**TABLE OF CONTENTS**

1. **Table of Contents**
2. **Section 1:** **General Information and Instructions**
3. **Section 2: Instructions to Vendors Submitting Bids**
4. **Section 3: General Terms and Conditions**
5. **Section 4: Project Specifications**
6. **Section 5: Vendor Proposal**
7. **Section 6: Evaluation and Award**
8. **Certification and Signature Page**

**SECTION ONE: GENERAL INFORMATION**

1. Purpose: The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the “Purchasing Division”) is soliciting proposals pursuant to **West Virginia Code** §5A-3-10b for a Statewide contract to provide a full service travel agency to service various state agencies and political subdivisions.

2. By signing and submitting its proposal, the successful Vendor agrees to be bound by all the terms contained in this Request for Proposal (“RFP”).

An RFP is generally used for the procurement of services in situations where price is not the sole determining factor and the award will be based on a combination of cost and technical factors (Best Value). Through its proposal, the bidder offers a solution to the objectives, problem, or need specified in the RFP, and defines how it intends to meet (or exceed) the RFP requirements.

3. Schedule of Events:

Vendor’s Written Questions Submission Deadline 06/05/13

Mandatory Pre-bid Conference 06/04/13

Addendum Issued Week of 06/7/13

Bid Opening Date 06/13/13

Oral Presentation *(Agency Option) Not applicable to this solicitation*

**SECTION TWO: INSTRUCTIONS TO VENDORS SUBMITTING BIDS**

Instructions begin on next page.

**SECTION THREE: General Terms and Conditions**

Terms and conditions begin on next page.

**SECTION FOUR: PROJECT SPECIFICATIONS**

4.1. **Location:** Agency is located at 2019 Washington Street East, Charleston, WV 25305

4.2. **Background and Current Operating Environment:** The State of West Virginia currently has travel services provided by a vendor.

Break down (total volume for dollars spent, utilizing fiscal year 07/11 thru 07/12 t-card data):

|  |  |
| --- | --- |
| **Travel Service** | **Dollars** |
| Airline | $5,088,924.00 |
| Lodging | $600,867.00 |
| Rail | $1,971.00 |
| Car Rental | $1,131,471.00 |

4.3. **Qualifications and Experience:** Vendors will provide in **Attachment A: Vendor Response Sheet** information regarding their firm, such as staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

4.4. **Project and Goals:** The project goals and objectives are:

* + 1. **Goal 1:** **Customer Support**

The successful vendor should provide customer support to users of this contract. This support should include, but not limited to the following:

* + - 1. Objective 1: Hours of operation should include, but are not limited to:

1. 8:00 A.M. through 5:00 P.M., Monday through Friday, excluding legal holidays via toll-free telephone number.
2. 24 hours per day, 7 days per week availability to assist State travelers with any travel emergency that may arise regardless of the time or location via toll-free telephone number.

* + - 1. Objective 2: Staffing requirements should include but are not limited to:

1. Fully trained reservationists who have the ability to retrieve the caller’s reservation records and/or caller’s itinerary to promptly advise and assist the traveler.
2. Employees’ capability to answer questions and provide assistance in solving any travel related problems that may arise.
3. Adequate staffing to assure all calls are handled promptly and should have a continual quality control program in service.
4. Emergency staffing to assist user of this contract should the need arise.
   * + 1. Objective 3: The successful vendor should have a phone queue system that:
5. Should not route outside calls to answering machines. In the event the phone system is out of service, reservations should be handled manually.

* + 1. **Goal 2: Air Fares/Auto Rentals/Limousine Services/Ground Transportation & Lodging Accommodations**

The successful vendor should offer the following service(s) in regards to Air Fares/Auto Rentals/Limousine Services & Accommodations:

* + - 1. Objective 1: First consideration should be given firms that have existing statewide contracts/agreements with the State of West Virginia.
      2. Objective 2: Vendor should offer all reservations at the most economical rate.
      3. Objective 3: Vendor should advise travelers of the availability of different flight options which may produce lower fare flights plus or minus three hours of the requested departure time that produce lower fares or flights are available with one stop in lieu of more expensive non-stop flights.
    1. **Goal 3: Document Services**

The successful vendor should provide the following document services, which include but are not limited to:

* + - 1. Objective 1: Supplying visa information and applications.
      2. Objective 2: Maintaining a database of travelers’ visa(s) and passport numbers with expiration dates.
      3. Objective 3: Sending reminders to the individual travelers six (6) months prior to expiration.
    1. **Goal 4: Security Issue Awareness**

The successful vendor should make travelers aware of any possible security issues concerning destination or carriers which may include:

