

Bid Inquiries and Responses
Version 3, Revised 8/21/14

Responses to Travel Management Services Inquiries

Question Number	RFP/Document Name	RFP/Document Section (Name or number)	Questions	Responses
1	Appendices	Appendices A, B, C	Do you require the TMC to provide comments on Appendices A-C? If not, how shall we note any comments or items that need discussion?	No, NYSPRO does not require Bidders or the Travel Management Contractor to provide comments on Appendices A, B or C. However, if Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, pursuant to RFP Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
2	Appendix A	Appendix A, Section 10, Records	Under "Records", please note that we do not retain emails for periods greater than 2 years.	Pursuant to RFP Section 4.5, <i>Bid Deviations</i> , "OGS will not entertain any exceptions to Appendix A." Records must be maintained in accordance with Appendix A, Section 10, <i>Records</i> .
3	Appendix B	Appendix B	Contract states that all employees, Subcontractors or agents must comply with all security and administrative requirements of the Authorized User. Could you please identify what these requirements are?	This question relates to utilization of the resultant Contract by Authorized Users. Utilization of the resultant Contract by Authorized Users is determined by the individual Authorized User.

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4	Appendix B	Appendix B	<p>With respect to the “or other specified period” as mentioned in the material breach provision, could we state “or such later specified period”? (“For a material breach that remains uncured for more than thirty calendar days or other specified period after written notice to the Contractor, the Contract or Purchase Order may be terminated by the Commissioner or Authorized User respectively, at the Contractor’s expense where Contractor becomes unable or incapable of performing, or meeting any requirements or qualifications set forth in the Contract, or for non-performance, or upon a determination that Contractor is non-responsible.”) - If the Contract is terminated pursuant to this subdivision, the Authorized User should remain liable for all accrued but unpaid charges incurred that arise through to the date of termination that are not in connection with the material breach.</p>	<p>If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i>.</p>

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5	Appendix B	Appendix B	Please note that with respect to the independent contractor provision, [Bidder] typically requires the following to be inserted: "Client acknowledges and agrees that Client engages [Bidder] to perform the Services as Client's agent on Client's behalf and [Bidder] agrees to perform the Services as Client's agent on Client's behalf for the Term, on the terms and conditions set out in this Agreement. [Bidder] acts as travel agent only. [Bidder] sells various travel related products on behalf of numerous transport, accommodation and other wholesale service providers, such as airlines, coach, rail and cruise line operators. [Bidder]'s obligation is to make travel bookings on Client's behalf and to arrange relevant contracts between Client and various travel service providers. [Bidder] has no responsibility for such services nor does it make or give any warranty or representation regarding their standard. All bookings are made subject to the terms and conditions including conditions of carriage and limitations of liability imposed by these travel service providers. The Client's legal recourse is against the specific travel service provider and not [Bidder]. If for any reason, any travel service provider is unable to provide the services for which the Client has contracted, the Client's remedy lies against the travel service provider and not [Bidder]."	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
6	Appendix B	Appendix B	In addition to the above query as to what the following sentence entails, we request the deletion of "warrants": Contractor warrants, covenants and represents that it will comply fully with all security procedures of the Authorized User(s) in performance of the Contract including but not limited to physical, facility, documentary and cyber security rules, procedures and protocols.	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
7	Appendix B	Appendix B	59g and h are the only warranties applicable.	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
8	Appendix B	Appendix B	Indemnity with respect to defense, we will need to be able to control the appointment of the legal counsel (our insurance provider has a panel of advisors) and [Bidder] will need to be able to control any settlement amount with respect to any third party claim.	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
9	Appendix B	Appendix B, Section 9a	May we indicate some sections of our proposal as proprietary and confidential, and not to be shared publicly, such as pricing and client names? What documentation do you require in order to do this?	Please refer to Appendix B, Section 9, <i>Confidential/TradeSecret Materials</i> .

