



Auburn University Request for Proposal

Travel Management Services for Auburn Athletics - RFP B0008537

Bid Opening Date: April 8th, 2020 (10:30 AM CST)

**Proposals must be hand delivered, express mailed, or mailed to the
following address:**

**Procurement & Payment Services
Attn. Matthew Pike
311 Ingram Hall
Auburn University, AL 36849**

Proposals received after the date and time specified above will not be considered.

TABLE OF CONTENTS

Section I	Request for Proposal
Section II	Instructions to Proposers
Section III	Form of Proposal
Section IV	Bid Conditions
Section V	Evaluation Criteria
Section VI	AU General Terms and Conditions
Attachment A	RFP Contract Form
Attachment B	Calendar of Events
Attachment C	Proposal Certification Form
Attachment D	References
Attachment E	Estimated Yearly Bookings
Attachment F	Official Bid Price Sheet
Attachment G	Specified Questions for Contractors

Section I. Request for Proposal

A. Intent and Scope for the Auburn University _____ Contract

Auburn Athletics utilizes a centralized travel planning and travel management model for booking travel and related services. Auburn University is requesting sealed proposals from qualified firms to establish a term contract for travel services to be provided by two (2) on-site travel coordinators for the Athletic Department as specified herein. This model relies upon superior customer service that will be provided by the Bidders' on-site staff, a back-up agent(s) or by an after-hours/emergency service. The agency will be required to demonstrate extensive experience and resources available to provide exceptional, wide ranging support for the Bidders on-site agent. The agency should have extensive experience in providing superior, cost effective customer service for individual intercollegiate athletic programs (Division 1, Power Five).

Background – Nature of Athletics Travel

1. Athletics travel requires a high degree of attention and follow through. Many of the trips involve very complex itineraries that are booked on short notice and frequently subject to change.
2. Almost all athletic travel revolves around competitions or recruiting visits, which if disrupted by travel related problems, can lead to unacceptable consequences in the conduct of the business and activities of the Auburn Athletic program. This is to a much higher degree than the occasional traveler.
3. Athletic team travel most often includes several special requirements and often involves exceptions to individual travel carrier policies (e.g. group bookings, group check-in, excess or oversized baggage, special seating/seat assignment requests for oversized athletes, late check-ins due to competition schedules). Athletic travel (team or individual) often involves persons who are considered high profile.
4. Auburn Athletics is required to comply with several policies and procedures relating to travel and travel expense. These include department and university travel policies and additionally, include NCAA and Southeastern Conference (SEC) regulations concerning travel to competitions and on recruiting visits.
5. Auburn Athletics requires two (2) on-site agents due to the volume of travel that is booked and in order to provide exceptional customer service in the areas listed above, in order to allow coaches, student-athletes and staff to concentrate on their role within the program.

Auburn University competes in 21 varsity sports and is a member of the Southeastern Conference. The department books approximately 2,150 or more commercial flights, initiates 100 or more bus contracts, initiates 750 or more car rentals, reserves 30 or more air charter trips, and initiates 350 or more hotel bookings per year with a travel budget in excess of \$10.5 million. The University cannot imply or guarantee a predetermined amount of business.

The general and technical specifications, together with the related information, comprise the requirements of this project. The awarded firm is to provide a full-service travel program, highlighted by coordinating all individual, group, team, and charter travel services which will be provided by two (2) on-site travel coordinators. The award will be made on an 'all-or-none' basis.

B. Proposal Overview and Definitions

Proposals will be received in the AU Procurement and Business Services office at 311 Ingram Hall, Auburn University, AL until 10:30am CST bid April 8, 2020.

Throughout the remainder of this Request for Proposal, all entities involved will be referred to as follows:

- Auburn University will be referred to as "University" or "AU".
- Office Supplier will be referred to as "Contractor" or "Supplier".
- This document will be referred to as "RFP".

