

**FORMAL PROCUREMENT  
ADDENDUM 1 TO  
REQUEST FOR PROPOSAL**

RFP TITLE: RFP for Travel Management Services

RFP NUMBER: PCS# 430000-0001-RFP

DATE RFP OPENED: September 6, 2013

DATE RFP CLOSES: September 27, 2013 at 5:00 p.m. (PDT)

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**PURPOSE OF THIS ADDENDUM:**

The purpose of this Addendum is to amend the RFP requirements and to respond to the vendor questions listed below.

**QUESTION 1.**

In Section 1.1, University maintains the option to use other travel agencies. Can you provide a breakdown of utilization for each of the currently contracted travel agencies?

**ANSWER 1.**

University currently utilizes four travel agencies to provide travel and travel-related services paid for and/or reimbursed by University. University only tracks agency usage for University's airfare expenditures and not for any other travel or travel-related expenditures. University completes approximately 79% of its overall airfare expenditures through contracted travel agencies in accordance with the following approximate percentages:

Agent 1 – 72%;  
Agent 2 – 16%;  
Agent 3 – 11%; and  
Agent 4 – 1%.

**QUESTION 2.**

In Section 1.1, University maintains the option to use other travel agencies. Are there travel and travel-related transactions that are not completed through the contracted

travel agencies? If so, what is the percentage of your overall bookings are made through these other means?

**ANSWER 2.**

Yes. University does complete travel and travel-related transactions independent of its contracted travel agencies. University only tracks agency/non-agency usage for University's airfare expenditures and not for any other travel or travel-related expenditures. University completes approximately 21% of its airfare expenditures independent of its contracted travel agencies.

**QUESTION 3.**

Following award announcement, what will be the proper protocol for selected Contractors to communicate with the University's various departments?

**ANSWER 3.**

Once contracts are executed with all successful proposers, University will undertake the following to provide notice of the new contracts to campus:

- List the awarded contracts on its Website;
- Send email announcement(s) to campus;
- Provide training sessions for campus; and
- Invite vendors awarded contracts to provide presentations at University's travel meeting.

After the initial roll-out, University anticipates that vendors awarded contracts will communicate with the University's departments and travelers through (i) an online reservation and support system (website and mobile features); (ii) a 24-hour telephone hotline; (iii) emails; (iv) training sessions; and (v) travel meetings.

**QUESTION 4.**

What percentage of University's contracted travel agency travel transactions are currently made through an online travel tool?

**ANSWER 4.**

University does not currently use an online travel tool for transactions completed through its contract travel agents.

**QUESTION 5.**

Is there an online travel tool adoption goal University would like to achieve with any new contract award pursuant to this RFP? (e.g. Increase online adoption from 40% to 60%)

**ANSWER 5.**

At this time, University has not set an online travel tool adoption goal.

**QUESTION 6.**

Which online travel tools is University currently using, and which ones have been most successful for University?

**ANSWER 6.**

University does not currently use online travel tools to complete travel transactions through contracted travel agencies.

**QUESTION 7.**

What is University's adoption rate for each contracted travel agent's online travel tool?

**ANSWER 7.**

University does not currently use online travel tools to complete travel transactions through contracted travel agencies.

**QUESTION 8.**

University's current travel budget reflects an annual spend of over \$18M. Can you provide more details of how your expenditures are broken out for hotels and car rentals?

**ANSWER 8.**

No. University combines all hotel and car expenditures under the same travel account codes and is unable to breakout and detail those types of expenditures.

**QUESTION 9.**

Does University aggregate reporting from all of your contracted travel agents?

**ANSWER 9.**

No. At this time, University does not aggregate reporting from all of its contracted travel agents.

**QUESTION 10.**

Does University have signed agreements with preferred air, car and hotel vendors? If so, can you provide more information on how these relationships are maximized for cost-savings under University's current program?

**ANSWER 10.**

University has price agreements with various car rental vendors and hotel vendors. Use of these price agreements is not mandated. All price agreements are listed on University's Website. Additionally, vendors holding such agreements are periodically invited to present at University travel meetings.

**QUESTION 11.**

Section 3.10 of the RFP requires that "The itemized budget must set forth a total price." Please clarify. If Contractor's services are transaction based, is there an assumption of the number of transactions we should use to estimate an annual cost?

**ANSWER 11.**

Please note the submittal requirement under Section 3.10 of the RFP is amended as follows: The itemized budget does not need to include a total price. All other requirements of Section 3.10 will be required in Contractor's budget submittal.

**QUESTION 12.**

In addition to travel services, is there opportunity for Contractors to provide meeting management expertise?

**ANSWER 12.**

This RFP is limited to Travel Management Services.