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10	Appendix B		Section 61 - intentional act or negligence needs to be replaced by willful misconduct and gross negligence, We do not want there to be any confusion as to what constitutes and intentional act. It could be argued that simply because the Contractor intended to make the booking (an intentional act) the indemnity applies. The indemnity should only kick in to the extent the claim results from Contractor's gross negligence (mirroring Authorized Users exclusion) and willful misconduct. We also require "partners" to be deleted, to ensure that there is no confusion as to whether third party suppliers, who are often referred to as "partners" but with whom we have not control, are contemplated here. Could NYS please delete "directly or indirectly".	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
11	Attachment 2, Service Requirements	Attachment 2, Section III	Is NYS planning on purchasing direct with Concur (or another online tool) or are we a re-seller?	The cost of providing an Online Travel Reservation System to the State is the sole responsibility of the Contractor. RFP Attachment 2, <i>Service Requirements</i> , Section III, <i>Online Travel Reservation System</i> , is amended to read, " <i>The contractor shall provide and utilize a commercially available software package that meets the requirements of this section for the Online Travel Reservation System. The Online Travel Reservation System provided by the Contractor must:</i> " In addition, Attachment 2, Section III, Number 27 is amended to read, "Be operational within sixty (60) calendar days of notification of Contract Award by NYSPRO. The cost of providing an Online Travel Reservation System, dedicated website development and maintenance shall be the sole responsibility of the Contractor (See Attachment 1 <i>Glossary</i> and Section 8.1 <i>Fees</i>)."
12	Attachment 2, Service Requirements	Section I, Requirement 6	What is the current compliance to the NYS travel policy?	This question relates to utilization of the resultant Contract by Authorized Users. Utilization of the resultant Contract by Authorized Users is determined by the individual Authorized User.
13	Attachment 2, Service Requirements	Section I, Requirement 6	If you hope to improve policy compliance, in what areas do you find recurring challenges?	This question relates to utilization of the resultant Contract by Authorized Users. Utilization of the resultant Contract by Authorized Users is determined by the individual Authorized User.

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14	Attachment 2, Service Requirements	Section I, Requirement 6	Is there a pre-trip or out-of-policy approval process in place? If yes, please elaborate.	<p>Yes. There is an out of policy approval process for lodging. This is addressed in the Office of the State Comptroller Travel Manual on Page 4 "Receipted (Method 2)"; "Finally, on occasion, travellers may be unable to find a hotel at a rate that does not exceed the maximum federal lodging per diem rate for the location of travel. If that occurs, travellers must obtain prior approval from his/her Finance Office to exceed the Federal rate." Additionally, there is a prior approval process for travel, this is required by the NYS Division of Budget for Executive Agencies and referred to as Budget Bulletin 1184 "B-1184 Approval is required when the total estimated cost of a trip will be \$500 or more, regardless if the trip is in State or out of State. An Agency's liaison or Finance Office requests the B-1184 on behalf of the traveller." Bidders may visit the BSC site at: http://bsc.ogs.ny.gov/content/travel-expense</p>
15	Attachment 2, Service Requirements	Section III, Item 22	Can you tell us more about integration with Statewide Financial System and the likelihood of requiring us to do this? Please provide details about your Statewide Financial System—is this a proprietary system, does it use SAP, etc.?	Pursuant to RFP Section 8.7, <i>New York State Statewide Financial System</i> , for more information on SFS, its use, and its capabilities please visit the SFS website here: http://www.sfs.ny.gov/
16	Attachment 2, Service Requirements	Section III, Requirement 8	Please define what is meant by "custom trips."	RFP Attachment 1, <i>Glossary</i> , is amended to include the following definition: "Custom trips" refer to travel reservations which require the traveler or travel coordinator to enter specific information (such as cost center, travel authorization number, etc.) prior to making a travel reservation through the Online Travel Reservation System or a travel agent.