All inquiries regarding this proposal and its contents should be directed to:

Matthew Pike
Strategic Sourcing Analyst
Procurement and Payment Services
E-mail: pikemat@auburn.edu

Section II. Instructions to Proposers

A. Proposal Response

- Proposals should be addressed and delivered to the Procurement and Payment Services office, Auburn University, 311 Ingram Hall, Auburn University, Alabama, 36849-5101, on or before the time and date set for closing. Proposals should be in a sealed envelope marked:

Company Name
RFP Number
Data and Time Proposal is Due

- Proposers may withdraw proposals at any time prior to the time and date set for opening.
- The University reserves the sole and exclusive right to reject or accept any or all proposals and to waive any informality in proposal. The best interest of the University and their subsequent facilities shall be considered as the number one determining factor in selecting or not selecting a Proposer.
- No department, school, or office at the University has the authority to solicit official proposals other than Procurement and Payment Services. All solicitation is performed under the direct supervision of the Executive Director of Procurement and Payment Services and in complete accordance with the University policies and procedures.
- The University reserves the right to conduct discussions with proposers, and to accept revisions of proposals, and to negotiate price changes. The University will make reasonable efforts to protect proprietary information but all records are subject to State of Alabama open records laws.
- Proposers submitting proposals which meet the selection criteria and which are deemed to be the most advantageous to the University may be requested to give an oral presentation to a selection committee. Procurement and Payment Services will schedule the presentations.
- The University is committed to the development of Small Business and Small Disadvantaged business (SB & SDB) suppliers. If subcontracting is necessary, the contractor will make every effort to use SB & SDB in the performance of this contract. Reporting will be required throughout the duration of the contract indicating the extent of SB & SDB participation.
- The Suppliers shall indemnify, defend, and hold harmless the University, its officers, agents, and employees from any claims, damages, and actions of any kind or nature arising from or caused by the use of any materials, goods, equipment, or services furnished by the Supplier, provided that such liability does not attribute to the sole negligence of the University.
- The successful supplier will have to attest to the following: By signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the state of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom."
- Read and comply with all instructions, specifications, General Terms and Conditions, and Bid Conditions.

Section III. Form of Proposal

A. Proposal Format

- Submit one (1) copy of the initial response on DVD, CD, flash drive, or PC compatible disk, preferably in Word® and/or Excel® and/or Adobe PDF®. The original response must contain the original manual signature of the authorized person signing the proposal, and the electronic copy of the proposal.
- Submit one (1) original and three (3) copies of proposal in hard copy form.
- Original proposal and all copies must be on 8-½ x 11 text weight paper, using binding tabs that will facilitate the distribution and evaluation of the proposals.
- The original hard copy response must be in a standard size, spiraled, tabbed and numbered as described on the following page.
 - Copies must be bound but may be bound using alternative binding.
 - If there is any information or required submittals which due to size or binding cannot be incorporated following the proper tab, the offeror must provide information following the numbered tab, telling the evaluator where the information can be found in the response.
- Copies may be submitted in bulk.
- The outer carton of the response must include the name of Company, RFP number, and due date and time.
- Questions and requests for information may not be rearranged, regrouped, or divided in any way.
- No telephone, facsimile or telegraphic proposals will be considered. Proposals received after the time for closing will be returned to the proposer unopened.

B. Tabular / Paginated Format

- **Tab 1:** A one to two page executive summary of the respondent's proposal, including brief descriptions of the company's expertise procuring a contract the size and scope described in the RFP, and how the proposer plans to address the University's requirements. Additionally, please include answers to Attachment F. Vendor Questionnaire under this tab.
- **Tab 2:** Completed and signed RFP proposal certification form (bid cover page), Official Bid Price Sheet (Attachment E), & a completed and notarized Vendor Disclosure Statement.
- **Tab 3:** Contact name(s) and title(s) of the individual(s) responsible for the company's proposal and negotiation during this RFP process.
- **Tab 4:** A listing of the company projects/customers similar in size and scope to the services described in the RFP (Attachment C). This list must include the name, telephone, and email address of the client contract administrator. If applicable, please list examples of services rendered in the state of Alabama, particularly within institutions of higher learning.

- **Tab 5:** Sample contract for review by Auburn University.

Section IV. Bid Conditions

A. Functional Requirements of Contract to be Awarded

i. Contract Term

The term ("Term") of this contract will be for a period beginning from the date of award. The length of time for this agreement will cover a period of three (3) years, beginning October 1, 2020 and may be renewed on a yearly basis thereafter for up to two (2) additional years upon mutual agreement of both parties.

