



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Administration  
DIVISION OF PURCHASES  
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Providence, RI 02908-5855

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**REQUEST FOR PROPOSALS (RFP) – BID# 7537380**

**BID TITLE: TRAVEL MANAGEMENT SERVICES MPA-151**

**SUBMISSION DEADLINE: December 19, 2013 at 10:00 AM EST**

**PRE-BID CONFERENCE:**     ☒ **NO**

☐ **YES** \_\_\_\_\_

**Mandatory:**     ☐ **NO**

☐ **YES:** Any vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory pre-bid conference.

**Buyer Name:** George Welly

**Title:** Interdepartmental Project Manager

**QUESTIONS** concerning this solicitation must be received by the Division of Purchases at [questions2@purchasing.ri.gov](mailto:questions2@purchasing.ri.gov) no later than December 2, 2013 at 2:00 PM EST. Questions should be submitted in a *Microsoft Word attachment*. Please reference the bid number RFP# 7537380 on all correspondence. Questions received, if any, will be posted on the Rhode Island Division of Purchases website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED:**     **NO**

**BOND REQUIRED:**     **NO**

**DISK BASED BID:**     ☒ **NO**

☐ **YES:** See attached Disk Based Bidding Information

**NOTE TO VENDORS:**

Vendors must register on-line at the Rhode Island Division of Purchases website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). Offers received without the completed four-page Rhode Island Vendor Information Program (RIVIP) Generated Bidder Certification Cover Form attached may result in disqualification.

**THIS IS NOT A BIDDER CERTIFICATION FORM**

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## **SECTION 1: INTRODUCTION**

The State of Rhode Island including the University of Rhode Island (URI), Rhode Island College (RIC) and Community College of Rhode Island (CCRI) (colleges) require travel agent(s) or consultant(s) to coordinate travel for state employees. This travel includes air travel, surface transportation and lodging for employees, athletic teams, groups and individuals traveling domestically and internationally under the direction of the State. University of Rhode Island Athletics, a Division I Athletic Program, requires a qualified vendor or travel consultant to coordinate its team travel, coaches recruiting travel as well as administrative staff requirements. Responses to this request will be structured to compete to provide services for domestic and international travel as one category, with a separate technical and cost proposal, and for athletic travel as a second category, with separate technical and cost proposals. Respondents proposing to compete for both categories can also submit a third cost proposal including discounts for some, all or none of the cost proposal components, should a respondent receive a contract for all state travel arrangements. The State reserves the right to award two separate contracts, or one contract for all arrangements.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

### **INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:**

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than ninety days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov) or contact [charles.newton@doa.ri.gov](mailto:charles.newton@doa.ri.gov).

## **SECTION 2: BACKGROUND**

### **Purpose**

The purpose of this proposal is to identify a single, or multiple vendors or travel consultants (or a consortium of travel agencies with a single representative), to provide comprehensive arrangements for State and University funded travel by employees, faculty, staff and students. Requirements include air travel, surface transportation and lodging for state employees, groups, Athletic teams and individuals traveling domestically and internationally under the direction of the State. The following groups may also use this contract, at their sole discretion, unless it conflicts with any specific requirements of their represented team/group organizations: athletics team travel, student group travel, study-abroad travel, and other special services for distinguished visitors to the State. The following agencies have a need for coordination of International Travel: University of Rhode Island, Rhode Island College and Community College of Rhode Island.

The Vendor(s) or travel consultant(s) will work with the State administrators along with each of the (3) colleges individually to inform the Community of services provided through established programs such as training seminars, email, newsletters, and travel handbooks. The Vendor(s) or travel consultant(s) must offer superior levels of service for all State travelers. They also must possess the willingness to implement new and innovative ideas to simplify the travel management processes such as on-line booking capabilities and have a proactive approach to business in a government and educational environment, while maintaining consistent practices in line with state policy.

### **ANTICIPATED RESULTS**

The RFP will result in a statewide Master Price Agreement (MPA) for a period of twelve (12) months for the period February 1, 2014, through January 31, 2015, renewable for four (4) consecutive, one-year periods, at the sole option of the state. The state shall provide written notice to renew or not renew within sixty (60) of the end of each agreement period.

**THE STATE MAY OPT TO AWARD TWO FIRMS SEPARATE EXCLUSIVE CONTRACTS, NAMELY A SINGLE CONTRACT FOR ATHLETIC TEAM TRAVEL, AND A SINGLE CONTRACT INCLUDING BOTH DOMESTIC TRAVEL AND INTERNATIONAL TRAVEL, OR ONE CONTRACT WITH A SINGLE FIRM TO INCLUDE BOTH AREAS.**

Commissions and/or rebates received by the Contractor(s) as a result of state purchases of airline tickets, ground transportation and hotel accommodations will be paid directly to the Contractor(s) by the carriers, car rental firms, hotels, etc., in accordance with standard industry practices or agreements in place between the Contractor(s) and carriers, car rental firms, hotels, etc. The state accepts no responsibility or liability for payment of such commissions.

If the Contractor(s) provide a rebate, pursuant to their cost proposal and subsequent award, the Contractor(s) shall provide a rebate on January 1st and June 1st, by check, payable to the State, and directed to the State Controller within thirty (30) days from the aforementioned dates, with the exception of URI, RIC, and CCRI which payments shall be paid to each institution, and directed to their Controllers respectively. Other revenue

sharing and bonus tickets paid to the state for meeting travel volume goals or through use of a credit card charge system will be incorporated into the contract and should be outlined in each proposal.

“Authorized travel” means travel which is authorized through issuance of an approved state purchase order issued via the Rhode Island Financial Accounting Network System (RIFANS). Each form has a unique serialized number. Tickets issued without a valid PO number may be considered unauthorized and refused for payment. Verbal approval of any staff member other than the State Controller, Associate Controller and/or the Office of Accounts and Control Accounts Payable Supervisor or staff at State Agency with delegated authority, (such as URI, RIC or CCRI Controller), is insufficient authorization.

All agencies of state government will be required to participate in this MPA, with the following exceptions:

**Exception:** Higher Education institution’s candidate travelers have the option to utilize the state MPA at their discretion.

**Exception:** URI Domestic Research travelers have the option to utilize the state MPA at their discretion, per general law exclusion. (Refer to:  
<http://www.rilin.state.ri.us/Statutes/TITLE37/37-2/37-2-18.2.HTM>)

## **SECTION 3: SCOPE OF WORK**

### **General Scope of Work**

**THE STATE MAY OPT TO AWARD TWO FIRMS SEPARATE EXCLUSIVE CONTRACTS, NAMELY A SINGLE CONTRACT FOR ATHLETIC TEAM TRAVEL, AND A SINGLE CONTRACT INCLUDING BOTH DOMESTIC TRAVEL AND INTERNATIONAL TRAVEL, OR ONE CONTRACT WITH A SINGLE FIRM TO INCLUDE BOTH AREAS.**

The Contractor(s) will be responsible for domestic travel and international travel arrangements for the following types of expenditures/groups:

### **3 A(1). DOMESTIC TRAVEL – State of Rhode Island Agencies and Colleges**

Approximately **\$4,000,000** is spent per year for the State of Rhode Island and its respective agencies for all domestic travel, with the exception of research and Division I athletics. Domestic travel includes conferences, transportation for recruitment of professional candidates, transportation of expert witnesses and civil and criminal court witnesses, transportation of prisoners and law enforcement escorts, and transportation of minors and adults, with and without escorts, in the supervisory protection of the state.