* + - 1. Objective 1: Inform travelers as to the areas of the world where travel may be unsafe due to international terrorism as well as specific carriers that should be avoided as advised by the State Department.
      2. Objective 2: In the event of loss/theft of traveler’s passport, the Vendor being required to provide assistance in obtaining an emergency renewal.
    1. **Goal 5: Fees**

The successful vendor should disclose any fees and should be prescribed in the following manner, which include:

* + - 1. Objective 1: The transaction fee should only be charged at the time of the ticketing of an airline reservation or when a reservation is confirmed with a confirmation number and fee should not be charged regardless of the number of changes made to an itinerary until the airline ticket is issued.
      2. Objective 2: For reservations with multiple travel suppliers such as rental car, hotel, and airline reservations, there should be only a single fee for one reservation or trip.
    1. **Goal 6: Consulting**

The successful vendor may be required to provide consulting services with may include:

* + - 1. Objective 1: The vendor should be qualified and prepared to assist any State agency with consultation and staff support to arrange for meetings, conferences, seminars, and regional meetings.
      2. Objective 2: The vendor must act as a consultant to the State to secure/negotiate net or reduced airfares on behalf of the State at no additional cost.
    1. **Goal 7: Reports & Training Services**
       1. Objective 1:A representative of the vendor who is familiar with the State account should provide: (1) consultation services, (2) assistance to identify and resolve all service problems and advise, with suggestions, to the Travel Management Office staff through reports and observations of methods or procedures to improve services or correct problems in the following areas:

1. Assistance in monitoring and enforcing the State’s travel policies to reduce travel expenses without reducing quality of customer service.
2. Advising the State of current changes and trends in the travel industry, in addition to,

offering continuous process improvements.

* + - 1. Objective 2: The vendor should provide, at the vendor’s expense, a specific number of annual training sessions to designated State agencies. The training sessions should include guidelines and procedures for booking travel reservations directly with the vendor and troubleshooting.
    1. **Goal 8: Program Implementation**
       1. The state intends to implement the program statewide. Implementation should be seamless to the traveler with no disruption in service. Vendor should work with all existing contracts for air, car rental, hotels, etc. and be familiar with all State Travel Regulations before implementation.
    2. **Goal 9: Automation Capabilities**

The state recognizes the value of automation capabilities:

* + - 1. Objective 1: The successful vendor should have the capability to provide automated services.
      2. Objective 2: The successful vendor should have a high degree of technical expertise and should make provisions to retain said expertise.
      3. Objective 3: The successful vendor should have a system be able to support policy and procedure enforcement at the State, Agency, and Department/Division level.
      4. Objective 4: The vendors system should integrate with the State’s payroll system.
      5. Objective 5: The vendor should provide a robust, configurable online booking tool that can integrate with an expense management tool.
    1. **Goal 10: Disaster Recovery Plan**

The successful vendor should have a disaster recovery plan should the vendor’s primary operation site become unavailable due to either man made or natural disaster.

* 1. **Mandatory Requirements**

The following mandatory requirements must be met by the Vendor as a part of the submitted proposal. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the proposal. The terms “must”, “will”, “shall”, “minimum”, “maximum”, or “is/are required” identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the Purchasing Division.

* + 1. **Mandatory Requirement 1: Accommodations and Travel**

* + - 1. The vendor will be required to book air and ground transportation, hotel, and motel rooms for the State’s business travelers according to the WV State Travel Rules. The traveler will be provided an itinerary to confirm arrival and departure dates, mode of travel (air, rail, or rental car), and the name of the hotel and room rate. The vendor will obtain the lowest fare possible which meets the traveler’s agenda for the mode of travel preferred, the accommodations, and any in-city ground transportations
      2. The vendor guarantees to offer State travelers the Lowest Logical Available Airfare (LLAA) at the time the reservation is placed.
      3. Objective 2: The vendor is responsible for ticketing the specified time to ensure application of LLAA.
      4. If LLAA is sold out, the vendor will wait-list the class of service and advise traveler of the same. Upon clearance of lower airfare, vendor will advise traveler of the fare difference and ticketing requirements.
      5. If any flight is canceled with the legal time frames specified by the air carrier, the vendor is responsible to inform any traveler of any penalty that may be incurred due to change or cancellation of special fares. The notification should be communicated prior to ticketing and restated on the traveler’s itinerary
    1. **Mandatory Requirement 3: System Integration**
       1. The vendor must provide access to the reservation system (Apollo, Sabre..etc.) to the Travel Management Office (the Travel Management Office randomly checks reservations for accuracy and compliance with travel regulations) as well as the management information reports normally supplied to a corporate client with ad hoc reports upon request with reasonable notice.
    2. **Mandatory Requirement 4: Billing**

The successful vendor shall bill at time of sale and shall be in accordance with the terms and conditions established herein. Travel card or personal charge card will be accepted.