Either party may terminate this agreement effective thirty (30) days after providing written notice to the other party that such party has breached any material provisions of this agreement if such other party fails to cure said breach within the thirty (30) day notice period. Such notice shall set forth the basis of the termination.

The contract may also be cancelled by convenience by either party. The effective date of cancellation shall be thirty (30) days after written notice of intent by one of the parties. The vendor will, however, be required to honor all orders placed prior to the date of cancellation if required to do so by the University.

ii. Effective Date

The effective date of the contract shall tentatively be October 1, 2020, or the date upon which the parties execute the contract and all appropriate approvals have been received, whichever is later.

iii. Pricing Expectation

Respondents shall provide a fixed price proposal for total annual operational requirements under the assumption that travel expenses remain similar from year to year (i.e. annual travel outlined in Attachment D). All pricing shall be listed on the Official Bid Price Sheet (reference Attachment E).

The University reserves the right to request a Best and Final Offer from finalist Respondents, if it deems such an approach necessary. In general, the Best and Final Offer would consist of updated costs as well as answers to specific questions that were identified during the evaluation of Proposals.

If the University chooses to invoke this option, responses would be re-evaluated by - incorporating the information requested in the Best and Final Offer document, including costs, and answers to specific questions presented in the document. The specific format for the Best and Final Offer would be determined during evaluation discussions.

B. Specifications/Requirements

i. Operations/Conditions

Each firm must be prepared to meet the following conditions:

- Bidder must provide travel services to fulfill the needs of all Athletic Department travel 24 hours/7 days a week in the following manners:
 - Minimum of two (2) on-site travel agents (each working 40 hours/ 5 days week)
 - Additional "in-house" support as needed when on-site agents are unavailable due to absence
 - After-hours/holiday/emergency travel support services
 - Prefer after-hours/emergency support services be individuals employed by bidder
- Administer negotiations on behalf of the Athletic Department for hotel, car, bus, and airline

services/discounts.

- Displayed ability to leverage spend and create “Preferred Hotel Program” for schools to utilize during conference play.
- Provide access to SAP Concur that can be utilized by Athletic Department staff.
- Ticket confirmation and all applicable travel documents are expected for same day or next guaranteed day at agent’s expense.
- Training resources available for coaches, staff, and administrators in utilizing full-service of features provided by agent and contractor, including printed material by request
- Provide the following services at no additional costs: voided transactions, after-hour services, refunds, hotel and car bookings, air charter bookings, bus bookings, reports, and group name changes.
- Detailed monthly reports as requested but not limited to: traveler name, traveler sport/department, nature of travel (i.e. team, recruiting, individual), ticket number, flight path by airport code, department/return times, itemized fare information (amounts, refunds, booking fees), and dates of ticket(s) purchased in relation to flight departure.
- Demonstrate experience (2 consecutive years during the last 5 years) managing travel while utilizing an on-site operating model (i.e. Bidder has office with Bidder providing travel agent(s)) for ten (10) other Division I NCAA “Power Five” programs including a minimum of three (3) other Southeastern Conference (SEC) institutions – See Attachment C
- Answer questions outlined in Attachment F.
- Expectations/responsibilities of on-site agents:
 - Arrange all aspects of athletic team travel including group air, hotel block, and charter bus.
 - Arrange all aspects of individual athletic travel including air, hotel, and car.
 - Agent(s) responsible for quality control throughout reservation process.
 - Customer-focused approach with high level of staff satisfaction.
 - Cooperation with Athletic Department staff to enlist risk management procedures such as preapproved booking of international and predetermined-priced flights as well as specified hotel reservations.
 - The above tasks should be controlled and completed by on-site agents so that the booking agents have a sound working knowledge of Auburn travel policy and future Auburn travel arrangements.