### **3 A(2) RESEARCH TRAVEL – International**

The University of Rhode Island spent over **\$1.5 million** in 2012 for International Travel. Researchers require 24/7 staffing availability supporting this international travel, including after hours and emergency support, and require an international telephone connection. Dedicated and responsive travel agents must have experience in supporting researchers in and to remote countries such as Senegal, Indonesia, Tanzania, China, Russia, Poland, Japan, etc. The travel consultant must certify compliance with Federal Research Travel requirements such as the Fly America Act, Open Skies Agreement and Code Sharing Agreement to ensure eligibility of travel expenditures for Federal Research Grants.

### **3 B. UNIVERSITY OF RHODE ISLAND ATHLETICS**

The University of Rhode Island, Intercollegiate Athletics seeks a streamlined, efficient, cost effective, high service travel booking service that will accommodate athletic team travel, coaches recruiting travel as well as administrative staff travel requirements. Currently The University of Rhode Island (URI) Athletics department spends approximately **\$2,000,000** dollars per year for athletic related travel services including airfare for commercial flights, air charter flights, bus charters, lodging, rental cars, and meals. Team travel encompasses 18 (eighteen) intercollegiate team sports including:

<b><u>Sport – Men</u></b>	<b><u>Sport - Women</u></b>
Football	Basketball
Basketball	Volleyball
Soccer	Soccer
Baseball	Tennis

Golf	Track and Field-Indoor
Track and Field-Indoor	Track and Field-Outdoor
Track and Field-Outdoor	Cross Country
Cross Country	Softball
	Rowing
	Swimming

Solicitation responses must recognize all costs to URI, including all applicable charges and taxes, the current price structure for air travel fares, and any supplementary charges including, but not limited to, service fees, name changes, baggage and equipment fees. Primarily, travel would originate and terminate at TF Green International Airport (PVD), Warwick, RI with Boston-Logan International Airport (BOS), Boston, MA as an alternative. Offerors must be able to perform and provide accurate and timely fiscal accounting services/reports for all expenditures.



## **SECTION 4- REQUIREMENTS AND PROPOSALS**

**THE STATE MAY OPT TO AWARD TWO FIRMS SEPARATE EXCLUSIVE CONTRACTS, NAMELY A SINGLE CONTRACT FOR ATHLETIC TEAM TRAVEL, AND A SINGLE CONTRACT INCLUDING BOTH DOMESTIC TRAVEL AND INTERNATIONAL TRAVEL, OR ONE CONTRACT WITH A SINGLE FIRM TO INCLUDE BOTH AREAS. TECHNICAL AND COST PROPOSALS FOR EITHER OR BOTH SHOULD BE SEPARATE DOCUMENTS THAT CONFORM TO THE APPROPRIATE INSTRUCTIONS AND ATTACHMENTS BELOW.**

### **4 A(1) - Requirements - STATE EMPLOYEE DOMESTIC TRAVEL and INTERNATIONAL RESEARCH TRAVEL**

#### **INCLUSIONS AND EXCLUSIONS**

The Contractor will be responsible for securing travel for domestic and international travel arrangements for state employees and those traveling under State direction including:

- Air travel (via Economy Class)
- Rail transportation
- Surface transportation
- Lodging where necessary
- Car rental where necessary

Specifically excluded from arrangements, but not limited to, are the following:

- Meals, including Room Service
- Valet/laundry services, other miscellaneous room charges/ telephone or movie rentals
- Parking
- Taxi/Limo (except Limousine/shuttle services provided by a lodging facility)
- Conference arrangements
- Check cashing/cash advances
- Purchase of alcoholic beverages

### **4 A(2) - PROPOSAL CONTENTS STATE EMPLOYEE DOMESTIC TRAVEL and INTERNATIONAL RESEARCH TRAVEL:**

For each item listed below, please address your firm's ability to meet or exceed the requirement. Absence of a response to any item will void the proposal.

## **CONTRACTOR INFORMATION**

**Agency overview:** Provide a brief description of the company including history, years in business, total sales and travel experience.

**Booking trends:** Include a report or reports that identify the following for current client accounts:

- Commercial air - Current and anticipated annual travel volumes for individual, athletics and other client categories.
- Commercial air - Current and expected annual travel volumes for domestic and international airfare.
- Commercial air - Top five domestic and international carriers
- Hotel reservations – Total number of booking nights, total dollar volume and top five cities by volume.
- Car rental reservations – Total number of rental days and total dollar volume.
- Ground transportation – Total number of bookings and total dollar volume
- Air charters – Total number bookings, total dollar volume and top five charter carriers booked.

**Outstanding or Previous Litigation:** Provide a list of any outstanding or previous litigation which involved the proposed services offered in your RFP response.

**References:** Provide a minimum of three (3) references that are providing services of the type proposed in this RFP. The references must include public, state, city or county customers where the Contractor has provided travel services within the last five (5) years. Include the name of the customer, a contact person and telephone number and email address where the customer can be reached for verification, if deemed necessary.

**Staffing:** List current agency staffing totals. How many staff members are assigned to work primarily with state clients? Describe their experience level. What is your annual staff turnover rate?

**Value proposition:** What differentiates your agency from other travel management companies?

## **IMPLEMENTATION:**

**Timeline:** Provide an implementation plan and schedule of events from award date.

**Challenges:** Identify two possible challenges in the implementation process and your plan to address them.

**Training:** Describe the training that will be provided to State of Rhode Island travel administrators and/or travelers.

**Automation:** Include details of the process involved to load traveler profiles, preferences and the travel policy configured into agency booking and support systems.

## **OPERATIONAL REQUIREMENTS:**

**Regular hours:** Minimum hours of operation are 8:00 a.m. to 5:00 p.m. Eastern (flexible during peak travel periods), Monday through Friday.

**After-hours:** Live, 24/7 supplementary service through a toll free number. Please state clearly in your proposal the hours and days that service will be made available. Is there a fee for “after-hours” calls? At what times are calls considered to be “after-hours”?

**Paperless ticketing and invoicing:** Paperless documentation is preferred for all electronic tickets. Electronic ticket itineraries and invoices must be available for post-trip auditing. These documents should be accessible to multiple recipients, such as the administration and business office. Tickets and itineraries will be provided 24 hours prior to departure. All itineraries must include flight numbers, departure and arrival times, names associated with the ticket numbers for group travel and confirmation numbers for ground arrangements.

**Paper tickets:** Occasionally bookings require paper tickets, potentially on short notice. Describe the process and any associated costs for producing and delivering paper tickets.

**Flight insurance:** Describe the flight insurance available for each airline ticket category.

## **SERVICE CONFIGURATION:**

- **Backup/overflow assistance:** Describe your plan for backup assistance, covering absences and assisting with unexpectedly high call volume.
- **Business continuity:** Describe your company’s contingency plan in case of a catastrophe impacting your servicing office.
- **Phone system:** Describe the telecommunications configuration you would recommend for this travel program.
- **Quality control:** Describe your quality control process as it relates to airline tickets, lowest airfares, policy compliance, accuracy, etc.
- **Unused tickets:** Describe your system to manage a client’s unused and non-refundable tickets.
- **Traveler profiles:** Describe how you will obtain and maintain traveler profile information.
- **Travel parties and preferences:** Describe how you will obtain and maintain travel party preferences and other information.
- **VIP travelers:** Describe any VIP services that you may offer.

## ***Policies and Procedures:***

The Contractor(s) will adhere to the travel management policies and procedures issued by the State Controller’s Office. The Contractor(s) will be required to contact the State Controller’s Office regarding any questions on implementation or services to be provided in the contract if not expressly identified in the contract.

The Contractor(s) will act as a resource, providing where possible, recommendations with respect to the establishment of effective policies and industry practices regarding travel-related activities.

***Travel Services:***

The Contractor(s) shall provide outstanding customer service for timely, accurate and cost-effective route planning and ticketing for all travel requirements, maximizing usage of those carriers providing the most favorable pricing to the state. The Contractor(s) will procure travel arrangements with major air carriers, hospitality providers and rental car providers to assure that state travel is accomplished in the most direct itinerary **and** at the lowest possible fare/cost.

