

In Response to Request for Proposal Travel09

Cost Proposal
For Travel Management Services

Submitted to

THE STATE OF WEST VIRGINIA

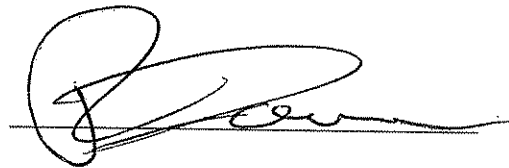
Purchasing Division
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By

NATIONAL TRAVEL SERVICE

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03 June 2009

A handwritten signature in black ink, appearing to read 'Ted R. Lawson', written over a horizontal line.

Ted R. Lawson, President & CEO

Cost Proposal-

The estimated air carrier transaction per year is 8,000 State-wide. Agent retains all commissions returned from hotel/motel, car rental and ground transportation.

Definition of a “transaction fee” is:

Issuance of a ticket for common transportation including travel reservations, itinerary changes, refunds and other services related to booking an itinerary.

Pricing

Transaction A: Domestic or international, online reservations with TravelServer (National Travel provided online booking tool), without agent assistance or intervention. Fee includes booking engine fee.

Cost Per Transaction A: \$11.80

Transaction B: Domestic, agent assisted reservations utilizing phone, fax or e-mail. Includes full service support: 24-hour emergency enroute assistance, Quick-change service, for re-issuance of tickets while traveling. Includes \$200,000 flight insurance.

Cost per Transaction B: \$28.00

Transaction C: International Reservations, agent assisted reservations, includes passport assistance, visa service assistance, country briefing including business protocol, State Department bulletin CDC health bulletins, currency exchange service. 24-hour emergency service anywhere in the world, all major rail and ferry schedules, ticketing and reconfirmation of reservations, and \$200,000 flight insurance

Cost per Transaction C: \$34.00

Transaction D: Fulfillment of domestic or international online reservation, with ResX, under State contract with TRX, without agent assistance or intervention. Includes automated quality control system, auto ticketing and MIS data capture. No booking engine fee applies.

Cost per Transaction D: \$8.00

Agent Intervention in support of Transaction A or D: If agent assistance is required subsequent to confirmation of a self service transaction, to change, cancel, or complete a reservation, to cancel, exchange, or refund a ticket, to provide enroute assistance in the event of delayed or cancelled flights, or to add required information to the reservation for completion and ticketing or to fulfill task order reporting requirements, or if an agent notifies the traveler of schedule changes, flight cancellations, or if National Travel is able to secure a lower fare (savings greater than the cost of the intervention fee) an agent intervention fee is assessed.