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17	Attachment 2, Service Requirements	Section VI, Item 1	Should we win your business, will you notify us of any changes to the travel manual or travel policy?	Pursuant to Attachment 2, <i>Service Requirements</i> , Section VI, <i>Travel Manual</i> , Contractor is required to "[a]dhere to the Office of the State Comptroller Travel Manual, as may be amended." The Travel Manual is available at http://www.osc.state.ny.us/agencies/travel/manual.pdf .
18	Attachment 3	Attachment 3, Section 4	Do you want travel agents resumes in addition to the resumes of key management?	Yes. Attachment 3, <i>Executive Summary</i> , Section 4, <i>Staff Qualifications</i> , has been amended in part to read, "Resumes for all Key Management and Travel Agents that are assigned to support the resultant contract."
19	Attachment 4, Financial Proposal	"Financial Proposal" tab	Will you entertain pricing structures that include categories not detailed in your current pricing model? Examples could include stand-alone fees for VIP booking, implementation fee etc.	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
20	Attachment 8	Attachment 8	Please note to NYS that the requirements of Attachment 8 – RFP 22536 Travel Management Services (Statewide) are still being reviewed with our insurance broker and carriers. We may have additional questions during the RFP process and hope this will be acceptable.	Yes, this will be acceptable. Section 2.3 <i>Inquiries/Issuing Office</i> , has been amended to add the following sentence: "OGS reserves the right to also consider questions and requests for changes received after the official question and answer period has ended."
21	Attachment 8	Attachment 8, Section 8.5	In addition to adjusting pricing based on the Consumer Price Index, we request the ability to change at any time if there are any material changes: (i) in any rules, orders, laws or regulations governing the manner in which [Bidder] or other travel service providers operate; or (ii) in the airfare or compensation structure available to [Bidder], by action of Client, any airline, IATA, BSP or ARC or any successor thereof, or any other applicable governing body.	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
22	Attachment 8	Attachment 8, Section 8.6	Could you please confirm how non-payment of invoices will be handled with respect to these non-State entities?	This question relates to utilization of the resultant Contract by Authorized Users. Utilization of the resultant Contract by Authorized Users is determined by the individual Authorized User.

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23	External document	http://www.ogs.ny.gov/purchase/snt/awardnotes/7900621991can.htm	Are the fees posted on http://www.ogs.ny.gov/purchase/snt/awardnotes/7900621991can.htm current, or have they changed since you contracted with these TMCs?	The Air Travel Services Award document 21991, contains current fares, as of August 14, 2014. See http://www.ogs.ny.gov/purchase/snt/awardnotes/7900621991can.htm for updates as a contract extension and price adjustments are anticipated. The Travel Agent Services Award 20958 document, with current transaction fees, is available at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7900520958can.HTM
24	N/A	N/A	We noticed that the SUNY system has recently issued an RFP; has there been any discussion of the SUNY system utilizing the contract that the State of New York establishes?	This question relates to utilization of the resultant Contract by Authorized Users. Utilization of the resultant Contract by Authorized Users is determined by the individual Authorized User.
25	N/A	N/A	Does your company have meeting planning needs?	The scope of the RFP is set forth in Section 1.1, <i>Overview</i> and Section 1.2, <i>Scope</i> .
26	N/A	N/A	Would you like the prospective contractors to include information pertaining to ancillary meeting planning services?	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
27	N/A	N/A	May we submit a brief introduction/business case with our response? With which segment of the response should it be included (Administrative or Technical)?	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
28	N/A	N/A	Will you offer finalists the opportunity to present, or will the contract be awarded based on the RFP only?	No, Bidders will not be provided with an opportunity to give presentations. The Travel Management Services Contract will be awarded based on the requirements in the RFP.
29	N/A	N/A	Can you tell us which agencies and entities are included in this bid? For example, are New York state universities included?	As stated in RFP Section 1.1, <i>Overview</i> , "The centralized Contract(s) awarded as a result of this solicitation are for use by Authorized Users, which shall have the meaning set forth in Appendix B Section 2(b), <i>Definitions</i> , and includes, but is not limited to New York State agencies, political subdivisions, local governments, public authorities, public school and fire districts, public and nonprofit libraries, and certain other non-public/non-profit organizations. See §8.6 <i>Non-State Agencies Participation in Centralized Contracts</i> for a discussion of political subdivisions and others authorized by New York State law who may use this Contract."