The Contractor(s) will negotiate to secure the following terms and conditions that are controlled by the carrier:

- Ability to alter itinerary at any time without penalty or minimal charge;
- No blackout days;
- Unrestricted destinations;
- Full refunds/credits on unused tickets;
- Reduction of cost for, or obtain “no-cost” pre-paid tickets at the negotiated rate.

The Contractor(s) will assist the state in negotiating or otherwise establishing government discounts to the state’s benefit with major air carriers, hospitality providers and rental car providers to assure that state travel is accomplished at the lowest possible fare/cost. Contractor(s) will evaluate the routing and city pairs traveled to select the best carrier(s) in terms of schedule and potential for cost savings. Contractor(s) will inform the state about any carrier’s unwillingness to negotiate in good faith. The carrier(s) offering the most advantageous terms and conditions, including pricing and the ability to earn bonuses, will be designated as priority carriers. Priority carriers will be used regardless of the airline preference of the traveler(s), unless the priority carrier’s schedule for a particular trip is found to be overly restrictive and may impact a traveler’s ability to arrive timely or be sufficiently rested.

The Contractor(s) will be required to utilize any and all negotiated contracts where applicable.

The Contractor(s) will provide a complete itinerary to the traveler, detailing all aspects of the travel plan, that include the correct carrier name, flight number, departure and arrival times for each trip segment, and when applicable, lodging and/or rental car information. Travelers should also be informed of any/all schedule changes, which may occur after ticket issuance.

The Contractor(s) will provide for free and timely delivery of all travel-related documents, including, but not limited to, air travel ticket and detailed itinerary to the traveler at least one week prior to travel or twenty-four (24) hours prior to travel if booked less than seven (7) days prior to travel.

Obtain seat assignments as/or when requested. When tickets are issued in advance of computer access to seating, Contractor(s) shall obtain seat assignments as soon as possible

after computer access becomes available. For destinations for which the carrier does not give advance seat assignments, this should be conspicuously noted on the itinerary.

The Contractor(s) shall act as the state's agent in obtaining refunds from common carriers, hotels and service providers. The Contractor(s) must possess a system to maintain and apply travel "credits" to the proper state department.

***Account Management/Service Availability:***

The Contractor(s) will provide an account manager or travel agent that would be assigned specifically to the State of Rhode Island employee account. This person would be authorized to make decisions related to the State's account, including implementation and contractual issues. Please provide resumes for these individuals.

The Contractor(s) will provide live, 24 hour, 7 days/week toll-free "800" telephone access nationwide support for all State of Rhode Island travelers. In providing this support, describe your phone response performance standards. What is your performance standard on hold time and callbacks? How do you measure and report on these standards?

***Technology/Online Website/Tools:***

The Contractor(s) will provide an online travel booking for those travelers that wish to make travel arrangements themselves without having to communicate directly to a travel agent. This tool should be similar to an Orbitz, Expedia search engine and should allow travelers to search and book airline, hotel and ground transportation under the same policy guidelines and restrictions as would be administrated by a live agent.

***Sheriff Travel:***

The Contractor(s) will commit, as necessary, a dedicated number of qualified staff members to address the state's Sheriff's Department requirements for transporting prisoners, including:

- Efficient and secure ground transportation to /from common carriers.
- Requirements to return prisoners to the state on a date certain.
- Ability to accommodate changes in travel due to security issues of prisoner holding facilities.
- Maintenance of strict confidentiality of sheriffs and prisoners traveling at the direction of the state.
- Assistance with documentation required for Sheriff's to possess firearms.
- Outlining the policies and procedures of common carriers related to the transport of prisoners in their proposals.

***Reporting:***

The Contractor(s) will provide to the State Controller's Office, via the use of telephone, fax transmissions, e-mail or electronic system, inquiries on individual travel on an as-needed basis.

The Contractor(s) must provide a reporting tool that can provide a relational database of ALL travel activities and costs. The database must include, but not be limited to, name of traveler, travel dates, airline cost, number of hotel nights plus cost, auto rental cost, etc., and delivered to the state on a monthly basis. The data must be in a format that can be easily incorporated into Microsoft Access.

The Contractor(s) shall provide management information and reconciliation reports (as requested) on a monthly, quarterly, or yearly basis, including, but not limited to:

**Annual Reports:**

- Summary, by state account, of all travel, by air, hotel, auto rental, etc.
- Summary of air travel by air carrier, by volume, by cost, and
- Summary of hotels utilized.

**Monthly Reports:**

- Tickets issued, used, unused, or transferred, including ticket number, traveler's name, State PO number, agency and ticket status.
- City-pair travel, detailing travelers, volume, and cost,
- Automobile rentals, and
- Full coach fare, actual cost charged, **AND** difference (savings)

**Billing and Payments:**

The state has a credit card charge program "ghost card," which allows for direct payment for authorized travel, specifically payment of airfare and lodging, thereby eliminating the need for billing from the Contractor(s). The Contractor(s) must be capable of participation in such a program at no additional cost. Pro-forma invoices or priced itineraries may be required in advance of ticketing. These transactions will then be processed in the same manner as private charge and credit cards. The Contractor(s) will also be responsible to ensure charges are made to the correct state agency accounts.

The Contractor(s) will be required to follow state procedures to assure that only authorized travel is charged. Travelers are issued state Purchase Orders. The Contractor will be required to obtain and maintain the Purchase Order number as part of the traveler record as proof of State authorization for travel.

If an agent fee is charged for the transaction, the agent fee will appear as a separate charge on the "ghost card" but posted on the same day as the transaction charges.

**Discount Programs:**

Describe any discount program based on volume that would affect the fee schedule; include a revised fee schedule.

**Fee Billing Terms:**

Describe your definition of a transaction in regards to the billing of a fee. At what point in the transaction is a fee charged? Are there charges for calls to agents for assistance if

travel is not booked? Is there a fee for canceling, voiding or refunding airline tickets? When does the transaction service fee appear on credit card statements?

**Other Program Costs:**

Provide a detailed list of any fees associated with the RFP response that are not included in the prescribed Cost Proposal items. Include a description of each fee and its cost.

**4 B –REQUIREMENTS AND PROPOSAL CONTENTS – URI ATHLETICS**

Offeror shall provide a detailed work plan and the methods to be used that will demonstrate to the URI Athletics thorough knowledge of the requirements, and the ability to meet the requirements; how offeror intends meet the requirement; the timeframes necessary to deliver the services; and, how the services will be accomplished to meet the Contract requirements as more specifically detailed below. Describe in detail the specific work plan and details of program, for providing each of the following services. The plan must also identify what resources are available to fulfill the requirements and relationships with vendors necessary to provide the services.

For each of the following, please address your firm's ability to meet and exceed the following requirements. Please do not hesitate to include other details considered important.

**CONTRACTOR INFORMATION**

**Agency overview:** Provide a brief description of the company including history, years in business, total sales and athletic travel experience.

**Booking trends:** Include a report or reports that identify the following for current client accounts:

- Commercial air - Current and anticipated annual travel volumes for individual, athletics team (group) and other client categories.
- Commercial air - Current and expected annual travel volumes for domestic and international airfare.
- Commercial air - Top five domestic and international carriers
- Hotel reservations – Total number of booking nights, total dollar volume and top five cities by volume.
- Car rental reservations – Total number of rental days and total dollar volume.
- Ground transportation – Total number of bookings and total dollar volume.
- Air charters – Total number bookings, total dollar volume and top five charter carriers booked.

**Outstanding or Previous Litigation:** Provide a list of any outstanding or previous litigation which involved the proposed services offered in your RFP response.