* + 1. **Mandatory Requirement 5: Fees**
       1. Fees will be based off air carrier transactions only and will not be permitted for hotel and/or rental car only transactions. The transaction fee should only be charged at the time of the ticketing of an airline reservation or when a reservation is confirmed with a confirmation number. A transaction fee should not be charged regardless of the number of changes made to an itinerary until the airline ticket issued. For reservations with multiple travel suppliers such as rental car, hotel, and airline reservations, there should be only a single fee for one reservation trip.
    2. **Mandatory Requirement 6: Tickets & Itinerary**
       1. The State of West Virginia will not pay for paper tickets for domestic travel.
       2. Vendor shall have the capability to dispatch airline tickets to any area of the world either through the Vendor’s own network of offices, airport ticket counters, or E-Tickets.
       3. E-Tickets shall be provided by the vendor to the traveler when applicable.
       4. Itinerary – Upon issuance of the E-Tickets, two full copies of the traveler’s itinerary must be provided. The itinerary must indicate:

1. Full address and phone number of the booking Agent
2. Carrier name(s) and flight numbers (departing and returning)
3. Arrival and departure dates and times
4. Seat assignment, meal service
5. Ground transportation confirmation number
6. Hotel/Motel reservation name and confirmation number
7. The lowest fare available or reason lowest fare not utilized
8. Standard rate versus the traveler’s actual rate and savings if any
   * 1. **Mandatory Requirement 7: Reports & Training Services**

The vendor shall provide, at the vendor’s expense, two annual training sessions to designated State agencies. The training sessions should include guidelines and procedures for booking travel reservations directly with the vendor and troubleshooting.

* + 1. **Mandatory Requirement 8: Certifications Related to Lobbying:**
       1. Vendor certifies that no federally appropriated funds have been paid or will be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Vendor shall complete and submit a disclosure form to report the lobbying.

Vendor agrees that this language of certification shall be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.

* + 1. **Mandatory Contract Item 9 Record Retention (Access & Confidentiality)**
       1. Vendor shall comply with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor’s location during normal business hours upon written request by Agency within 10 days after receipt of the request.

**4.6** **Oral Presentations (Agency Option):** The Agency has the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, it would be listed in the Schedule of Events (Section 1.3) of this RFP. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

4.6.1 Materials and Information Required at Oral Presentation:

Oral presentations are not a requirement of this request for proposal.

**SECTION FIVE: VENDOR PROPOSAL**

5.1 **Economy of Preparation:** Proposals should be prepared simply and economically providing a straightforward, concise description of the Vendor’s abilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of the content.

5.2 **Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.

5.3 **Proposal Format:** Vendors should provide responses in the format listed below:

**Title Page:** State the RFP subject, number, Vendor’s name, business address,

telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.

**Table of Contents:** Clearly identify the material by section and page number.

**Attachment A:** Within the attached response sheet (**Attachment A: Vendor Response Sheet**), provide the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

Also, describe the approach and methodology proposed for this project. This should include how each of the goals and objectives listed is to be met.

**Attachment B:** Complete **Attachment B: Mandatory Specification Checklist**. By signing and dating this attachment, the Vendor acknowledges that they meet or exceed each of these specifications as outlined in 4.5 of Section Four: Project Specifications. The State reserves the right to require documentation detailing how each is met at its discretion.

**Attachment C:** Complete **Attachment C: Cost Sheet** included in this RFP and submit in a separate sealed envelope. Cost should be clearly marked.

**Oral Presentations:** If established by the Agency in the Schedule of Events (Section 1.3), all Vendors participating in this RFP will be required to provide an oral presentation, based on the criteria set in Section 4.6. During oral presentations, Vendors may not alter or add to their submitted proposal, but only to clarify information.

5.4 **Proposal Submission:** Proposals must be received in **two distinct parts**: technical and cost.

* **Technical proposals** must not contain any cost information relating to the project.
* **Cost proposal** shall be sealed in a separate envelope and will not be opened initially.

All proposals must be submitted to the Purchasing Division **prior** to the date and time stipulated in the RFP as the opening date. All bids will be dated and time stamped to verify official time and date of receipt. All submissions must be in accordance with the provisions listed below and in Section Two: Instructions to Bidders Submitting Bids above.

5.5 **Technical Bid Opening**: The Purchasing Division will open and announce only the technical proposals received prior to the date and time specified in the Request for Proposal. The technical proposals shall then be provided to the Agency evaluation committee.