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30	N/A	N/A	Approximately how many travelers are included in the scope of this bid?	NYSPro doesn't have any additional breakdown of the calendar year 2013 estimated data provided in RFP Section 1.4, <i>Estimated Quantities</i> . Please note the resultant Contract will be IDIQ pursuant to Section 1.4.
31	N/A	N/A	Approximately how many VIPs travelers are included in the scope of this bid?	None. There are no VIP requirements in this solicitation.
32	N/A	N/A	What are your requirements for VIP travelers?	There are no VIP requirements in this solicitation.
33	N/A	N/A	What service model do you currently utilize and are you satisfied with the model? Examples include shared offsite service, onsite/implant, and dedicated offsite service.	The current model is shared offsite. Please see RFP Section 1.1 , <i>Overview</i> , and and Section 1.2, <i>Scope</i> , for a description of the services sought in this solicitation.
34	N/A	N/A	If online, which online booking tool(s) are you using? Can you confirm adoption rates, in Attachment 3, under 5 Transition plan you state: current use is approximately 0% of the online reservation system. What is your target adoption rate?	The State is not using an online travel reservation system under the current Travel Management Services contract. The current Travel Management Services contract provides for online reservations, however, as stated in Attachment 3, <i>Executive Summary</i> , Number 5 <i>Transition Plan</i> , "current use of [online travel reservation] is approximately 0%." Attachment 3, Number 5 <i>Transition Plan</i> has been amended to add the following, "The State would like to achieve an adoption rate of at least 70% or greater for use of the Online Travel Reservation System." See Attachment 2, <i>Service Requirements</i> , Section III <i>Online Travel Reservation System</i> for information regarding the requirements of the system.
35	N/A	N/A	Are you satisfied with the current online booking tool(s)? If so, what elements of your current OBT are essential? If not, what aspects of your online booking tool(s) need improvement?	The State is not using an online travel reservation system under the current Travel Management Services contract.
36	N/A	N/A	Do you have a direct relationship with the online tool vendor or do you purchase the tool currently used from your TMC? If you have a direct relationship, should we base our proposal on fulfillment and support only?	NYSPro does not have a direct relationship with an online travel reservation system vendor. The State is not using an online travel reservation system under the current Travel Management Services contract.
37	N/A	N/A	What expense reporting tool(s) do you use?	Please see RFP Section 8.7, <i>New York State Statewide Financial System</i> , for more information.
38	N/A	N/A	What changes do you anticipate in your program moving forward?	Please refer to the requirements outlined in the RFP.
39	N/A	N/A	In the past there were two types of agencies servicing the NYS Travel needs. Statewide and Regional- Lot I and Lot II . Is that no longer the case ? Have the regional agencies been eliminated or is that RFP forthcoming?	Pursuant to RFP Section 5.2, <i>Method of Award</i> , "It is the intent of OGS to award one (1) centralized Contract for services described [in the RFP]." See also RFP Section 1.2, <i>Scope</i> .

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40	N/A	N/A	What is the extension plan for the current NYS travel management services contract?	The Travel Agent Services contract expires on August 31, 2014 and there are no plans to extend it beyond this date. The current contractors and Authorized Users have been notified of the anticipated lapse in contract coverage that will occur after this date. See Purchasing Memorandum for Travel Agent Services Award 20958, dated July 22, 2014, available at: http://www.ogs.ny.gov/purchase/snt/awardnotes/7900520958pm.pdf
41	N/A	N/A	What is the proposed start date of the new NYS travel management services contract?	It is NYSPRO's desire for the Travel Management Services contract resulting from this RFP to be in effect within 90 days from the bid submission date.
42	N/A		Are there any recurring challenges in the current travel program for which you hope to identify a solution?	Please refer to RFP Section 1.1, <i>Overview</i> , Section 1.2, <i>Scope</i> , and to the mandatory Service Requirements set forth in Attachment 2, <i>Service Requirements</i> .
43	RFP Main	Section 1.1	Is NYSPRO's ultimate goal to select one TMC to manage travel for the organization?	Yes, as stated in RFP Section 5.2, <i>Method of Award</i> , "[i]t is the intent of OGS to award one (1) centralized Contract for services described [in the RFP]." See also RFP Section 1.2, <i>Scope</i> .
44	RFP Main	Section 1.4	Can you provide 2013 spend data broken down by travelers who book by mandate and those who book by choice?	NYSPRO doesn't have any additional breakdown of the calendar year 2013 estimated data provided in RFP Section 1.4, <i>Estimated Quantities</i> . Please note the resultant Contract will be IDIQ pursuant to Section 1.4.
45	RFP Main	Section 1.4	Can you provide us a list of all authorized users (departments/agencies) and numbers of travelers?	As stated in RFP Section 1.1, <i>Overview</i> , "The centralized Contract(s) awarded as a result of this solicitation are for use by Authorized Users, which shall have the meaning set forth in Appendix B Section 2(b), <i>Definitions</i> , and includes, but is not limited to New York State agencies, political subdivisions, local governments, public authorities, public school and fire districts, public and nonprofit libraries, and certain other non-public/non-profit organizations. See §8.6 <i>Non-State Agencies Participation in Centralized Contracts</i> for a discussion of political subdivisions and others authorized by New York State law who may use this Contract."