**References:** Provide a minimum of three (3) references that your agency is providing services of the type proposed in this RFP. The references must include athletic, public or

private customers where the Contractor has provided travel services within the last five (5) years. Include the name of the customer, a contact person and telephone number and email address where the customer can be reached for verification, if deemed necessary.

**Staffing:** List current agency staffing totals. How many staff members are assigned to work primarily with athletics clients? Describe the athletic agents' experience level. What is your annual staff turnover rate?

Agency must provide skilled staff to service the account with a minimum of two years of group travel experience, experience with athletic travel procedures, and a commitment to interpret NCAA, conference, University, and State of Rhode Island rules and regulations.

**Group airfare expertise:** Agency must take every reasonable step, where appropriate, to use administrative or high-level carrier contacts to obtain favorable fares, seats on capacity controlled flights and must have the proven ability to address other challenges typically associated with group airfare.

**Value proposition:** What differentiates your agency from other travel management companies?

### **IMPLEMENTATION:**

**Timeline:** Provide an implementation plan and schedule of events from award date.

**Challenges:** Identify two possible challenges in the implementation process and your plan to address them.

**Training:** Describe the training that will be provided to URI Athletics travelers, travel coordinators and administrators.

**Automation:** Include details of the process involved to load traveler profiles, preferences and the travel policy configured into agency booking and support systems.

### **OPERATIONAL REQUIREMENTS:**

**Regular hours:** URI Athletics expects minimum hours of operation are 8:00 a.m. to 5:00 p.m. Eastern (flexible during peak travel periods), Monday through Friday.

**After-hours:** URI Athletics requires live, 24/7 supplementary service through a toll free number. Please state clearly in your proposal the hours and days service will be made available for either option being responded to.

Is there a fee for "after-hours" calls? At what times are calls considered to be "after-hours"?

**Paperless ticketing and invoicing:** URI Athletics prefers to paperless documentation for all electronic tickets. Electronic ticket itineraries and invoices must be available for post-trip research. These documents should also be accessible to additional recipients, such as the administration and business office. Tickets and itineraries will be provided 24 hours prior to departure. All itineraries must include flight numbers, departure and arrival times, names associated with the ticket numbers for group travel and confirmation numbers for ground arrangements.



**Paper tickets:** URI Athletics occasionally generates bookings that require paper tickets, potentially on short notice. Describe the process and any associated costs for producing and delivering paper tickets.

**Flight insurance:** Describe the flight insurance available for each airline ticket

## **POLICIES AND PROCEDURES**

The Contractor(s) will adhere to the travel management policies and procedures issued by the State of Rhode Island, the University of Rhode Island, the NCAA and/or conference rules and regulations. The Contractor(s) will be required to contact the URI Athletics Business Office regarding any questions on implementation or services to be provided in the contract if not expressly identified in the contract.

The Contractor(s) will act as a resource, providing where possible, recommendations with respect to the establishment of effective policies and industry practices regarding travel-related activities.

## **SERVICE CONFIGURATION:**

- **Backup/overflow assistance:** Describe your plan for backup assistance, covering absences and assisting with unexpectedly high call volume.
- **Business continuity:** Describe your company's contingency plan in case of a catastrophe impacting the office serving URI Athletics.
- **Phone system:** Describe the telecommunications configuration you would recommend for this travel program.
- **Policy compliance:** Describe your procedures to insure traveler compliance with our travel policy.
- **Quality control:** Describe your quality control process as it relates to airline tickets, lowest airfares, policy compliance, accuracy, etc.
- **Unused tickets:** Describe your system to manage a client's unused and non-refundable tickets.
- **Traveler profiles:** Describe how you will obtain and maintain traveler profile information. List security measure utilized to ensure this information is kept secure.
- **Travel parties and preferences:** Describe how you will obtain and maintain travel party preferences and other information.
- **VIP travelers:** Describe any VIP services that you may offer.
- **Fan travel:** Describe your experience and capabilities with organizing fan-based group trips. Include information on recent activity regarding group size, destination, purpose and an overview of the services acquired.

## **TRAVEL SERVICES**

The Contractor(s) shall provide outstanding customer service for timely, accurate and cost-effective route planning and ticketing for all travel requirements, maximizing usage of

those carriers providing the most favorable pricing to the URI Athletics. The Contractor(s) will procure travel arrangements with major air carriers, hospitality providers and rental car providers to assure that URI Athletics travel is accomplished in the most direct itinerary **and** at the lowest possible fare/cost.

The Contractor(s) will negotiate to secure the following terms and conditions that are controlled by the carrier:

- Ability to alter itinerary at any time without penalty or minimal charge;
- No blackout days;
- Unrestricted destinations;
- Full refunds/credits on unused tickets;
- Reduction of cost for, or obtain “no-cost” pre-paid tickets at the negotiated rate.

The Contractor(s) will assist the URI Athletics in negotiating or otherwise establishing government discounts to the URI Athletics’ benefit with major air carriers, hospitality providers and rental car providers to assure that URI Athletics travel is accomplished at the lowest possible fare/cost. Contractor(s) will evaluate the routing and city pairs traveled to select the best carrier(s) in terms of schedule and potential for cost savings. Contractor(s) will inform the URI Athletics about any carrier’s unwillingness to negotiate in good faith. The carrier(s) offering the most advantageous terms and conditions, including pricing and the ability to earn bonuses, will be designated as priority carriers. Priority carriers will be used regardless of the airline preference of the traveler(s), unless the priority carrier’s schedule for a particular trip is found to be overly restrictive and may impact a traveler’s ability to arrive timely or be sufficiently rested.

The Contractor(s) will be required to utilize any and all negotiated contracts where applicable.

The Contractor(s) will provide a complete and accurate itinerary to the traveler, detailing all aspects of the travel plan, that include the correct carrier name, flight number, departure and arrival times for each trip segment, and when applicable, lodging and/or rental car information. Travelers should also be informed of any/all schedule changes, which may occur after ticket issuance.

The Contractor(s) will provide for free and timely delivery of all travel-related documents, including, but not limited to, air travel ticket and detailed itinerary to the traveler at least one week prior to travel or twenty-four (24) hours prior to travel if booked less than seven (7) days prior to travel.

Obtain seat assignments as/or when requested. When tickets are issued in advance of computer access to seating, Contractor(s) shall obtain seat assignments as soon as possible after computer access becomes available. For destinations for which the carrier does not give advance seat assignments, this should be conspicuously noted on the itinerary.

The Contractor(s) shall act as the URI Athletics’s agent in obtaining refunds from common carriers, hotels and service providers. The Contractor(s) must possess a system to maintain and apply travel “credits” to the proper URI Athletics department.

**Customer service:** Describe your agency's plan to monitor customer service levels, including problem resolution procedures.

### **Itinerary Change / Cancellations**

Provide, in detail, procedures for refunds or credits for cancelled trips, including notifications for changes (email, phone, texting). Athletic team travel has many situations that result in last minute flight changes, hotel cancellations, name changes on tickets and flight cancellations. Describe how your company provides service to support these situations, including any obligations the URI Athletics would incur.

### **Charter Flight Services**

Air Charter services may be required for football and basketball team travel. Describe your program for air charter services, and include the companies you are affiliated with, along with the type and quality of aircraft equipment, and safety and insurance programs. The URI Athletics requires seating for a minimum of 90 passengers for football charters and seating for a minimum of 30 passengers (40-50 passenger jet) for basketball charters.

### **NCAA Travel Compliance**

Compliance with NCAA Rules and Regulations is an important part of providing service to Division I Athletics.

