In Response to Request for Proposal Travel09

Cost Proposal

For Travel Management Services

Submitted to

THE STATE OF WEST VIRGINIA

Purchasing Division 2019 Washington Street East Charleston, WV 25305-0130

By

NATIONAL TRAVEL SERVICE

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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

<u>Transaction A:</u> 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

<u>Transaction B</u>: Domestic, agent assisted reservations utilizing phone, fax or email. 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

<u>Transaction D:</u> 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.

National Travel

Section V: Cost Proposal

Agent Intervention Fee:

\$16.20

Other Services

Document Delivery:

3.00/ delivery local courier

7.50/ delivery overnight express

Meeting Planning Services:

\$40/per hour. No charge if hotel/resort is

paying commission on rooms.

On Site meeting coordinator

\$40/per hour.

Charter Aircraft reservations

\$75.00/per reservation.

Includes ground

transportation arrangement, lodging arrangements, catering requests.

Charter Aircraft hosting

\$40/hour

Vendor to complete the following:

On-line reservations with no agent assistance: (using ResX booking engine, under State of WV contract with TRX)

\$8.00 fee per transaction x 3750 (approximate transactions) = \$30,000.00

Reservations with agent assistance:

\$28.00 fee per transaction x 4100 (approximate transactions) = \$114,800.00

International Travel (agent assisted)

\$34.00 fee per transaction x 150 (approximate transactions) = $\frac{$5,100.00}{}$

TOTAL:

\$149,900.00