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46	RFP Main	Section 1.4	Can you provide contact information for non-mandated authorized users, so that we may contact them about their desire to participate in the statewide contract?	No, NYSPro will not provide the requested information to Bidders. NYSPro will provide Authorized Users' contact information to the awarded Contractor upon request.
47	RFP Main	Section 1.4	Can you provide actual transaction numbers from 2013 or 2012 (rather than an estimate)?	NYSPro doesn't have any additional breakdown of the calendar year 2013 estimated data provided in RFP Section 1.4, <i>Estimated Quantities</i> . Please note the resultant Contract will be IDIQ pursuant to Section 1.4.
48	RFP Main	Section 1.4	Please provide average ticket prices for both domestic and international air travel.	NYSPro doesn't have any additional breakdown of the calendar year 2013 estimated data provided in RFP Section 1.4, <i>Estimated Quantities</i> . Please note the resultant Contract will be IDIQ pursuant to Section 1.4.
49	RFP Main	Section 1.4	Please provide % of domestic vs. international air tickets.	NYSPro won't be providing any additional breakdown of the calendar year 2013 estimated data provided in RFP Section 1.4, <i>Estimated Quantities</i> . Please note the resultant Contract will be IDIQ pursuant to Section 1.4.

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50	RFP Main	Section 1.4	Can you provide breakdown of top city pairs (both domestic/international) including airlines used?	<p>A review of Authorized Users' air travel purchases from the top two revenue-producing contractors from the NYSPRO Travel Agent Services Contract in the calendar year 2013 demonstrated that the following were the top city pairs, including airline, purchased during that time period:</p> <p>DOMESTIC</p> <p>New York/JFK - Buffalo; JetBlue Airways Albany - Washington/National; USAirways, Inc. Albany - Baltimore; Southwest Airlines Albany - Atlanta; Delta Airlines Albany - Orlando; Southwest Airlines New York/JFK - Rochester, NY; JetBlue Airways</p> <p>INTERNATIONAL</p> <p>Albany - Montego Bay; USAirways, Inc. New York/JFK - Johannesburg; Delta Airlines New York/JFK - Quito; American Airlines Albany - Beijing; United Airlines New York/JFK - St. Petersburg; Delta Airlines New York/JFK - Istanbul; Delta Airlines</p> <p>These figures represent estimates and may not be all inclusive. Moreover, numerous factors could cause the purchasing patterns of Authorized Users under the contract resulting from this RFP to vary from the historical figures provided herein. See RFP Section 1.4, <i>Estimated Quantities</i>.</p>
51	RFP Main	Section 1.4	What percentage of hotels and cars are assumed to be booked within an air booking?	<p>NYSPRO won't be providing any additional breakdown of the calendar year 2013 estimated data provided in RFP Section 1.4, <i>Estimated Quantities</i>. Please note the resultant Contract will be IDIQ pursuant to Section 1.4.</p>
52	RFP Main	Section 1.4	Are there any additional air, hotel or ground transportation contracts aside from those already listed?	<p>RFP Section 1.2, <i>Scope</i>, contains an illustrative listing of NYSPRO travel contracts as of August 14, 2014; however, this list is subject to change.</p>
53	RFP Main	Section 1.4	Please specify if any of those contracts are net or net/net.	<p>See RFP Section 1.2, <i>Scope</i> for information regarding current NYSPRO Travel Contracts.</p>