**College Employee and Student Use of Contract Services for Personal Business Travel Booking.** NCAA bylaw 13.6.2.3.1 prohibits prospects, enrolled student-athletes, or student athletes' relatives and friends, from realizing ticket bonuses, rebates, refunds or other benefits connected with travel purchases which may not be available to the general public. The Contractor(s) shall exercise caution to assure that student athletes, prospects, family or friends are not given travel booking with the Contractor(s) unless similar travel prices, including any benefits, which may result from using the Contractor(s)'s services, are available to all University of Rhode Island employees.

Include a description of services and a contact name and telephone number of an existing client.

**Safety** –Travel arrangements made for or on behalf of URI Athletic programs must conform to URI Risk Management requirements, attached at Exhibit A. :

- **15 Passenger Van Travel: 15 Passenger Van Travel:** No travel arrangements can be made or provided to transport URI Athletics students or personnel via 15 passenger vans, unless modifications are made to the 15 passenger vans. See attached URI Risk Management 15 passenger van procedures.

**NCAA Division 1 Athletic Group Team Travel Services – (Groups and Athletic Teams)**  
- Describe your experience with providing the following travel arrangements and services for Division I Athletic teams.

### **Airline Reservations**

- Team Air travel (via Economy Class), or Air Charter if cost effective
- Obtain seat assignments as/or when requested. When tickets are issued in advance of computer access to seating, Contractor(s) shall obtain seat assignments as soon as

possible after computer access becomes available. For destinations for which the carrier does not give advance seat assignments, this should be conspicuously noted on the itinerary.

- The Contractor(s) shall block seats far enough in advance to assure to the extent possible that an Athletics team may travel as a group, unless specifically requested otherwise.

### **Hotel Reservations**

- Lodging where necessary
- Meal arrangements for Athletic teams – where necessary

### **Rental Car Reservations**

- Van or Car rental where necessary
- Interstate taxi service where necessary

**Ground Shuttle/Charter Bus Services** – at destination; local carriage not included in this contract/ MPA

- Bus or Bus Charter transportation for team and equipment (**note-** only football team equipment transportation is arranged outside of this contract/ MPA)
- Rail transportation
- Surface transportation

**Discounts and Negotiations:** The State is seeking a travel service partner with the ability to leverage expenditure volumes to discounted or preferred price fare airline tickets and charter services to reduce travel expenses. Please outline details of the capability to provide these discounted services, including the standard discounts available to you to offer the state, and a plan to expand on a continuous basis the available number of vendors and improve the discounts available.

**Airline discount programs:** Describe existing airline contracts and discounts that will be available to URI Athletics.

**Agency hotel program:** Describe the hotel discount program(s) that will be available to URI Athletic team travelers.

**Agency car rental program:** Describe your existing national discount program(s) that will be available to URI Athletic team travelers.

**Ground transportation:** Explain any relationships with ground transportation providers that may be beneficial to URI Athletics.

**Airline charters:** Explain any relationships with air charter companies that may be beneficial to URI Athletics. Also, explain the qualifications and standards that your company applies when selecting a charter company.

**Additional savings opportunities:** Describe any additional contracts or negotiated services that may be of assistance to URI Athletics.

### **ACCOUNT MANAGEMENT/SERVICE AVAILABILITY**

**Account manager:** URI Athletics requires an account manager or travel agent specifically assigned to URI Athletics. The assigned account manager is to be at a managerial level, will be the point of contact to coordinate travel requirements and will handle any problems or inquiries that may arise. This person must have the authority to act on and make decisions to resolve any issues, including contractual issues, without need for extensive consultation within your organization. Provide details of how this will be achieved.

**Key staff members:** List the names, resumes and responsibilities of additional individual(s) to be assigned to this account and responsible for successfully managing this account. These individual(s) will meet periodically with URI Athletics personnel, will research information and will deliver special reports and negotiated contracts.

**Service Availability:** Describe your customer service policies that will provide Live, 24 hour, 7 days/week toll-free “800” telephone access nationwide support for all URI Athletics travelers. Describe your phone response performance standards. What is the performance standard for hold time and callbacks? How do you measure and report on these standards?

### **TECHNOLOGY/ON-LINE/WEBSITE TOOLS**

**GDS:** List the Global Distribution System (GDS) and other booking systems supported by your agency. Which system(s) will be used for URI Athletics?

**Pre-trip approval:** Describe your automated pre-trip authorization system.

**Back-office:** Which back-office accounting system will be used? Please describe capabilities.

**Quality control:** Describe your quality control software as it relates to lowest airfares, policy compliance, accuracy, etc.

**Online/website booking:** Describe your on-line travel booking tool for those travelers that wish to make travel arrangements themselves without having to communicate directly to a travel agent. This tool should be similar to an Orbitz, Expedia search engine.

### **REPORTING**

Describe your process to provide accurate and timely fiscal accounting services/reports for all expenditures. These records and documents must be provided in a manner that is sufficient to support the University’s financial processing and reporting requirements; include sample reports and sample invoices.

- Describe your management reporting system. How is access to this system controlled? What file formats and delivery options are available? Are reports classified by client, then by departments, i.e., football, basketball, under each client?
- What is the turn-around interval on requests for reports and for customized report requests?

- Does the reporting system incorporate pre-trip, post-trip or both types of data? Explain.
- Describe the cycle to refresh the data in your reporting system. Is data updated in real-time?
- In the event of a travel emergency, describe the reporting capabilities available to identify and assist travelers. Explain the process used to identify travelers, communicate with the State and to assist 24x7 as needed.
- Provide samples of the following reports from the reporting system described above:
  1. Reconciliation report
  2. Unused ticket report
  3. Hotel usage, by chain and property
  4. Rental car usage, by car company
  5. Airline report, by carrier (domestic and international)
  6. Executive Summary
  7. Top 50 travelers, by volume and transactions
  8. Non-contract usage report
  9. Exception reporting (travel policy violations)
  10. Top city pairs
  11. Online, real time reports
- **Web site:** Describe Web-based site and/or other online **reporting** services, as customized for URI Athletics.
- **Credit card reconciliation:** Describe your credit card reconciliation services and provide a sample of the reports that accompany this service.

### **BILLING AND PAYMENTS:**

The state (including URI Athletics) has a credit card charge program “ghost card,” which allows for direct payment for authorized travel, specifically payment of airfare and lodging, thereby eliminating the need for billing from the Contractor(s). The Contractor(s) must be capable of participation in such a program at no additional cost. Pro-forma invoices or priced itineraries may be required in advance of ticketing. These transactions will then be processed in the same manner as private charge and credit cards. The Contractor(s) will also be responsible to ensure charges are made to the correct URI Athletic accounts.

The Contractor(s) will be required to follow state procedures to assure that only authorized travel is charged. Travelers are issued URI Travel Authorization Forms (TARs). The Contractor will be required to obtain and maintain the Travel Authorization Form number as part of the traveler record as proof of URI Athletics authorization for travel.

If an agent fee is charged for the transaction, the agent fee will appear as a separate charge on the “ghost card” but posted on the same day as the transaction charges.

**DISCOUNT PROGRAMS:**

Describe any discount program based on volume that would affect the fee schedule; include a revised fee schedule.

**FEE BILLING TERMS:**

Describe your definition of a transaction in regards to the billing of a fee. At what point in the transaction is a fee charged? Are there charges for calls to agents for assistance if travel is not booked? Is there a fee for canceling, voiding or refunding airline tickets? When does the transaction service fee appear on credit card statements?

**Other Program Costs:**

Provide a detailed list of any fees associated with the RFP response that are not included in the prescribed Cost Proposal items. Include a description of each fee and its cost.