5.6 **Cost Bid Opening**: The Purchasing Division shall schedule a date and time to publicly open and announce cost proposals when the Purchasing Division has approved the technical recommendation of the evaluation committee. All cost bids for qualifying proposals will be opened. Cost bids for non-qualifying proposals will also be opened but shall not be considered. A proposal may be deemed non-qualifying for a number of reasons including, but not limited to, the bidder’s technical proposal failing to meet the minimum acceptable score and the bidder’s technical proposal failing to meet a mandatory requirement of the contract. Certain information, such as technical scores and reasons for disqualification, will not be available until after the contract award, pursuant to ***West Virginia Code*** §5A-3-11(h) and ***West Virginia Code*** ***of State Rules*** §148-1-6.2.5..

**SECTION SIX: EVALUATION AND AWARD**

6.1 **Evaluation Process**: Proposals will be evaluated by a committee of three (3) or more individuals against the established criteria with points deducted for deficiencies. The Vendor who demonstrates that they meet all of the mandatory specifications required; and has appropriately presented within their written response and/or during the oral demonstration (if applicable) their understanding in meeting the goals and objectives of the project; and attains the highest overall point score of all Vendors shall be awarded the contract. The selection of the successful Vendor will be made by a consensus of the evaluation committee.

6.2 **Evaluation Criteria**: All evaluation criteria is defined in the specifications section and based on a 100 point total score. Cost shall represent a minimum of 30 of the 100 total points.

The following are the evaluation factors and maximum points possible for technical point scores:

* Organization 7 Points Possible
* Eligibility of Vendor 8 Points Possible
* Customer Support 10 Points Possible
* Air Fares/Auto Rentals/Limousine Services/Ground 5 Points Possible Transportation & Lodging Accommodations
* Document Services 5 Points Possible
* Security Issue Awareness 2 Points Possible
* Fees 5 Points Possible
* Reports & Training Services 5 Points Possible
* Consulting 5 Points Possible
* Implementation Plan 5 Points Possible
* Automation Capabilities 8 Points Possible
* Disaster Recovery Plan 5 Points Possible

* (Oral interview, if applicable) (N/A) Points Possible
* Cost 30 Points Possible

**Total** 100 Points Possible

Each cost proposal cost will be scored by use of the following formula for all Vendors who attained the minimum acceptable score:

**Lowest price of all proposal**

**X 30 = Price Score**

**Price of Proposal being evaluated**

6.2.1 Technical Evaluation: The Agency evaluation committee will review the technical proposals, deduct points where appropriate, and make a final written recommendation to the Purchasing Division.

6.2.2 Minimum Acceptable Score: Vendors must score a minimum of 70% (49 points) of the total technical points possible. All Vendors not attaining the minimum acceptable score (MAS) shall be considered as non-qualifying. A proposal may be deemed non-qualifying for a number of reasons including, but not limited to, the bidder’s technical proposal failing to meet the minimum acceptable score and the bidder’s technical proposal failing to meet a mandatory requirement of the contract. Cost bids for non-qualifying proposals will also be opened but shall not be considered. Certain information, such as technical scores and reasons for disqualification, will not be available until after the contract award, pursuant to ***West Virginia Code*** §5A-3-11(h) and ***West Virginia Code*** ***of State Rules*** §148-1-6.2.5.

6.2.3 Cost Evaluation: The Agency evaluation committee will review the cost proposals, assign appropriate points, and make a final recommendation to the Purchasing Division.

**Attachment A: Vendor Response Sheet**

Vendors responding to this solicitation should provide detailed narrative descriptions of the following:

1. **Qualifications and Experience:**

**4.3.1** **Organization**

Vendor should submit any pertinent data relating to the Vendor’s organization, personnel and experience that would substantiate the vendor’s qualifications and capabilities to perform the services described herein. The vendor should state the name(s), title(s), phone number(s) and email address(s) of each.