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54	RFP Main	Section 1.4	Please also advise what % of your air spend is covered by these agreements currently.	NYSPro won't be providing any additional breakdown of the calendar year 2013 estimated data provided in RFP Section 1.4, <i>Estimated Quantities</i> . Please note the resultant Contract will be IDIQ pursuant to Section 1.4.
55	RFP Main	Section 1.4	What % of your hotel bookings are covered under your corporate agreements?	NYSPro won't be providing any additional breakdown of the calendar year 2013 estimated data provided in RFP Section 1.4, <i>Estimated Quantities</i> . Please note the resultant Contract will be IDIQ pursuant to Section 1.4.
56	RFP Main	Section 1.4	Do you expect an increase or decrease in travel in the coming year, and by how much?	NYSPro doesn't have any additional breakdown of the calendar year 2013 estimated data provided in RFP Section 1.4, <i>Estimated Quantities</i> . Please note the resultant Contract will be IDIQ pursuant to Section 1.4.
57	RFP Main	Section 1.4	Does estimated travel spend include travel for groups and meetings?	NYSPro doesn't have any additional breakdown of the calendar year 2013 estimated data provided in RFP Section 1.4, <i>Estimated Quantities</i> . Please note the resultant Contract will be IDIQ pursuant to Section 1.4.
58	RFP Main	Section 3.1	Will bidders with "in progress" registrations with the NYS Department of State be considered for Contract award?	The Bidder will have to be registered with the NYS Department of State at the time of award, if applicable. See RFP, Section 3.1, <i>Qualifications of Prospective Bidders</i> , Paragraph 6.
59	RFP Main	Section 4.2	Can we use current NYS accounts as a reference?	Yes, current New York State Authorized User accounts are acceptable to include on the required Reference List detailed in RFP Section 4.2(6)(b), <i>Administrative Proposal Requirements</i> .
60	RFP Main	Section 4.2	Do we have to have a corporate or government entity for 5 years in order to list them as a client?	No, it is not a requirement of the RFP that a corporate or government account have been a client of the Bidder for five years to be included on the Client List. RFP Section 4.2, <i>Administrative Proposal Requirements</i> , requires that the Client List include "the history of Contracts awarded and entered into with other corporate or government accounts over the five (5) year period immediately prior to the published date of the RFP."
61	RFP Main	Section 4.2	Can you please clarify your expectations regarding the client list? Are you looking for a listing of all clients or are you interested in a sample of clients of similar size and scope?	Pursuant to RFP Section 4.2, <i>Administrative Proposal Requirements</i> , Paragraph 6(a), "Bidder must submit a current Client List of corporate or government entities to whom the Bidder has provided travel management services similar to those described in this RFP."

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62	RFP Main	Section 8, Item 8.1, number 2a	Standard industry best practice is to charge a transaction fee per ticket, rather than per trip. This allows for variation in types of trip, and allows the client to benefit from cost savings due to split ticketing (a creative faring method used by travel consultants to cut costs). Would you be open to a pricing model that charges a transaction fee per ticket, rather than per trip?	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
63	RFP Main	Section 8.1, number 1	Industry best practice for transaction fee-based pricing is to itemize fees beyond air, rail, and emergency (for example, hotel/car only bookings, VIP bookings, and implementation fee). This provides a more transparent pricing model for the client. It also enables the TMC to offer more competitive pricing, because ancillary charges which are used infrequently do not have to be covered in the transaction fee—lowering your total cost of ownership. Given this, may we enumerate ancillary fees beyond air, rail, and emergency, if it creates a lower total cost of ownership for the State of New York? Would you prefer that we provide two pricing alternatives so that you can compare them, or can we simply provide our most competitive offering?	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
64	RFP Main	Section 8.1, number 3a	Likewise, standard industry practice is to charge a fee per call, per PNR (Passenger Name Record) for emergency/after hours calls. Are you open to a pricing model that charges after hours calls per call, per PNR?	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .
65	RFP Main	Section 8.5	Standard industry practice is to renegotiate the transaction fee whenever volume varies from estimated levels by +/- 15% consistently (over at least one entire quarter). This allows the client to benefit from a lower fee due to increased volume, and protects the TMC in case volume comes in significantly lower than estimated. Would you be open to renegotiating fees due to volume changes?	If Bidder wishes to submit extraneous terms or deviations from the terms set forth in the RFP, Bidder must submit in accordance with Section 4.5, <i>Bid Deviations</i> , and Section 6.1, <i>Proposal Format</i> .