C. Reporting

Minimum required reports, in electronic format, are the following:

Reports & Statistics

- Reconciliation report
- Unused ticket report (please note if tracking is manual or by automated software)
- Hotel usage by chain and property
- Car rental usage by car company
- Airline report by carrier (domestic and international)
- Executive Summary
- Top 50 travelers by volume and transactions
- Non-contract usage report
- Exception reporting (travel policy violations)
- Top city pairs
- Online, real time reports

Section V. Evaluation Criteria

In awarding the contract, the University may take into consideration the skill, facilities, capacity, experience, ability, responsibility, previous work, reputation, financial standing of the bidder or respondents, and the amount of other work being carried on by the bidder. The inability of any bidder to meet the requirements mentioned above may be cause for rejection of proposal.

Selection shall be made in the best interest of the University. An Agreement will be awarded to the successful respondent who, in the opinion of the University, has best demonstrated competence and qualification for the type of services required at fair and reasonable prices/compensation and whose proposal is deemed to be in the best interest of the University. Where contract negotiations with a respondent do not proceed to an executed contract within a time deemed reasonable by the University (for whatever reasons), the University may reconsider the proposals of other respondents and, if appropriate, enter into contract negotiations with one or more of the other respondents. Proposals shall remain valid and current for the period of 90 days after the closing date and time for submission of proposals. The respondent and University agree that time is of the essence in all respects concerning the award of contract and performance hereunder.

- 1) Pricing – 50%
 - Agency having the lowest overall cost in dollars
- 2) History and Past Performance – 45%
 - Agency overview
 - Relevant experience
 - Demonstration of the selected agency's prior successful experience with the specified activities at the specified and designated institution types
 - References
- 3) Complete/Thorough Proposal – 5%
 - Understanding of the nature of the project
 - The respondent's compliance with all requirements of the RFP specifications
 - The selected agency's proposed commitment to its relationship with the University and customers
 - Detailed proof of all requested qualifications and specified services

Section VI. AU General Terms and Conditions

1.0 – General Terms and Conditions

1.1 – These terms and conditions are hereby incorporated into this quote/bid and apply in like force to any subsequent contract order resulting from this bid quote/bid. Some conditions listed herein may not apply due to the nature of the product or service, or the manner in which it is procured.

1.2 – Whenever and wherever items of materials or equipment have been identified by describing a proprietary product, the identification is intended to be descriptive, but not restrictive, and is used to indicate the quality and characteristics of products that will be satisfactory to the University. Bids offering equal or alternate materials and equipment will be considered for award provided such items are clearly identified in the bids, and are determined by Auburn University to be of equal value in all material respects to the proprietary items specified.

Unless the firm submitting the bid has clearly indicated in its bid that it is offering an “equal,” or “alternate” item(s), the item(s) will be considered as specified in the invitation for bids/quotations.

If the firm submitting the bid plans to furnish equal or alternate items, the brand name and identifying numbers and/or letters are to be inserted in the spaces provided or shall be otherwise clearly identified in the bid. The evaluation of the bids and the determination as to quality of the product offered shall be the responsibility of Auburn University. The bid award shall be based on the information furnished by the bidder or identified in the bid, as well as information reasonably available to the Procurement Services.

1.3 – The University will consider acceptable substitutes that meet, or exceed the quality of materials and workmanship of the items specified in the bid/quotation. Substitutions shall be of the same general design, size and style.

All proposed substitutes submitted must be accompanied by illustrations showing the design and style. Each illustration is to have on it, or attached to it, the item number of the specified piece to which it is an alternate. Sizes shall also be included.

All substitutes shall be listed in the spaces provided. Should additional space be required, the bidder shall use separate sheet of paper to list alternates. Any additional list should be prepared in like form to the bid document.

Auburn University will consider all proposed; however, it is not bound to any which, in the University’s opinion, is not in the University’s best interest.

1.4 – Any deviation from these general terms and conditions or exceptions taken shall be described fully and appended to the bid form on the bidder’s letterhead and over the signature of the person authorized to sign the bid form. Such appendages shall be considered part of the bidder’s bid form. In the absence of any statement of deviation or exception, the bid shall be accepted as being in strict compliance with all terms and conditions.

1.5 – There are no Federal or State laws that prohibit vendors from submitting bids/quotes lower than a price or bid given to the U. S. Government.

1.6 – The successful bidder may be required to furnish a monthly or quarterly summary of purchases made under the provision of the contract. The format and frequency of the report will be determined by the University.