## **SECTION 5 - EVALUATION & SELECTION- TECHNICAL PROPOSALS**

**THE STATE MAY OPT TO AWARD TWO FIRMS SEPARATE EXCLUSIVE CONTRACTS, NAMELY A SINGLE CONTRACT FOR ATHLETIC TEAM TRAVEL, AND A SINGLE CONTRACT INCLUDING BOTH DOMESTIC TRAVEL AND INTERNATIONAL TRAVEL, OR ONE CONTRACT WITH A SINGLE FIRM TO INCLUDE BOTH AREAS. TECHNICAL AND COST PROPOSALS FOR EITHER OR BOTH SHOULD BE SEPARATE DOCUMENTS THAT CONFORM TO THE APPROPRIATE INSTRUCTIONS AND ATTACHMENTS BELOW.**

### **5 A – Evaluation of Proposals for State Employee Domestic Travel and International Research Travel**

#### **TECHNICAL PROPOSALS**

- A.** An Evaluation Committee composed of state employees will be formed to review proposals and make recommendations for award of the contract.
- B.** The Evaluation Committee will be responsible for conducting a comprehensive and impartial evaluation of all proposals and make a recommendation as to award of the contract.
- C.** The evaluation process will consist of two (2) separate components: Technical Proposal Evaluation and the Cost Proposal Evaluation. The Technical Proposal and the Cost Proposal are worth a total of one hundred points.
- D.** To advance to the Cost Proposal Evaluation phase, the Offeror's technical proposal must receive a minimum of 56 (80%) out of a maximum of 70 technical points. Any technical proposals scoring less than 56 points will not have the Cost Proposal either opened or evaluated and the proposal will be removed from further consideration.
- E.** Each technical proposal will be evaluated to determine whether it is complete and comprehensive, according to the categories below, and includes a recognition of the requirements expressed in Section 4 A, above. The State may request clarification of proposals. Proposals deemed by the Evaluation Committee to be incomplete, non-responsive, or not in accordance with proposal submission requirements will be disqualified.
- F.** Each proposal will undergo a technical review based on responses to the questions and requirements included in this RFP. The technical proposal is worth 70 points. The primary criteria considered for each category are:
  - Commitment to service the State through high standards of performance;
  - Flexibility and innovation in addressing the State's needs; and
  - Demonstrated ability to deliver on representations and commitments concerning offeror's service.

#### **Capacity to Perform, Operate and Conform   0-19 Points**

Contractor Information.....4 points  
Implementation .....6 points  
Operational Requirements.....4 points  
Policies and Procedures .....5 points

#### **Services Offered**

**0-38 Points**

Service Configuration.....4 points



Travel Services .....	10 points
Account Management/ Availability....	4 points
Online/ Website Tools.....	6 points
Sheriff Travel.....	4 points
Reporting.....	5 points
Billing and Payments.....	5 points

**Cost Containment and Sample Scenarios                      0-13 Points**

Scenarios (see 5 A (1) below .....	6 points
Discount Programs.....	3.5 points
Fee Billing Terms.....	3.5 points

**TOTAL TECHNICAL PROPOSAL    70 POINTS**

**5 A (1). SAMPLE TRAVEL SCENARIOS**

The state has developed a set of sample travel scenarios to which each respondent must submit an itinerary and invoice for the costs of travel for each sample trip. The state will evaluate the submissions of each respondent based upon the following:

- i. the technical merit of establishing the most efficient and effective itinerary for each sample trip, **and**
- ii. the lowest costs for each sample trip.

In order to limit the effect of travel industry and market forces upon the comparability of responses, it is suggested that **all respondents** prepare submissions to these sample travel scenarios assuming each sample trip will occur on the third (3<sup>rd</sup>) day prior to the deadline for submitting responses to this RFP.

**NOTE:** Domestic and International Travel technical proposals shall include responses to scenarios 1 through 9 in response sections for Cost Containment. URI Athletics technical proposals shall include responses to scenarios 12 through 15 in response sections for Cost Containment.

**1. Attorney General Scenario #1:**

A recent paraplegic needs to come to RI to testify at the trial of her assailant. She needs time to get herself together in the mornings, as she and her mother are not yet into a routine. She lives in Colorado Springs, CO, but does not want to use that airport. She wants the least amount of transfers since movement between planes is time consuming and difficult on the mother. She needs to be here 4 days from today and does not need lodging. Please schedule her flights to and from Rhode Island.

**2. Attorney General Scenario #2:**

An expert witness needs to come into RI to testify at trial next Wednesday. He has meetings all day and cannot fly before 5:00 p.m. He needs to meet with the prosecutors before the hearing and wants to fly out after his testimony that day. He is not returning to the airport (or state) from which he originally flew. He is leaving from Pittsburgh and needs to return to Fairfax, Virginia. Please provide the itinerary.

### 3. Attorney General Scenario #3:

A witness needs to come to RI from Kansas City, KS within 3 days. They are expected to be in RI for one full week. On Tuesday, just after the State started trying the case, the defendant pled. This means the witness can leave three days earlier, saving the State hotel and meal charges. Please provide the best return flight home.

### 4. Sheriff Department Scenario #1

Three Deputy Sheriffs need to travel from Rhode Island to Florida within seven (7) days to extradite two prisoners back to Rhode Island. One prisoner is in Orlando and the other one is in Bristol, Florida, which is 304 miles from Orlando. The deputies will fly into Orlando, rent a car, drive to the jail and retrieve the first prisoner, then drive on to Bristol. Arrangements have been made by the Sheriff's Department to have the inmate from Orlando lodged at the jail in Bristol. The deputies will spend the night in a hotel in Bristol. The next morning, they are to take custody of both prisoners and drive to the airport in Tallahassee, which is the closest city to Bristol with service by common carriers. One of the prisoners was involved in and testified in a very high profile criminal case in Rhode Island. The following arrangements must be made: Air fare for the three deputies and two inmates, hotel accommodations for one night for the three deputies and a rental vehicle, keeping in mind that the vehicle will be picked up in Orlando and dropped off in Tallahassee. (All this information must remain confidential due to the sensitivity of the mission).

### 5. Sheriff Department Scenario #2

Two Deputy Sheriffs need to travel from Rhode Island to Texas in three (3) days to transport a prisoner to Rhode Island. The prisoner is expected to testify in a very high profile murder case in Rhode Island. The person he is to testify against is being held at the A.C.I. Corrections officials will want the witness returned as soon as possible, but the Attorney General's Office expects they will need the witness here for two (2) weeks. Three (3) days later, the Attorney General's Office advises corrections officials that the witness was no longer needed. This would save the state money and take a burden off corrections. Please provide the quickest, most economical and reasonable travel arrangements and accommodations to return the prisoner to Texas. The following arrangements must be made: Air fare for the two deputies and the prisoner, hotel accommodations for one night for the two deputies, and a rental vehicle. (All this information must remain highly confidential due to the sensitivity of the mission).

### 6. DCYF Scenario #1

A DCYF employee has to travel from Providence, RI to Miami, FL to pick up and return with a minor child within one day. It is DCYF policy that the employee cannot stay overnight in city Miami. It is also DCYF policy that no child can travel after 8:00pm on any day.

### 7. DCYF Scenario #2

A DCYF employee has to travel from Providence, RI to Amarillo, TX to attend treatment-planning sessions for a DCYF client. The meetings are scheduled for the 4th and 5th of next month.

## 8. URI International Scenario

A research department at the Graduate School of Oceanography (Bay Campus – URI) is scheduled to do research in Ghana starting in August. The trip is being funded by Research Dollars through NSF. Detail the steps you would accomplish to provide air and transportation travel considering that the travel is being funded by Federal Research Grants. These same travelers are now in Ghana and riots have broken out in this area of the country. We must make every effort to get them out of the country as soon as possible. How would your agency propose to do this in the most effective and efficient manner?

## 9. URI Group Scenario

A group of 10 URI Faculty and Graduate Students are traveling to California for a conference. Detail the steps you would accomplish to handle the air, hotel and ground transportation for this group of travelers.

