

**Travel Management
Services RFP
Pre-Bid Conference**

July 24, 2014



**Andrew M. Cuomo
Governor
State of New York**

**RoAnn M. Destito
Commissioner
Office of General Services**

Introductions

Jill McCabe, OGS, NYSPro

Name	Organization
Todd Gardner	OGS, NYS Procurement (NYSPro)
Mark Milstein	OGS, NYS Procurement (NYSPro) Statewide Travel Coordinator/Presenter
Marc D. Hiller	OGS Legal Services
Nicole L. Lipiec	OGS Legal Services

OGS - Office of General Services

General Information

- If you have not done so already, please sign in at the registration desk
- Restroom and water fountain locations
- Emergency evacuation routes
- Silence all cell phones and if you must make a phone call, please exit the room and do so quietly

The purpose of today's Pre-Bid Conference is to provide guidance on completing this RFP successfully.

- This Pre-Bid Conference is informational only
 - Bidders must rely on the RFP and its attachments for instructions and requirements for preparing and submitting a successful Bid
- Time Permitting, Inquiries may be made today
 - Any responses given today to inquiries are not binding; only the responses in the official response to inquiries posted on the OGS website shall be binding
- The closing date for Inquiries is August 7, 2014, 11:00 AM ET
 - Inquiries must be submitted using Attachment 6 – Inquiries Template and sent to OGS.sm.PS_SW_TravelCoordination@ogs.ny.gov
 - Answers will be posted on the NYSPRO website and released via the Bidder Notification System.

Ground Rules

New York State Procurement Lobbying Act:

- State Finance Law §§139-j and 139-k
- Certain restrictions on communications between OGS and Bidders during the “Restricted Period”
- All communication must be directed to the designated contacts identified in the RFP, via the following email address:

OGS.sm.PS_SW_TravelCoordination@ogs.ny.gov

- Further information is available at: <http://ogs.ny.gov/acpl/>

Conference Agenda

Travel Management Services

Conference Agenda
Introduction
RFP Overview
Administrative Proposal Submission
Technical Proposal Submission
Financial Proposal Submission
Format and Content of Bid Submission
Conclusion

RFP Timeline

Key Dates:

<u>Event</u>	<u>Date</u>	<u>Time</u>
RFP Release	7/17/2014	N/A
Close of Registration for Pre-Bid Conference	7/23/2014	2:00 PM ET
Pre-Bid Question Submission	7/23/2014	5:00 PM ET
Pre-Bid Conference	7/24/2014	10:00 AM ET
Closing Date for Inquiries	8/7/2014	11:00 AM ET
OGS Responses to Bidder Inquiries (estimated)	8/14/2014	N/A
Submission of Bids Due/Bid Opening	8/28/2014	11:00 AM ET

RFP Overview

RFP Overview

Travel Management Services (Statewide)

SCOPE

- The scope of this RFP is to establish a Travel Management Services Contract for full reservation and ticketing services for all commercial modes of travel (examples include, but are not limited to airline, rail, passenger vehicle rental, lodging, ferry, shuttle, limousine and van) both domestically and internationally upon request by Authorized Users.
- The Contractor must provide an Online Travel Reservation System, as well as agent assisted reservations for travel.

RFP Overview (Continued)

CONTRACT PERIOD

- It is the State's intent to award and execute a five (5) year Contract.

FEES

- The Contractor shall only be allowed to charge a Transaction Fee, for the following travel services under the travel management services Contract:
- Issuance of a ticket for domestic or international air travel
- Issuance of a ticket for domestic or international rail travel
- Emergency/after-hours calls

RFP Overview

Estimated Quantities: The following represent estimated travel expenditures and estimated total transactions for Calendar Year 2013. Information has been obtained from travel agency Contractor sales reports for Authorized Users but may not be all inclusive.