Vendor Response

* + 1. **Eligibility of Vendor**

The vendor should supply a statement and documentation describing the Vendor’s business and ability to provide services required:

1. Provide a brief history of the company and include the latest audited statements, annual or quarterly reports, rating from a nationally recognized credit rating organization or any other acceptable proof of financial responsibility.
2. Vendor should submit evidence of the transaction capacity currently being utilized as well as any additional capacity to be acquired to provide the specific work requirements.
3. Supply current organizational chart identifying the structure and size of the vendor in relation to the scope of work.
4. Provide thorough and detailed proposals so that the state may properly evaluate the vendor’s capabilities to provide the required services. This should include a written narrative of the vendors experience in providing travel services described herein.
5. Provide proof of at least five years experience as a full service, licensed ARC (Airline Reporting Corporation) and IATA (International Association of Travel Agents) entity. The vendor should submit evidence of at least two (2) customer profiles. These customer profiles should include, but are not limited to: similar size, total booking amounts, and services (within +/- 20%) which would be required by the State of West Virginia.
6. Provide a minimum of two (2) current references including individual name, company name, address and telephone number of the individual named.
7. Provide data regarding the previous three years total air volume.
8. Identify what percentage of the business bookings is corporate or leisure.
9. List the number of corporate accounts with annual air volume exceeding $500 million.
10. Identify location(s) that will service the State account with preferences given to locations in West Virginia. Indicate whether the locations identified are company owned, affiliated, franchised, etc. and list the physical location of employees assigned to this account.
11. List the current operating hours for each location and number of employees at each location.
12. The vendor should provide sufficient information to establish that adequate personnel resources are available to support various travel needs of the State of West Virginia.
13. Proposal should state the number of employees currently assigned to government travel accounts.
14. The vendor should address the number of positions that would be assigned to the states travel program and the number of hours each position will be assigned for implementation and on-going operations for the duration of the contract.

Vendor Response

* 1. **Project and Goals**
     1. **Customer Support**

The relationship between the travel agents and the State’s travelers is critical to the success of this contract. The State needs to understand how your agents will respond to our travelers and their needs. The vendor should employ proficient travel agents in sufficient numbers with appropriate training to manage the State’s travel needs. The vendor should provide customer support to users of this contract. Please describe this support including:

* + - 1. Hours of operation:
  1. 8:00 A.M. through 5:00 P.M., Monday through Friday, excluding legal holidays via toll-free telephone number. Please include a description of hours and days of coverage for domestic and international travel.
  2. 24 hours per day, 7 days per week availability to assist State travelers with any travel emergency that may arise regardless of the time or location via toll-free telephone number. Describe how emergency situations will be handled.

* + - 1. Staffing requirements:

1. Fully trained reservationists who have the ability to retrieve the caller’s reservation records and/or caller’s itinerary to promptly advise and assist the traveler. Please describe the mechanisms utilized to assist customers in a timely manner.
2. Employees’ capability to answer questions and provide assistance in solving any travel related problems that may arise. In the vendor response, identify what staff training that is made available to your agents to keep them knowledgeable of industry trends and changes and to promote customer service. Detail any programs provided to your agents that increases or maintains the level of morale and avoids or is a deterrent to agent burnout.
3. Adequate staffing to assure all calls are handled promptly and should have a continual quality control program in service. Detail the number of agents the vendor will dedicate to the State account and provide the level of experience and number of years each representative has as the vendor’s employee. Specify the number of agents on each shift, their minimum experience level and shift average experience level and describe the quality control program implemented. Detail the current monthly productivity of travel agents in your organization (What performance measures do you employ to measure the productivity of your agents?) Describe all products and services that will be provided by contract employment rather than full time agency employees.
4. Emergency staffing to assist should the need arise. Describe how after hours staffing is determined and how other accounts of similar size are managed in regards to emergency situations.
   * + 1. Phone queue system:
5. Should not route outside calls to answering machines. In the event the phone system is out of service, reservations should be handled manually. How are high call volumes and system outages dealt with? What formal contingency plan do you have to sustain the reservation process in ease of a system failure or outage? Do you have an alternate facility available to sustain operations in case of a major service disruption at your main computer center?

Vendor Response

* + 1. **Air Fares/Auto Rentals/Limousine Services/Ground Transportation & Lodging Accommodations**

The vendor should explain their capabilities to offer the following service(s) in regards to Air Fares/Auto Rentals/Limousine Services & Lodging Accommodations:

* + - * 1. Explain your standard for ticket delivery, cancellations, changes and refunds.
        2. Define your capability to reconcile corporate charge card billings to your own billings.
        3. Describe and provide an example of any standard management reports you propose to submit to the State Travel Management Office.
        4. Describe the hotel reservation process. Indicate the standard response time for confirmation of reservations. How do you assure the traveler receives the best available rate when faced with issues such as agency negotiated rates, government contract rates and best market/corporate rates? What, if any, incentives can you offer such as late check-in, express check-out, etc. at certain facilities?
        5. Describe the car rental process. How do you assure the traveler receives the best available rate when faced with issues such as agency negotiated rates, government contract rates and best market corporate rates? Can you reserve express service for travelers? What, if any, incentives can you offer such as late pick-up, express check-in and out from certain rental carriers?
        6. Describe your ability to secure additional ground transportation arrangements including limo/shuttle and negotiated rack rail rates.