## **5 B -EVALUATION OF PROPOSALS FOR URI Athletics Travel**

### **TECHNICAL PROPOSALS**

- A. An Evaluation Committee composed of state employees will be formed to review proposals and make recommendations for award of the contract.
  - B. The Evaluation Committee will be responsible for conducting a comprehensive and impartial evaluation of all proposals and make a recommendation as to award of the contract.
  - C. The evaluation process will consist of two (2) separate components: Technical Proposal Evaluation and the Cost Proposal Evaluation. The Technical Proposal and the Cost Proposal are worth a total of one hundred points.
  - D. To advance to the Cost Proposal Evaluation phase, the Offeror's technical proposal must receive a minimum of 56 (80%) out of a maximum of 70 technical points. Any technical proposals scoring less than 56 points will not have the Cost Proposal either opened or evaluated and the proposal will be removed from further consideration.
  - E. Each technical proposal will be evaluated to determine whether it is complete and comprehensive, according to the categories below, and includes a recognition of the requirements expressed in Section 4 B, above. The State may request clarification of proposals. Proposals deemed by the Evaluation Committee to be incomplete, non-responsive, or not in accordance with proposal submission requirements will be disqualified.
  - F. Each proposal will undergo a technical review based on responses to the questions and requirements included in this RFP. The technical proposal is worth 70 points. The primary criteria considered for each category are:
    - Commitment to service the State through high standards of performance;
    - Flexibility and innovation in addressing the State's needs; and
    - Demonstrated ability to deliver on representations and commitments concerning offeror's service.
- **Capacity to Perform, Operate and Conform 0-18 Points**
    - Contractor Information.....4 points
    - Implementation .....5 points

Operational Requirements.....4 points  
Policies and Procedures .....5 points

- **Services Offered** **0-39 Points**
  - Service Configuration.....5 points
  - Travel Services .....10 points
  - NCAA Division 1 Athletic Travel Services....7 points
  - Account Management/ Availability.....4 points
  - Online/ Website Tools.....5 points
  - Reporting.....5 points
  - Billing and Payments.....3 points
- **Cost Containment and Sample Scenarios** **0-13 Points**
  - Scenarios (see 5 B (1) below .....6 points
  - Discount Programs.....3.5 points
  - Fee Billing Terms.....3.5 points
- **TOTAL TECHNICAL PROPOSAL** **70 POINTS**

Responses found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. The State reserves the right to reject any or all responses submitted and to waive any informality in any proposer's submission.

#### **5 B (1). SAMPLE TRAVEL SCENARIOS– URI ATHLETICS**

URI Athletics has developed a set of sample travel scenarios to which each respondent must submit an itinerary and invoice for the costs of travel for each sample trip. URI Athletics will evaluate the submissions of each respondent based upon the following:

1. the technical merit of establishing the most efficient and effective itinerary for each sample trip, **and**
2. the lowest costs for each sample trip.

In order to limit the effect of travel industry and market forces upon the comparability of responses, it is suggested that **all respondents** prepare submissions to these sample travel scenarios assuming each sample trip will occur on the third (3<sup>rd</sup>) day prior to the deadline for submitting responses to this RFP.

**NOTE:** Domestic and International Travel technical proposals shall include responses to scenarios 1 through 9 in response sections for Cost Containment. URI Athletics technical proposals shall include responses to scenarios 12 through 15 in response sections for Cost Containment.

#### **12. URI Team Travel Scenario #1**

The Men's Basketball travel party of 25 is anticipating on competing in the A-10 Tournament in 1st week of March 2014. The University will not have the final dates  
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until two weeks prior to travel. The tournament is in Corpus Christi, Texas. The team will need transportation to and from Corpus Christi, ground transportation to and from airports and for practices and meals in Corpus Christi. They will also need lodging and access to restaurants. The team may need to come home early with an hour notice.

#### 13. URI Team Travel Scenario #2

The Women's Soccer travel party of 22 needs to travel to a game in St Louis, MO on Friday September 20, 2013 and a game in Charlotte, NC on that Sunday. They need to be in St Louis on Thursday. They will need lodging for Thursday/Friday in St. Louis and Saturday in Charlotte. They will return immediately after the game on Sunday around 4:00pm. Ground transportation will be needed for practices, to and from airports, and transportation to and from restaurants if needed. Lodging must be provided for 22, preferably with double rooms.

#### 14. URI Team Travel Scenario #3

The Football travel party of 85 has a game in Williamsburg, VA on Saturday afternoon, October 5, 2013, at 7:00 pm. They need transportation to and from the field at William and Mary College. Lodging is needed for Friday and they will return on Saturday after the game. Ground transportation is needed for meals, to and from lodging, and to and from airports if needed. There must be access to meals within a 20 minute radius of the hotel. Football travels with oversized baggage and equipment that will be transported separately by ground.

15. Propose how contractor would accommodate additional requests for all URI Athletic teams:

##### Lodging:

- Rooms keyed prior to arrival.

- Comp or reduced rates for the head coaches suite or room.

- Prearranged and reduced rates for banquet and meeting rooms with video and audio equipment.

- Free or one time fees for internet services.

- Lodging to include complimentary breakfast.

##### Flights:

- Airports to have separate security access for teams and trainers.

- Prearranged oversized baggage.

- Ticketless

##### Meals:

- Reduced rates for group meals negotiated prior to arrival.

- Prearranged meal selections

## **SECTION 6- EVALUATION AND SELECTION- COST PROPOSALS**

THE STATE MAY OPT TO AWARD TWO FIRMS SEPARATE EXCLUSIVE CONTRACTS, NAMELY A SINGLE CONTRACT FOR ATHLETIC TEAM TRAVEL, AND A SINGLE CONTRACT INCLUDING BOTH DOMESTIC TRAVEL AND INTERNATIONAL TRAVEL, OR ONE CONTRACT WITH A SINGLE FIRM TO INCLUDE BOTH AREAS. COST PROPOSALS FOR EITHER OR BOTH SHOULD BE SEPARATE DOCUMENTS THAT CONFORM TO THE APPROPRIATE INSTRUCTIONS AND INCLUDE THE ATTACHMENTS BELOW.

### **6 A -Cost Proposal Scoring for State Employee Domestic Travel and International Research Travel**

- G. Cost Proposal is worth 30 points. The Cost Proposal shall be submitted on Cost Proposal Form, Attachment A below. Cost proposals will be submitted in prices per unit of service as listed on the Form. The Cost Proposal will not be evaluated unless the offeror achieves the minimum technical threshold score. Pricing Category scores are:

**THIS IS NOT A COST PROPOSAL FORM- SEE ATTACHMENT A**

Cost proposal category scoring weights

<b>Ticket Transaction fees:</b>	<b>With Live Agent</b>	<b>On-Line</b>
<b>Domestic airline/hotel/car combination itinerary</b>	<b>4 Points</b>	<b>4 points</b>
<b>Domestic airline ticket only</b>	<b>4</b>	<b>4</b>
<b>International airline ticket only</b>	<b>3</b>	<b>N/A</b>
<b>Domestic Group Travel, per person, groups &gt; 5 persons</b>	<b>2</b>	<b>N/A</b>
<b>Hotel or car only booking</b>	<b>1</b>	<b>1</b>
<b>Airline ticket exchange</b>	<b>1</b>	<b>1</b>
<b>International Group Travel, per person, groups&gt;5 persons</b>	<b>1</b>	<b>N/A</b>
<b>International airline/hotel/car combination itinerary</b>	<b>1</b>	<b>N/A</b>
<b>Implementation fee, one time only, in year one</b>	<b>3</b>	