1.7 – Auburn University reserves the right to require a performance bond from the successful bidder at the discretion of the University’s Procurement Professional. Unless specifically to the contrary in the bid documents, the cost of the bond shall be paid for entirely by the successful bidder.

When required, the proper and timely submission of any performance and payment bonds is a material condition for award/performance of this order. Vendor is not authorized to proceed with work and/ or deliveries unless all required bonds have been obtained, are acceptable to and received by the University.

1.8 – Failure of the successful bidder to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the successful bidder liable for the difference between the “open market” and the quoted price where emergency purchases become necessary.

1.9 - Any and all items received under a resulting contract will be subject to inspection and testing to determine the quality and to ascertain that they meet specifications.

1.10 – Samples, when required, must be furnished free of expense after the opening of the bid and if not destroyed, will upon request, be returned at the bidder’s expense. Request for the return of samples must be made within ten days following the opening of bids/quotations, unless otherwise stated. Each individual sample must be labeled with the bidder’s name and item number.

1.11 – Deliveries shall be F.O.B. Auburn University (destination). Delivery by the successful bidder to the common carrier will not constitute delivery to the University.

1.12 - Successful bidder must agree to replace, free of charge, all defective items delivered under contract. All transportation charges covering return and replacement of items is to be done by the successful bidder.

1.13 - Payment for any item delivered may be withheld until all items and conditions have been complied with in full.

1.14 - It is agreed and understood that the bidders may attend the bid opening and may inspect the bid tabulation. However, no information will be given out as to opinion concerning the ultimate outcome while consideration of the award is in progress. Information regarding disposition will be available after an award is made and upon request.

1.15 – The successful bidder shall maintain, or have available for his own use, an inventory sufficient to make delivery within the time specified in this bid/quotation, provided that no default shall occur to deliver in less than the number of days stated in this bid/quotation from the date of receipt of notice to ship/deliver.

1.16 – Auburn University is not necessarily bound to accept the lowest bid if that bid is contrary to the best interest of the University. In making an award, intangible factors such as the service capability, integrity, facilities, equipment, reputation and past performance of the firm submitting the bid may be weighed. When other factors are clearly stated in the bid document, they will also be used in determining an award.

In the case of a tie for low cost, the Procurement Official may use the following: If one of the bidders has an existing contract and performance on an existing contract is satisfactory, this bidder gets the award.

Conversely, if performance on an existing contract is documented as not satisfactory, award goes to the other tie bidder. If one tie bidder is local, preference may be given to that bidder.

1.17 – All additional charges such as shipping, installation, insurance or other cost must be fully itemized with the bid/quote. Charges not specified at the time of the bid/quote will not be honored.

1.18 – It is mutually agreed by and between Auburn University and the bidder that the University's acceptance of the bidder's offer by the issuance of a Purchase Order shall create a contract between the two parties. Any exceptions taken by the bidder, which are not included in the Purchase Order, will not be a part of the contract. Therefore, in the event of a conflict between the terms and conditions of this bid/quote and

information submitted by a bidder, the terms and conditions of this bid/quotation and resulting Purchase Order will govern.

1.19 – The successful bidder must provide service manuals with full documentation and schematics when applicable and appropriate.

1.20 – The apparent silence of this specification and any supplemental specifications as to any details, or the omission from it of a detailed description concerning any point shall be regarded as meaning that the best commercial practices are to prevail, and that only materials of first quality and correct type, size, and design are to be used. All workmanship is to be first quality. All interpretations of this specification shall be made on the basis of this statement.

1.21 – Should it become necessary in order to evaluate a bidder's qualifications, the University may require the bidder to furnish information as indicated below:

1. Financial resources
2. Personnel resources
3. Executive or key person resumes
4. Evidence of ability to meet delivery schedule
5. Ability to meet specification quality requirements
6. Availability of production capacity

1.22 – In the event that the successful bidder fails to make delivery of acceptable goods on or before the agreed delivery date and the University expends unreasonable time, effort, telephone calls and correspondence, the University will bill the supplier at a reasonable cost for such and deduct it from the applicable invoice.