4.4.2.1 First consideration should be given firms that have existing contracts/agreements.

* + - 1. Vendor should offer all reservations at the most economical rate. Please describe appropriate hardware and software to book fares at the lowest possible price, change and cancel fares as requested, reconcile billings regularly, and profile traveler preferences electronically.
         1. Describe how the will be vendor will be incompliance with the State Travel Regulations and work with the State’s travelers in order to keep within the limitations and policies established while traveling. Describe automated and manual tools to assist with processing the State’s negotiated discount contracts, group rates, and government contracted rates.
         2. Describe your quality control software that guarantees lowest fares. Does the process differ for domestic v/s international?
      2. Vendor should advise travelers of the availability of different flight options which may produce lower fare flights plus or minus three hours of the requested departure time that produce lower fares or flights are available with one stop in lieu of more expensive non-stop flights.
         1. Please describe the vendor’s ability to book airfares up to 180 days in advance of the departure.
         2. Describe the airline reservation system you now employ. Which is your primary system? Identify which system you recommend for use with your contract.
         3. Describe your abilities to provide airline reservations and services including bulk ticket purchases, promotional coupons, consolidator tickets, frequent flyer mileage, airline two-for-one promotional fares, etc.
         4. Describe your ability to secure special airline services for travelers including seat clearance in preferred seating areas, automated flyer upgrades, assistance for physically impaired travelers, etc.

Vendor Response

* + 1. **Document Services**

The vendor should describe if the following are included in their proposal and how they will be treated:

* + - 1. Visa information and applications.
      2. Database of travelers’ visa(s) and passport numbers with expiration dates.
      3. Reminders to the individual travelers six (6) months prior to expiration (of visa).

Vendor Response

* + 1. **Security Issue Awareness**

The vendor should make travelers aware of any possible security issues concerning destination or carriers. Vendor should explain how the following will be accomplished:

* + - 1. Inform travelers as to the areas of the world where travel may be unsafe due to international terrorism as well as specific carriers that should be avoided as advised by the State Department.
      2. In the event of loss/theft of traveler’s passport, the Vendor being required to provide assistance in obtaining an emergency renewal.

Vendor Response

* + 1. **Fees**

The vendor should disclose any fees; describe how the following will be accomplished:

* + - 1. The transaction fee should only be charged at the time of the ticketing of an airline reservation or when a reservation is confirmed with a confirmation number and fee should not be charged regardless of the number of changes made to an itinerary until the airline ticket is issued.
      2. For reservations with multiple travel suppliers such as rental car, hotel, and airline reservations, there should be only a single fee for one reservation or trip.

Vendor Response

* + 1. **Reports & Training Services**
       1. A representative of the vendor who is familiar with the State account should provide: (1) consultation services, (2) assistance to identify and resolve all service problems and advise, with suggestions, to the Travel Management Office staff through reports and observations of methods or procedures to improve services or correct problems in the following areas:

1. Assistance in monitoring and enforcing the State’s travel policies to reduce travel expenses without reducing quality of customer service.
2. Advising the State of current changes and trends in the travel industry, in addition to, offering continuous process improvements.

Please elaborate on how the above will be met.

* + - 1. The vendor should provide, at the vendor’s expense, a specific number of annual training sessions to designated State agencies. The training sessions should include guidelines and procedures for booking travel reservations directly with the vendor and troubleshooting. Please describe how this need would be met.

Vendor Response

* + 1. **Consulting**

The vendor may be required to provide consulting services; vendor should explain their capabilities for the following:

* + - 1. The vendor should be qualified and prepared to assist any State agency with consultation and staff support to arrange for meetings, conferences, seminars, and regional meetings. Describe examples of consultation provided to customers of similar size and characteristics, citing references and providing relevant contact information. This contact information should include name, address(s), phone number(s), and email address(s). Additionally, identify any fee associated with this service if applicable. Describe the training that will be offered to State Travel Coordinators upon assumption of the contract. Examples of training subject matter should include travel safety issues, tips on traveling alone, etc.
      2. The vendor must act as a consultant to the State to secure/negotiate net or reduced airfares on behalf of the State at no additional cost. Describe how the vendor will act as a liaison for the State of West Virginia.