**TOTAL COST PROPOSAL**

**30 POINTS**

For each pricing cell, the lowest cost bidder will receive the points maximum for the cell. Other bidders will receive a proportional number of points based on the following formula:

# Cell Points Assigned, times [Lowest Price/ Other Bidders Price]

## **ATTACHMENT A- COST PROPOSAL, Domestic and International Travel**

**Reproduce and submit this page in the separate sealed envelope required for cost proposals. Continue any items on a separate page as necessary.**

**VENDOR NAME:** \_\_\_\_\_

**Transaction fee: Price your transaction fee for each of the following transaction types:**

<b>Ticket Transaction fees:</b>	<b>With Live Agent</b>	<b>On-Line</b>
<b>Domestic airline/hotel/car combination itinerary</b>	<b>\$</b>	<b>\$</b>
<b>Domestic airline ticket only</b>		
<b>International airline ticket only</b>		<b>N/A</b>
<b>Domestic Group Travel, per person, group &gt; 5</b>		<b>N/A</b>
<b>Hotel, car, only booking</b>		
<b>Airline ticket exchange</b>		
<b>International Group Travel, per person, group &gt; 5</b>		<b>N/A</b>
<b>International airline/hotel/car combination itinerary</b>		<b>N/A</b>
<b>Implementation fee, one time only, in year one</b>	<b>\$</b>	

**If you respond to both cost proposals, include any discount you will offer if you are awarded one contract to cover all three areas of travel here: \_\_\_\_\_%**

## **6 B -Cost Proposal Scoring for URI Athletics Travel**

Cost Proposal is worth 30 points. The Cost Proposal shall be submitted on Cost Proposal Form, Attachment B below. Cost proposals will be submitted in prices per unit of service as listed on the Form. The Cost Proposal will not be evaluated unless the offeror achieves the minimum technical threshold score. Pricing Category scores are:

**THIS IS NOT A COST PROPOSAL FORM- SEE ATTACHMENT B**

### **Cost proposal category scoring weights**

<b><u>Transaction fees – Live Agent</u></b>	<b><u>Individual</u></b>	<b><u>Group(# of travelers)</u></b>
Domestic airline ticket (can include hotel/car)	3 points	3 points
International airline ticket (can include hotel/car)	1	1
Hotel or car only booking	1	N/A
Airline ticket exchange/Void/Name Change	1	
<b><u>Transaction fees – On-line Reservation</u></b>	<b><u>Individual</u></b>	<b><u>Group(# of travelers)</u></b>
Domestic airline ticket (can include hotel/car)	3	3
International airline ticket (can include hotel/car)	1	N/A
Hotel or car only booking	1	N/A
<b><u>Other fees</u></b>		
24x7 service assistance	2	
Ground transportation	1	
Air charters	1	
Implementation fee, one time only, in year one		
<b><u>Additional fees (list as needed)</u></b>	1	
<b><u>Discounts, rebate plans, Fee Sharing programs (list and describe)</u></b>	1	

**TOTAL COST PROPOSAL**

**30 POINTS**

### **Cost Proposal Scoring:**

For each pricing cell, the lowest cost bidder will receive the points maximum for the cell. Other bidders will receive a proportional number of points based on the following formula:

# Cell Points Assigned, times [Lowest Price/ Other Bidders Price]



**Attachment B: 6 B - Cost Proposal for URI Athletics Travel**

**Reproduce and submit this page in the separate sealed envelope required for cost proposals.**

**Continue any items on a separate page.**

**VENDOR NAME:** \_\_\_\_\_

**Insert proposed transaction fee for each of the following transaction types:**

<b><u>Transaction fees – Live Agent</u></b>	<b><u>Individual</u></b>	<b><u>Group(# of travelers)</u></b>
Domestic airline ticket (can include hotel/car)	\$	\$
International airline ticket (can include hotel/car)		
Hotel or car only booking		<b><u>N/A</u></b>
Airline ticket exchange/Void/Name Change		
<b><u>Transaction fees – On-line Reservation</u></b>	<b><u>Individual</u></b>	<b><u>Group(# of travelers)</u></b>
Domestic airline ticket (can include hotel/car)		
International airline ticket (can include hotel/car)		<b><u>N/A</u></b>
Hotel or car only booking		<b><u>N/A</u></b>
<b><u>Other fees</u></b>		
24x7 service assistance		
Ground transportation		
Air charters		
Implementation fee, one time only, in year one		
<b><u>Additional fees (list as needed)</u></b>		
<b><u>Discounts, rebate plans, Fee Sharing programs (list and describe)</u></b>		

**If you respond to both cost proposals, include any discount you will offer if you are awarded one contract to**

**cover all areas of travel here: \_\_\_\_\_ %**

## **SECTION 7: PROPOSAL SUBMISSION**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [Questions2@purchasing.ri.gov](mailto:Questions2@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. Please reference **RFP #** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases (see cover page of solicitation). **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus five (5) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP#7537380**" to:

RI Dept. of Administration  
Division of Purchases, 2nd floor  
One Capitol Hill  
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

### **RESPONSE CONTENTS**

Responses shall include the following:

1. A completed and signed **four-page R.I.V.I.P generated bidder certification cover sheet** downloaded from the RI Division of Purchases at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
2. One only completed and signed **Form W-9** downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
3. **One original and five copies of the Technical Proposal** as described in Sections 4 and 5 above. Do not include W-9 in the proposal documents.
4. **A separate, signed and sealed original and three copies of the Cost Proposal** presented on the form(s) provided in Attachment A, above.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide technical proposals in **electronic format (CD-Rom, disc, or flash drive)**. PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original". Do not include W-9 in the electronic documents.

## **CONCLUDING STATEMENTS**

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP, including general liability and property insurance. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL:

<https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>

## **Exhibit A- URI Risk Management – 15-Passenger Vans operating procedures**

*Risk Manager  
Office of the Asst. VP/Business Services  
210 Flagg Road, Suite 208 | Kingston, RI 02881  
Desk 401-874-2591 |*

### **Risk Management Administrative SOP**

**SUBJECT: 15-Passenger Vans (Non-Owned) Number: 2008-03-01**

**PURPOSE:** To define the policy and procedures to assure the proper use of non-owned 15-passenger vans for use on University business.

**APPLICABILITY:** This policy applies to all faculty, staff, and students at all four campuses of URI.

**PROCEDURE:** All drivers of all vehicles must have a valid driver's license. All drivers of 15-Passenger vans will take a drivers training course that consists of:

- A video specifically tailored to 15-passenger van safety.
- A defensive driving course recognized by the National Safety Council and the URI Department of Safety and Risk Management.
- A review of the URI 15-Passenger Safety and Administrative Policies.

A list of the drivers who have completed the training and who are qualified to operate the vans will be forwarded to Risk Manager; Business Services. Applicable Departments will be responsible to insure that 15-passenger vans are driven by operators from this list, and further, that all drivers have a valid driver's license.

Each driver will perform an inspection of the vehicle and preoperational check before leaving the rental company's parking lot. At no time should any vehicle leave the rental company parking lot if any safety concern is identified in the preoperational check. A suggested checklist can be obtained from TBD 874-2591 .

Operational restrictions include the following:

- The backseat is to be removed from each van.
- The personnel load will not exceed 1 driver and 10 passengers. (Rear seat generally holds four.)
- The driver is responsible to ensure that all occupants wear seatbelts. Anyone refusing to wear a seatbelt will not be allowed transportation in the vehicle.
- Allowable blood/alcohol content for operating a 15-passenger van~or any vehicle~is 0.0%
- All motor vehicle rules and regulations must be strictly adhered to, including, not limited to:
- Respect other drivers on the road.
- Proper turn signals should be used
- Speed limits, traffic signals, yield signs, stops signs must always be obeyed.
- Be sure to give right-of-way to emergency vehicles