1.23 – Any Purchase Order/contract resulting from this bid/quotation can be cancelled without penalty if any of the following conditions exist:

- a. Breach of contract
- b. The vendor fails to furnish a satisfactory performance bond within the time specified when such a bond is required.
- c. Failure of the vendor to make delivery within the time specified.
- d. In the event material, supplies or equipment furnished does not meet specifications.
- e. Where the contract was obtained by fraud, collusion, conspiracy or any other unlawful means.

The Purchase Order/contract may also be cancelled by convenience by any party. The effective date of cancellation shall be thirty days of written notice of intent by one of the parties. The vendor will, however, will be required to honor all orders that were prepared and dated prior to the date of cancellation, if required to do so by the University.

1.24 – The University reserves the right to award as many term contracts for the supply of any class or type of commodity as may be to the best interest of the University.

1.25 – This section will apply when items in the bid/quotation are requested to be on a “furnish and install” basis. The successful bidder will have the complete responsibility for the items or system until it is in place and working. Any special installation preparation and requirement will be submitted to the University after the receipt of a purchase order. All transportation and cooperation arrangements will be responsibility of the successful bidder. The delivery of equipment will be coordinated so that items will be delivered directly to the installation site. This will minimize the risk of damage and avoid double handling by University personnel.

1.26 – Any alleged oral agreement made by a bidder or contractor, with any university department or employee will be disregarded.

1.27 – Prompt payment discounts (“cash discounts”) will not be considered in determining the lowest bidder.

1.28 – Successful bidder may be required to furnish policies or certificates of insurance, with Auburn University, its Board of Trustees, Faculty, Staff, and agents named as additional insured, as follows:

1. a. Workman's Compensation – Statutory
b. Employer's Liability - \$1,000,000.00
2. Comprehensive General Liability
 - a. General Aggregate - \$1,000,000.00
 - b. Products-Complete - \$1,000,000.00
 - Operations Aggregate
 - c. Personal & Advertising - \$1,000,000.00
 - injury
 - d. Each occurrence or single limits of - \$1,000,000.00
3. Automobile Liability
 - a. Bodily injury - \$1,000,000.00 Each Person
\$1,000,000.00 Each Occurrence
 - b. Property damage or combined single
\$1,000,000.00 each occurrence limit of
\$1,000,000

Due to the nature of some projects, Auburn University reserves the right to require additional limits of liability coverage.

1.29 - Successful bidder agrees to comply with the conditions of all applicable Federal Non-Discrimination and Equal Opportunity laws, the Federal Occupational Safety and Health Act of 1970 (OSHA), the Washington Industrial Safety Act of 1973 (WISHA), as amended,

and the standards and regulations issued there under, and certifies that all items furnished and purchased will conform to and comply with such applicable standards and regulations. All applicable contracts will comply with the Davis-Bacon Act.

1.30 – ADVERTISING. No advertising or publicity matter having or containing any reference to Auburn University or any of its faculty/staff shall be made by successful bidder or any one in successful bidder's behalf unless successful bidder has written consent of the University.

No public release of information, news release, announcement, denial or confirmation of this order or the subject matter hereof, shall be made without the University's prior written approval.

1.31 - LAW. The laws of the State of Alabama shall govern any order, and the venue of any action brought hereunder may be laid in or transferred to the County of Lee, State of Alabama.

1.32 – PAYMENT TERMS. Unless otherwise specified in the purchase Order/contract terms of payment are “Net 30 days.”

1.33 – INSOLVENCY. If vendor ceases to conduct normal business operations (including inability to meet its obligations), or if any proceedings under bankruptcy or insolvency laws is brought by or against vendor, or a receiver for vendor is appointed or applied for, or vendor makes an assignment for the benefit of creditors, the University may terminate this order, without liability, except for deliveries previously made and for supplies completed and subsequently in accordance with the terms or the order. In the event of the vendor's insolvency, the University shall have the right to procure the balance of this order from others without liability.

1.34 - CANCELLATION FOR LACK OF FUNDING. This purchase order/contract may be cancelled without further obligation on the part of Auburn University in the event that sufficient, appropriated funding is unavailable to assure full performance of its terms. The Vendor shall be notified in writing of such non-appropriation at the earliest opportunity.