Vendor Response

* + 1. **Implementation Plan**

The state intends to implement the program statewide. Implementation should be seamless to the traveler with no disruption in service. Vendor should work with all existing contracts for air, car rental, hotels, etc. and be familiar with all State Travel Regulations before implementation. Please provide how this need will be met, and elaborate on the following:

* + - 1. Provide a proposed implementation timetable and schedule of events.
      2. Identify the number and type of personnel that will be dedicated to the implementation plan.
      3. Describe the Agent’s experience at implementation of service for accounts of similar size and annual bookings.
      4. Identify the key person responsible for implementation of the State account.
      5. Describe how the vendor will educate the State’s travelers with the procedures for making reservations and obtaining other services offered by the Agent. Details should include offering an information packet to the State traveler.
      6. Vendor should assist the state with an implementation plan, i.e., recommendations about the implementation of the pilots, suggesting the number of agencies to be used in pilot, recommended periods of benchmarking and success measurement techniques.
    1. **Automation Capabilities**
       1. Vendor should summarize the automation capabilities offered. The following topics should be addressed:
          1. Online inquiries
          2. Upload and Download Capabilities
          3. Internet Access
       2. Vendor should explain plans to retain the high level of expertise, addressing, but not limited to the following topics:
          1. Research and development commitment
          2. Continuing education of staff
          3. Association/memberships of vendor staff.
       3. The system should be able to support policy and procedure enforcement at the State, Agency, and Department/Division level. It is highly desirable for a system to be able to track and manage travelers whose trips are subject to rules that vary. The system should be able to identify rules for acceptable travel types by traveler, by agency or department. System capabilities must include mechanisms to manage and/or change traveler choices to ensure compliance with preset rules. Describe how the system would provide such support and describe the system capabilities.
       4. It is desirable for a system to integrate with the State’s payroll system to create and maintain a traveler profile information while offering a method of the traveler to maintain the personal demographic information contained in the profile (such a birth date, gender, and desired seating assignments), while at the same time disallowing the maintenance of some travel parameters (changing name, updating home address, or changing class of service. Describe how the proposed system would integrate with current State systems.
       5. The vendor should provide a robust, configurable online booking tool that can integrate with an expense management tool. (i.e. profile creation/maintenance, passing of itinerary choices and status updates). Describe how the proposed online booking tool would satisfy the following requirements:

1. The system should support the ability to book airfare, lodging, rail, and ground transportation for domestic and international travel.
2. The system should have the capability to integrate with the state’s expense management tool to facilitate pre-trip approvals of the proposed itinerary. Some agencies require travelers to obtain multiple levels of approval for a trip in advance of the final booking.
3. The system should be able to support the need of the State to enforce the use of the authorized transportation, lodging provider(s) and other approved travel service related suppliers for business travel. Exception reporting and informational alerts are desired.
4. The vendor should provide access to online accounting services such as invoice search, refund status and MIS reports to the Travel management office, coordinators, and travelers.

* + - 1. Vendor should explain their ability to issue electronic tickets to travelers regardless of their location, during normal work hours, after work hours, and on weekends if necessary. All tickets should be delivered in a timely matter according to the employee’s needs. The vendor should state their nation-wide “800” (or equivalent national toll-free number) that travelers can call 24 hours per day/7 days per week to receive full service. Please describe whether this service is an agency operated function or a contracted function of your Agency. If contracted, describe the company and services available. Describe your ability to accommodate electronic ticketing.
      2. Vendor should have an Internet connection and electronic mail address that can be used by the State to make reservations, service requests, travel waivers and assist with other travel related business (written instructions should be made available by the vendor as part of the State Travel Coordinator’s training). System should permit Travel Coordinators or travelers to query a reservation system for airlines, car rentals, and hotels and permit online booking or reservations. System should provide a confirmation in a secure electronic environment, including transmission of confidential information such as credit card and traveler personal profiles. Describe your current supporting software capabilities (low fare search, e-mail, fax, reservations, etc.) and any future automation plans. Do you employ your own programming staff or is this function contracted? Describe your internet service capability in detail (management reports, etc.).
      3. Define your automation for business travel reservations, in-house reporting and accounting.

Vendor Response

**4.4.10Disaster Recovery Plan**

The vendor should describe its disaster recovery plan in detail and indicate the length of time required to restore full service assuming the Vendor’s primary operation site is unavailable due to either man made or natural disaster.

