent years of the contract?
- How well does the plan outline working with NASPO Value point and there outreach team?

A description of the proposed steps to increase on-line travel reservation?

2.2 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 17, 2017.