1.35 - Contractor certifies that neither it, nor any of its employees who will provide or perform services under this contract, have been debarred, suspended, or declared ineligible as defined in the Federal Acquisition Regulation (FAR 48 C.F.R Ch 1 Subpart 9.4). Contractor will immediately notify the University if the Contractor or any of its employees who will provide or perform services under this contract is placed on the Consolidated List of Debarred, Suspended, and Ineligible Contractors.

Attachment A . Calendar of Events

Task	Date
RFP Bid Issued	03/13/2020
Questions Received	03/25/2020
Q & A Addendum Issued	03/30/2020
RFP Bid Opening	04/08/2020

All inquiries regarding this proposal and its contents should be directed to:

Matthew B. Pike
Strategic Sourcing Analyst
(334) 844-3630
E-mail: pikemat@auburn.edu

Attachment B. Proposal Certification Form

***Please make note that the Proposal Certification Form is also the bid cover page that is found within the bid documents posted on the bid website.

Attachment C. References

Bidders shall submit at least three (3) references from the management of other universities or organizations for whom the respondent has provided services similar to those outlined within the RFP specifications. Include agency name, address, phone number, contact person, contact phone number, and contact email address.

	Division I NCAA University/College Name	Division I NCAA Conference Affiliaiton	Contact Person Name	Phone Number	Years Serviced (example: 2015- 2019)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Attachment D. Annual Activity by Travel Type

Estimated Commercial Tickets, Charter Roundtrip Segments, Hotel Bookings, Rental Car Reservations

Sport/Department	Commercial Air Tickets	Bus Contracts	Car Rentals	Charter Air Contracts	Hotel Bookings
Administration	147	-	42	-	42
Baseball	20	10	14	1	14
Basketball - Men	156	14	56	8	65
Basketball - Women	140	16	36	8	10
Equestrian	164	7	18	-	-
Football	352	16	275	6	126
Golf - Men	76	-	5	-	3
Golf - Women	31	-	15	-	2
Gymnastics - Women	109	-	61	2	24
Soccer - Women	131	11	36	2	15
Softball	129	7	27	3	12
Swim & Dive - M/W	196	7	78	-	24
Tennis - Men	86	2	34	-	-
Tennis - Women	69	2	35	-	27
Track & Field - M/W	383	-	40	-	11
Volleyball - Women	155	27	26	2	12
Total	2,344	119	798	32	387

Attachment E. Official Bid Price Sheet

Please provide a fixed-price proposal for total annual operational requirements under the assumption that estimated travel remains similar from year to year (i.e. number and scope of trips as outlined in Attachment E).

If pricing is dependent on any assumptions that are not specifically stated on this Official Price Sheet, please list those assumptions accordingly on a separate spreadsheet and show detailed pricing. Any additional pricing lists should remain attached to the Official Price Sheet for purposes of accurate evaluation. Pricing must be valid for 90 days following the bid response due date and time.

The University will not be obligated to pay any costs not identified accordingly. The respondent must certify that any costs not identified by the respondent, but subsequently incurred in order to achieve successful operation of the service, will be borne by the respondent. Failure to do so may result in rejection of the bid.

All Inclusive Pricing	Annual Cost (\$)	Percentage Increase Over Prior Year
Year 1	\$	-
Year 2	\$	
Year 3	\$	
*Year 4	\$	
*Year 5	\$	

*Assuming Auburn University and the bidder elect to extend the agreement to year four and year five.

Attachment F. Vendor Questionnaire

AGENCY INFORMATION

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

2. Booking trends: Include a report or reports that help the Department identify the following:

- Commercial air - Current and expected annual travel volumes for corporate, athletics and other client categories
- Commercial air - Top five domestic and international carriers
- Hotel reservations ± Total number of nights booked, 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

3. Staffing: How many total employees work for your company? How many staff members are assigned to work primarily with athletics clients?

4. 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 challenges in the implementation process and your plan to address them.

Training: Describe the training that will be provided to Department 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.

ACCOUNT MANAGEMENT

1. Account manager: Agency will assign an account manager or higher-level employee to manage and/or oversee the account for the Department. The assigned account manager is to be at a managerial level, will be the point of contact to coordinate athletic 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.
2. 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.
3. Interview process for account manager: Department reserves the right to interview account manager candidates and make final decision.
4. Account reviews: This individual will meet periodically with Department personnel, research information, and deliver special reports and negotiated contracts.
5. Customer Service: Describe your agency's plan to monitor customer service levels, including problem resolution procedures.

