



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
Master Agreement

Order Date: 2014-10-03

CORRECT ORDER NUMBER
 MUST APPEAR ON ALL PACKAGES,
 INVOICES, AND SHIPPING PAPERS.
 QUESTIONS CONCERNING THIS
 ORDER SHOULD BE DIRECTED TO
 THE BUYER.

Order Number: CMA 0212 0212 TRAVEL13	Procurement Folder: 231
Document Name: Converted TRAVEL13 Statewide Contract	Reason for Modification: CHANGE ORDER # 2- TO MODIFY THE ORIGINAL CONTRACT TO ALLOW FOR THE PASS THROUGH COST OF NuTRAVEL BOOKING ENGINE, PER THE ATTACHED DOCUMENTATION.
Document Description: CHANGE ORDER # 2- TRAVEL MANAGEMENT SERVICE	
Procurement Type: Statewide MA (Open End)	
Buyer Name:	
Telephone:	
Email:	
Shipping Method: Best Way	Effective Start Date: 2014-07-01
Free on Board: FOB Dest, Freight Prepaid	Effective End Date: 2015-06-30

VENDOR	DEPARTMENT CONTACT
NATIONAL TRAVEL SERVICE INC CHASE TOWERS STE 100 707 VIRGINIA ST E CHARLESTON WV 25301 US Vendor Contact Phone: (999) 999-9999 Extension: Discount Percentage: 0.0000 Discount Days: 0	Requestor Name: Crystal Rink Requestor Phone: (304) 558-2402 Requestor Email: crystal.g.rink@wv.gov

INVOICE TO	SHIP TO
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

AGENCY COPY

PURCHASING DIVISION AUTHORIZATION SIGNED BY: <i>[Signature]</i> DATE: 10/3/14 ELECTRONIC SIGNATURE ON FILE	ATTORNEY GENERAL APPROVAL AS TO FORM SIGNED BY: <i>[Signature]</i> DATE: 10/8/14 ELECTRONIC SIGNATURE ON FILE	ENCUMBRANCE CERTIFICATION SIGNED BY: <i>[Signature]</i> DATE: OCT - 4 2014 ELECTRONIC SIGNATURE ON FILE
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**EXHIBIT B
NUTRAVEL SME AND ENTERPRISE SERVICES AND FEES**

Base Pricing

Service	nuTravel Managed
*One Time Implementation Fee	\$3,000
Transaction Fee	\$4.00
Monthly Fee	**\$100.00 (for one (1) site)

*One Time Implementation fee includes the implementation of the first site, after which the applicable implementation fee listed below will be applied for additional site implementations.

**The monthly fee of \$100.00 includes the nuTravel site management plus up to thirty (30) booking transactions per month for the State of West Virginia account. Booking transactions in excess of thirty (30) will be invoiced at the transaction fee of \$4.00 each. A monthly fee of \$100.00 will apply for each additional account implemented, to include the nuTravel site management and the first thirty (30) booking transactions for each account each month.

Optional Services

Service	nuTravel Managed	
	Cost	Description
Helpdesk Support*	Included	***Representative from corporation access to online support site for the purposes of opening tickets to report issues and/or ask questions. Includes full access to Knowledge Base.
Monthly Site Maintenance	Included	nuTravel responsible for ongoing site maintenance
Communications	Included	Sent from nuTravel directly to representatives at corporations
Training – Admin	Included	Online training available for representative(s) from corporation
Training – End User	\$100 per session	nuTravel hosts a "live" web hosted end user training session for up to 25 participants per session
Implementations	\$500 Basic	nuTravel will implement new clients on behalf of the TMC. Base fee includes up to 8 hours of work, additional hours billed at \$65 per hour
Product Demonstrations	Included	Up to 2 individual (1 hour) demo's included, includes pre-demo consulting call to best understand prospect needs as well as live, web-hosted demo. Additional demo's charged at \$65 per 1 hour session.
Adoption Consulting	\$500	60-90 day project. Includes basic site audit review, up to three end user training sessions, consulting with travel manager on adoption goals and project plan, and weekly calls to track tasks and progress.
Other	\$150 per hour	Any services not covered above; e.g. custom report

*"Help Desk Support" does not include first level support (password resets, direct traveler interaction).

**Under the nuTravel Managed option, nuTravel assumes the responsibility for administration and support of the applicable sites.

Additional (Optional) Transaction Based Services/Pricing

The following services are available at an extra charge and can be turned on or off on a site by site basis. The below charges are applicable regardless of the model chosen above.

Service	Cost	Description
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Trip Sync	Same as standard transaction fee listed above	A Trip Sync Transaction is defined as each occasion on which a unique PNR is imported to the nuTravel database from a GDS queue using the PNR Sync Service and then subsequently modified.
Auto Ticketing Implementation Fee	\$1,000 per GDS	Implementation of the nuTravel Auto Ticketing solution.
Auto Ticketing Transaction Fee	\$0.35	A transaction is defined as a ticket issued through the nuTravel auto ticketing solution.
Web Fare Transaction Fee	Same as standard transaction fee listed above	A nuTravel Web Fare Transaction is defined as any reservation booked through the nuTravel Services that is passed to a third party web site.
Web Fare Search Fee	\$0.10	A Web Fare Search is defined as any air availability call made through the nuTravel Services that includes checking for an Internet fare.
Booking Builder	\$3.00	A Booking Builder Transaction is defined as a command sent via the internet to the nuTravel database which is passed to Booking Builder and results in the creation of a flight reservation on SWABIZ.
Profile Sync	\$0.25	A nuTravel Profiler Transaction is defined as any traveler profile change uploaded to a GDS.
GDS Supplementary Content Fee (Sabre Only)	\$3.75	A nuTravel GDS Supplementary Content Fee will be incurred when PNR itinerary content is shopped and booked using nuTravel from a source other than the applicable GDS in use, and such actions result in a supplementary content segment in the itinerary of the nuTravel PNR. An example of content that could result in this Fee include Air Canada direct connect booking.

SOUTHWEST AIRLINES GATEWAY DESCRIPTION:

nuTravel Southwest Airlines Gateway is an optional web-based application that serves as a stand-alone development tool for the purpose of creating business flight reservations on Southwest Airlines. To use the nuTravel Southwest Gateway, Client's nuTravel account (SME and/or Enterprise) must be configured for such access.

SOUTHWEST AIRLINES GATEWAY FEES:

- Gateway Implementation Fee: Waived
- Gateway Transaction Fee: USD3.00 per Gateway Transaction

Note: The nuTravel Booking Transaction Fee will continue to apply for any Transactions.

Pricing does not include any travel or other reimbursable expenses, which are billed to the Client according to Section 2(a) of Exhibit D.

Only those nuTravel Services designated above shall be provided under this nuTravel Agreement. Additional nuTravel Services may be added by amendment of this Agreement and will result in additional fees.