Air Travel	\$10,661,731.00	24,535
Rail Travel	\$1,134,860.00	10,939
Lodging	\$1,969,916.00	6,452
Auto Rentals	\$362,762.00	3,304

RFP Overview

- The Contract resulting from this RFP will be an Indefinite Delivery, Indefinite Quantity (IDIQ) Contract. All quantities or dollar values listed within this RFP are estimates.
- Numerous factors could cause the actual volume of sales under the Contract resulting from this RFP to vary substantially from the estimates in the RFP. Such factors include, but are not limited to the following:
 - Such Contracts will be non-exclusive Contracts
 - There is no guarantee of volume to be purchased, nor is there any guarantee that demand will continue in any manner consistent with previous purchases
 - The individual value of the Contract is indeterminate and will depend upon actual Authorized User demand, and actual quantities ordered during the Contract period
- The State reserves the right to terminate any Contract for cause or convenience prior to the end of the term pursuant to the terms and conditions of the Contract

RFP Overview

- In NYSPRO's experience, depending on the demand for travel, the actual volume of purchases for travel related services could be substantially in excess of, or substantially below estimated volumes.
- Specifically, actual volume purchased could be substantially greater than the estimates; conversely, actual volume purchased could be substantially lower than the estimates.
- By submitting its Proposal, Bidder acknowledges the foregoing and agrees that actual good faith purchasing volumes during the term of the resulting Contract could vary substantially from the estimates provided in this RFP.

Qualifications of Bidder §3.1

- The Bidder must agree to meet all mandatory service requirements in accordance with *Attachment 2 Service Requirements* with its Proposal.
- The Bidder must have a minimum of five (5) years of experience providing travel management services similar to those set forth in *Attachment 2 Service Requirements*, for corporate or government entities:
 - ✓ 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. Clients from other states of similar size to New York State are preferred. The Client List shall include the history of Contracts awarded and entered into with other corporate or governmental accounts over the five (5) year period immediately prior to the published date of this RFP.
 - ✓ Bidder must submit a Reference List containing no more than three (3) references from the Bidder's largest customers. The Reference List must include the client name, date of Contract award, contact, title, email address and phone number of the client for verification.
 - ✓ Bidder must submit a signed statement by a partner, corporate officer, or other person authorized to bind the Bidder on company letterhead, certifying both the Client List and the Reference List and specifying that the Bidder has a minimum of five (5) years of experience.

Qualifications of Bidders §3.1

- Bidder must provide an airline sales validation report for the year ending 2013 showing at least \$10,000,000 in airline sales from January 1, 2013 through December 31, 2013 and must provide the total airline sales and transaction volume grouped by validating carrier. The airline sales validation report shall be certified on company letterhead signed by a partner, corporate officer, or other person authorized to bind the Bidder.
- Bidder must be certified by the Airline Reporting Corporation (ARC) to meet the standards of the ARC Ticket Reporting Agency (TRA) program.
- Bidder must be currently certified by the International Airlines Travel Agency Network (IATAN) as an airline appointed ticketing location.
- A Bidder shall be registered with the NYS Department of State as an entity authorized to conduct business in New York State. By submitting a Proposal, a Bidder represents and warrants that, as of the date of submission of its Proposal, the Bidder has completed, obtained or performed all registrations, filings, approvals, authorizations, consents and examinations required by any governmental authority for the provision of the services and that the Bidder will, in order to perform said services during the term of the Contract, comply with any requirements imposed upon it by law during said Contract term.

Administrative Proposal

Administrative Proposal

A complete Administrative Proposal will consist of the following items, as further described herein:

- Bidder must complete, sign and submit Page 1, Cover Sheet of the RFP.
- Bidder must complete, sign, have notarized and submit Page 2, Acknowledgement Page of the RFP.
- Bidder must submit a copy of the Bidder's ARC Ticket Reporting Agency (TRA) accreditation and ARC number.
- Bidder must submit a copy of the Bidder's IATAN Certification.
- Bidder must submit an airline sales validation report – certified on company letterhead and signed by a partner, corporate officer, or other person authorized to bind the Bidder – for the year ending 2013 showing at least \$10,000,000 in airline sales from January 1, 2013 through December 31, 2013 and including the total airline sales and transaction volume grouped by validating carrier.

Administrative Proposal

- The Bidder must have a minimum of five (5) years of experience providing travel management services similar to those set forth in Attachment 2 *Service Requirements*, for corporate or government entities:
 - ✓ 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. Clients from other states of similar size to New York State are preferred. The Client List shall include the history of Contracts awarded and entered into with other corporate or governmental accounts over the five (5) year period immediately prior to the published date of this RFP.
 - ✓ Bidder must submit a Reference List containing no more than three (3) references from the Bidder's largest customers. The Reference List must include the client name, date of Contract award, contact, title, email address and phone number of the client for verification.
 - ✓ Bidder must submit a signed statement by a partner, corporate officer, or other person authorized to bind the Bidder on company letterhead, certifying both the Client List and the Reference List and specifying that the Bidder has a minimum of five (5) years of experience.
- Bidder shall be registered with the NYS Department of State as an entity authorized to conduct business in New York State. Proof of registration should be submitted.
- Bidder shall complete and submit Attachment 5 *General Information Request*.
- Bidder shall complete, sign and submit Attachment 7 New York State Required Certifications.