Vendor Response

**Attachment B: Mandatory Specification Checklist**

* + 1. **Mandatory Requirement 1: Accommodations and Travel**

* + - 1. The vendor will be required to book air and ground transportation, hotel, and motel rooms for the State’s business travelers according to the WV State Travel Rules. The traveler will be provided an itinerary to confirm arrival and departure dates, mode of travel (air, rail, or rental car), and the name of the hotel and room rate. The vendor will obtain the lowest fare possible which meets the traveler’s agenda for the mode of travel preferred, the accommodations, and any in-city ground transportations
      2. The vendor guarantees to offer State travelers the Lowest Logical Available Airfare (LLAA) at the time the reservation is placed.
      3. Objective 2: The vendor is responsible for ticketing the specified time to ensure application of LLAA.
      4. If LLAA is sold out, the vendor will wait-list the class of service and advise traveler of the same. Upon clearance of lower airfare, vendor will advise traveler of the fare difference and ticketing requirements.
      5. If any flight is canceled with the legal time frames specified by the air carrier, the vendor is responsible to inform any traveler of any penalty that may be incurred due to change or cancellation of special fares. The notification should be communicated prior to ticketing and restated on the traveler’s itinerary
    1. **Mandatory Requirement 3: System Integration**

* + - 1. The vendor must provide access to the reservation system (Apollo, Sabre..etc.) to the Travel Management Office (the Travel Management Office randomly checks reservations for accuracy and compliance with travel regulations) as well as the management information reports normally supplied to a corporate client with ad hoc reports upon request with reasonable notice.
    1. **Mandatory Requirement 4: Billing**

The successful vendor shall bill at time of sale and shall be in accordance with the terms and conditions established herein.

* + 1. **Mandatory Requirement 5: Fees**
       1. Fees will be based off air carrier transactions only and will not be permitted for hotel and/or rental car only reservations. The transaction fee should only be charged at the time of the ticketing of an airline reservation or when a reservation is confirmed with a confirmation number. A transaction fee should not be charged regardless of the number of changes made to an itinerary until the airline ticket issued. For reservations with multiple travel suppliers such as rental car, hotel, and airline reservations, there should be only a single fee for one reservation trip.
    2. **Mandatory Requirement 6: Tickets & Itinerary**
       1. The State of West Virginia will not pay for paper tickets for domestic travel.
       2. Vendor shall have the capability to dispatch airline tickets to any area of the world either through the Vendor’s own network of offices, airport ticket counters, or E-Tickets.
       3. E-Tickets shall be provided by the vendor to the traveler when applicable.
       4. Itinerary – Upon issuance of the E-Tickets, two full copies of the traveler’s itinerary must be provided. The itinerary must indicate:

1. Full address and phone number of the booking Agent
2. Carrier name(s) and flight numbers (departing and returning)
3. Arrival and departure dates and times
4. Seat assignment, meal service
5. Ground transportation confirmation number
6. Hotel/Motel reservation name and confirmation number
7. The lowest fare available or reason lowest fare not utilized
8. Standard rate versus the traveler’s actual rate and savings if any
   * 1. **Mandatory Requirement 7: Reports & Training Services**

The vendor shall provide, at the vendor’s expense, 2 annual training sessions to designated State agencies. The training sessions should include guidelines and procedures for booking travel reservations directly with the vendor and troubleshooting.

* + 1. **Mandatory Requirement 8: Certifications Related to Lobbying:**
       1. Vendor certifies that no federally appropriated funds have been paid or will be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Vendor shall complete and submit a disclosure form to report the lobbying.

Vendor agrees that this language of certification shall be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.

* + 1. **Mandatory Contract Item 9: Record Retention (Access & Confidentiality)**
       1. Vendor shall comply with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor’s location during normal business hours upon written request by Agency within 10 days after receipt of the request.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder’s behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

(Company)

(Representative Name, Title)

(Contact Phone/Fax Number)

(Date)

**Attachment C: Cost Sheet**

As explained in the request for proposal, Vendor will not charge a booking or other fee to the State for reservations related to hotel and rental car services. Accordingly, this cost sheet is composed of three sections, all related to airline reservations as follows: On-line reservations with no agent assistance, reservations with agent assistance, and reservations for international travel.

Each section has an estimated number of transactions per year based on typical contract usage for the given service. A transaction represents an airline reservation for one individual person and any requested changes to that reservation. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Vendor should complete the Cost Sheet by inserting the fee per transaction in the blank space provided for each item. The fee should then be multiplied by the (approximate) transactions with the product presented in the blank space at the end of each line. The total of all products should then be summed and entered into the Total space. The Vendor should complete the Cost Sheet in its entirety as failure to do so may result in Vendor’s bids being disqualified.

Vendor shall complete the following:

On-line reservations with no agent assistance:

$\_\_\_\_\_\_\_\_\_\_\_\_ fee per transaction X 3750 (approximate) transactions = $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reservations with agent assistance:

$\_\_\_\_\_\_\_\_\_\_\_\_ fee per transaction. X 4100 (approximate) transactions = $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

International travel:

$\_\_\_\_\_\_\_\_\_\_\_\_\_fee per transaction. X 150 (approximate) transactions = $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**TOTAL: $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.