OPERATIONAL REQUIREMENTS

1. Regular hours: The Department expects minimum hours of operation to be 8:00 a.m. to 5:00 p.m. Central (flexible during peak travel periods), Monday through Friday.
2. Staffing: Agency must provide skilled staff to service the account with a minimum of 2 years of corporate travel experience, experience with athletic travel procedures, group travel, and a willingness to learn NCAA and conference rules.
3. 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, waived deposits on group bookings, and have the proven ability to address other challenges typically associated with group airfare.
4. After-hours: The Department requires 24/7 supplementary services 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. Also expand upon experience of individuals working in this area of your company.
5. Paperless ticketing and invoicing: The Department prefers to receive 100% 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.

6. Paper tickets: The Department may occasionally need bookings that require paper tickets, potentially on short notice. Describe the process and any associated costs for producing and delivering paper tickets.
7. Flight insurance: Describe the flight insurance available for each airline ticket.

SERVICE CONFIGURATION

1. Backup/overflow assistance: Describe your plan for backup assistance, covering absences and assisting with unexpectedly high call volume.
2. Business continuity: Describe your company's contingency plan in case of a catastrophe impacting the office serving the Department.
3. Quality control: Describe your quality control process as it relates to airline tickets, lowest airfares, policy compliance, accuracy, etc.
4. Unused tickets: Describe your system to manage a client's unused and non-refundable tickets, along with vouchers from commercial airlines.
5. Traveler profiles: Describe how you will obtain and maintain traveler profile information.
6. Travel parties and preferences: Describe how you will obtain and maintain travel party preferences and other information.
7. VIP travelers: Describe any VIP services that you may offer.

DISCOUNTS AND NEGOTIATIONS

1. Airline discount programs: Describe your existing airline contracts and discounts that will be available to the Department.

2. Multiple airline programs: Explain how your agency will work with the Department to support the existing airline program if this program is more advantageous than the Agency contracts.
3. Agency hotel program: Describe your existing hotel discount program that will be available to individual Department travelers.
4. Agency car rental program: Describe your existing national discount program(s) that will be available to individual Department travelers.
5. Ground transportation: Explain any relationships with ground transportation providers that may be beneficial to the Department.
6. Airline charters: Explain any relationships with air charter companies that may be beneficial to the Department.
7. Also, explain the qualifications and risk management standards that your company applies when selecting a charter company.
8. Additional savings opportunities: Describe any additional contracts or negotiated services that may be of assistance to the Department.

TECHNOLOGY

1. GDS: List the GDS and other booking systems supported by your agency.
2. Pre-trip approval: Describe your automated pre-trip authorization system.
3. Mobile apps: Any means for utilizing apps for itinerary, policies and procedures, etc.
4. Back-office: Which back-office accounting system will be used? Please describe capabilities.
5. Quality control: Describe your quality control software as it relates to lowest airfares, policy compliance, accuracy, etc.
6. Reporting: Describe your management reporting system. How is access to this system controlled? What file formats and delivery options are available? Are you able to offer reports broken down by client, then by departments (i.e. basketball, and volleyball, under each client)?
7. Reporting: What is the turn-around on requests for reports and for customized report requests?
8. Reporting: Does your system incorporate pre-trip, post-trip or both types of data? Explain.
9. Reporting: Describe the cycle to refresh the data in your reporting system. Is data updated in real-time?

10. Reporting: 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 Department and to assist 24/7 as needed.

11. Reports: Provide samples of the following reports from the reporting system described above:

- Reconciliation report
- Unused ticket report (please note if tracking is manual or by automated software)
- Hotel usage by chain and property
- Car rental usage by car company
- Airline report by carrier (domestic and international)
- Executive Summary
- Top 50 travelers by volume and transactions
- Non-contract usage report
- Exception reporting (travel policy violations)
- Top city pairs
- Online, real time reports

12. Website: Describe the website and/or online services that will be customized for the Department. Please note if the website is self-maintained or if it requires the agency to update. Discuss internal controls that can be incorporated.