Administrative Proposal

- Bidder shall complete and submit Attachment 9 *Encouraging Use of NYS Businesses in Contract Performance*. Any supporting documentation shall also be submitted with this Attachment.
- Bidder shall complete and submit Attachment 10 *Proposal Checklist*.
- Bidder shall complete and submit Contractor Certification, ST-220-CA (See Section 8.15 *Tax Law, Section 5-a*).
- Bidder shall submit a commitment to obtain or submit proof of Compliance with Workers' Compensation, Disability Coverage and General Liability Insurance requirements as outlined in Attachment 8 *Insurance Requirements*.
- Bidder shall complete and submit a Vendor Responsibility Questionnaire For-Profit Business Entity or submit proof of on-line submission (See Section 8.14).
- Bidder shall complete, sign and submit Form EEO 100 (Equal Employment Opportunity Staffing Plan available at <http://www.ogs.ny.gov/MWBE/Forms.asp> (See Section 8.16, *Contractor Requirements and Procedures for Equal Employment and Business Participation Opportunities for Minority Group Members and New York State Certified Minority- and Women-Owned Business Enterprises*).
- If Bidder is including extraneous terms or bid deviations, submit materials as per the requirements in Appendix B (See Section 4.5, *Bid Deviations*). Microsoft Word format is preferred (2007 version or higher).

Technical Proposal Submission

Technical Proposal Requirements

- The purpose of the Technical Proposal is to provide a Bidder with the opportunity to demonstrate its qualifications, competence and capacity to undertake the engagement described herein, in a manner which complies with applicable laws and regulations, and the requirements of the RFP.
- It should specifically detail the Bidder's qualifications and experience in providing the services sought by the State.
- The Technical Proposal will consist of three (3) Sections as follows:
 - Service Requirements – Attachment 2
 - Executive Summary – Attachment 3
 - MWBE/SBE Quantitative Factor Credit

Technical Proposal Requirements

1. Service Requirements – Attachment 2

Requirement #	Requirement Description	Requirement Type	Yes or No
1	Provide travel agents to arrange reservations and issue tickets for airlines and rail along with reservations for passenger vehicle rentals and lodging. These services must include international travel, with travel agency assistance in obtaining passports and visas.	Mandatory	
2	Provide at no cost to the Authorized User, advice and applications for passports, visas, tourist cards and other documents necessary for foreign travel upon request. Visa processing fees may be handled as a "pass through" charge to the traveler.	Mandatory	
3	Offer to Authorized Users the lowest available rates on travel (excluding airfare) and the lowest logical available airfare.	Mandatory	
4	Ensure that the travel options delivered under the Agent Assisted Airline Transaction Fee are identical to those obtained by Authorized Users via the Online Travel Reservation System.	Mandatory	
5	Book preferred seating, request special meals and other services as governed by traveler profiles and document itinerary.	Mandatory	
6	Comply with all state travel policy and trip approval requirements. The Office of the State Comptroller Travel Manual is at: http://www.osc.state.ny.us/agencies/travel/manual.pdf	Mandatory	
7	Obtain approval by Authorized User/traveler of any fare which requires a penalty for change or is non-refundable.	Mandatory	
8	Document Passenger Name Record (PNR) with exception documentation, reason codes and low fare comparison.	Mandatory	
9	Provide continuous low fare search through Global Distribution System (GDS) for both online and agent-assisted reservations.	Mandatory	
10	Provide international rate desk support to fare and apply international tariff for both online and agent-assisted reservations.	Mandatory	

Technical Proposal Requirements

2. Executive Summary – Attachment 3

- Bidders must provide responses as to how they plan to meet the requirements addressed in Attachment 3 Executive Summary.
- Bidders will be evaluated for explanations provided in each section, and will be scored on thoroughness, accuracy, and how well it meets the State of New York's expectations.
- Any Bidder not submitting Attachment 3 Executive Summary shall be deemed nonresponsive and denied further consideration for award.
- **Global Reservation Process**
- **Online Travel Reservation System**
- **Bidder's Approach to Providing the Travel Management Services**
- **Staff Qualifications**
- **Transition Plan**
- **Reservation and Rates**

Technical Proposal Requirements

3. MWBE/SBE Quantitative Factor Credits

NYSPRO will award points to Bidders that are small businesses (SBEs) or certified minority- or women-owned business enterprises (MWBEs) as defined in subdivisions one, seven, fifteen and twenty of section three hundred ten of the Executive Law. See § 5.3.2.3 for additional information.

Financial Proposal Submission

Financial Proposal

Financial Proposal – Attachment 4

Company Name	
---------------------	--

Transaction Fees for Airline and Rail Reservations	Weighting Percentage (WP)	Fee Amount per Ticket	Fee Amount x WP
Online Airline Transaction Fee	48%		\$0.00
Agent Assisted Airline Transaction Fee	21%		\$0.00
Online Rail Transaction Fee	21%		\$0.00
Agent Assisted Rail Transaction Fee	9%		\$0.00
Other Fees			
		Fee Amount per Call	Fee Amount x WP
Emergency/After Hours Call Transaction Fee	1%		\$0.00

Weighted Bid Price = \$0.00

Method of Award/Evaluation Process

- Administrative Proposal: Pass/Fail - Any Proposal not meeting these requirements or deemed to be materially incomplete may be denied further consideration.
- Technical Proposal: 40%
- Financial Proposal: 60%
- Technical Proposal – The Total Technical Score will be determined by adding the scores of all the Technical Proposal Requirements for one combined score per Bidder. The top 50 percentile technical scoring Bidders will continue to be scored and have their Financial Proposal evaluated for a final score. The bottom 50 percentile technical scoring Bidders will not be further considered for evaluation and will not have their Financial Proposal evaluated.
 - Service Requirements – Attachment 2 (20 Points)
 - Executive Summary – Attachment 3 (18 Points)
 - MWBE/SBE Quantitative Factors (2 Points)

Method of Award/Evaluation Process

- **MWBE Quantitative Factor Credit**

Bidder must have been listed as a MWBE in the directory of New York State Certified MWBEs (“Directory”) on the RFP’s due date.

- **SBE Quantitative Factor Credit**

“Small business” shall mean a business which:

- A. has a significant business presence in New York demonstrated through one of the following:
 - 1. pays taxes in New York State, or
 - 2. purchases New York State products or materials, or
 - 3. has any payroll in New York State
- B. is independently owned and operated;
- C. not dominant in its field; and,
- D. employs less than three hundred persons.

The Bidder must be eligible to check and have checked item # 2 of the Small Business Certification, within Attachment 7 *New York State Required Certifications*. If the Bidder is either **not eligible** to check or **failed** to check item # 2 of the Small Business Certification, within Attachment 7 the Bidder will not receive the Quantitative Factor Credit.

Method of Award/Evaluation Process

- Financial Proposal – Attachment 4 (60 Points)
- The responsive and responsible Bidder who offers the lowest weighted Financial Proposal cost will receive 60 points. All other Financial Proposals will receive a proportionate score based on the relation of their Financial Proposal to the Financial Proposal receiving the lowest cost according to the formula in the RFP.
- Maximum Total: 100 points - The Final Composite Score shall be the sum of the Technical Proposal Score and the Financial Proposal Score.

Format and Content of Bid Submittal

- Three (3) separate parts: Administrative, Technical, Financial
- Each part separately labeled and sealed
- 2 original hard copies and 2 electronic copies of each part
- Do not include any cost information in the Technical Proposal
- Do not include any technical or administrative information in the Financial Proposal
- Any extraneous terms or deviations from the State's terms and conditions must be submitted in a separately sealed envelope, labelled as 'Supplemental Information'.
- The State will not consider any exceptions to Appendix A or any material and substantive exceptions to Appendix B

Conclusion

Reminder: Key Dates

<u>Event</u>	<u>Date</u>	<u>Time</u>
Closing Date for Inquiries	8/7/2014	11:00 AM ET
OGS Responses to Bidder Inquiries (estimated)	8/14/2014	N/A
Submission of Bids Due/Bid Opening	8/28/2014	11:00 AM ET