



Contract Award Notification Update

Subject: Updated Price List

DATE: November 10, 2023 **AWARD #:** [23211](#) **GROUP #:** 79005

AWARD DESCRIPTION: Travel Management Services (Statewide)

CONTRACT PERIOD: March 3, 2021 – March 2, 2026

CONTACT: Mark Milstein | 518-402-5005 | travelcoordinator@ogs.ny.gov

CONTRACT NO.: PS69259 **CONTRACTOR:** Knight Holdings, LLC

To All State Agencies and others authorized to use State Contracts:

Contractor Information has been updated to revise the following:

In compliance with contract Section 4.11 Maximum Fee Increase, contractor's price list has been updated to increase pricing on most transaction fees. Price increases become effective November 13, 2023. The increase is based upon the latest published copy of the Consumer Price Index for all urban consumers as published by the U.S. Department of Labor, Bureau of Labor Statistics, Washington, D.C. 20212.

The price list has been updated to reflect the updated transaction fees. The price list is at:
https://online.ogs.ny.gov/purchase/snt/awardnotes/7900523211PL_TMS.pdf

All other terms and conditions of the contract remain unchanged.



Contract Award Notification Update

Subject: **UPDATED: Concur Travel Two-Factor Authentication (2FA) and New Password Policy Guidelines Document**

DATE: November 3, 2023

AWARD #: [23211](#)

GROUP #: 79005

AWARD DESCRIPTION: Travel Management Services (Statewide)

CONTRACT PERIOD: March 3, 2021 – March 2, 2026

CONTACT: Mark Milstein | 518-402-5005 | travelcoordinator@ogs.ny.gov

CONTRACT NO.: PS69259 **CONTRACTOR:** Knight Holdings, LLC

To All State Agencies and others authorized to use State Contracts:

OGS Procurement Services has updated the Concur Travel Two Factor Authentication (2FA) guidelines for NYS Agencies and others authorized to use State Contracts.

Authorized Users should refer to the OGS website to access the above referenced documents located on the contract landing page: <https://online.ogs.ny.gov/purchase/snt/awardnotes/7900523211can.HTM>

State Agencies: <https://online.ogs.ny.gov/purchase/snt/awardnotes/7900523211State2fa.pdf>

Other Authorized Users: <https://online.ogs.ny.gov/purchase/snt/awardnotes/7900523211NonState2fa.pdf>

All other terms and conditions of this Award remain the same.



Contract Award Notification Update

Subject: Concur Travel Two-Factor Authentication (2FA) and New Password Policy Guidelines

DATE: October 12, 2023 **AWARD #:** [23211](#) **GROUP #:** 79005

AWARD DESCRIPTION: Travel Management Services (Statewide)

CONTRACT PERIOD: March 3, 2021 – March 2, 2026

CONTACT: Mark Milstein | 518-402-5005 | travelcoordinator@ogs.ny.gov

CONTRACT NO.: PS69259 **CONTRACTOR:** Knight Holdings, LLC

To All State Agencies and others authorized to use State Contracts:

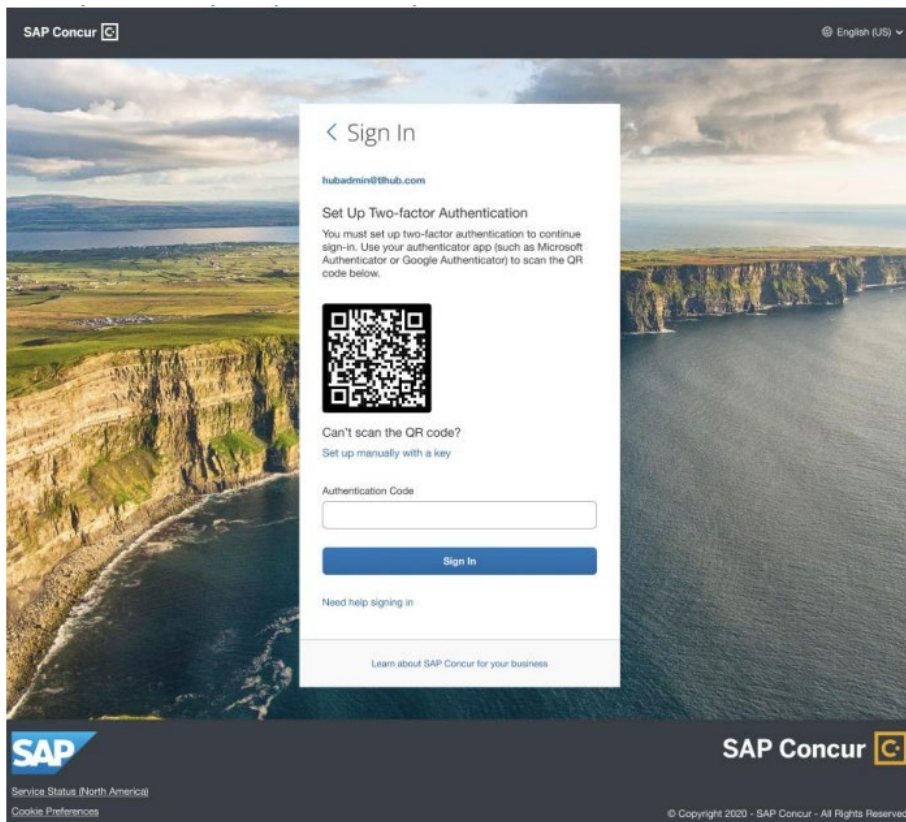
Effective October 18, 2023, Concur Travel is implementing two-factor authentication (2FA) for all users who rely on basic authentication (Concur Travel username and password) when accessing **concursolutions.com** on web or mobile.

Additionally, new password policies are scheduled for November 15, 2023. At which time, users will be required to reset their password if their current password does not meet the new Concur Travel password policies.

Effective **October 18 through November 15, 2023**, OGS Authorized Users are required to set up 2FA during the sign in process. **Note: Your valid NYS work email address saved in your Concur Travel profile will be required to set up 2FA.**

Section 1: Enrollment

1. If you are using Concur username and password to login into concursolutions.com for your account via the Web or Concur Mobile- you are required to enroll in 2FA.
2. Enter your username and password as usual.
3. After you enter your password, you will see a new screen with a QR code presented (**see example of screenshot and additional steps below**).



4. Download an authenticator app of your choice to your mobile phone. You can use a corporate/agency mobile phone or use your personal device. You are free to use any authenticator app, such as Microsoft Authenticator, Google Authenticator, Twilio Authy Authenticator or Duo Mobile.
5. Go to the App Store or Google Play Store and search/download the authenticator app you wish to use.
6. If you do not have a phone or do not want to download an authenticator app to your mobile phone, you can use an authenticator app on your browser such as Google Chrome and Microsoft Edge. The authenticator app should be one in line with direction from your agency's IT representative.
7. Click on 'Add account' or '+' sign or whichever button is available in the authenticator app for you to add a new account.
8. Once the QR code scanner starts on the app, scan the QR code shown on the Concur sign in page. This will add your Concur account to the authenticator app.
9. Once this is done, right below the account, a 6-digit code will be generated.
10. Before the six-digit code expires, please copy that code into the 'Authentication Code' field on the Concur Travel sign in page and hit Sign In.
11. You are now successfully signed in.

Section 2: Having trouble with scanning QR code?

1. If you are unable to scan the QR code, you can manually add your account. Click the 'Set up manually with a key' option.
2. Once you click, a secret key should be visible on your screen.

3. If you need to reset your 2FA for a new device OR you lost your phone and need to enroll in 2FA again for your replacement device OR if you wish to switch to a different Authenticator App, click 'Unable to enter authentication code.'
4. You will receive an email with a link to reset 2FA.
5. To check whether your email is updated in your Profile. You need to sign in to your Concur Travel account and go to: Profile>Profile Settings>Personal Information>Email addresses.
6. If you did not update email in your Profile and are locked out, please contact onlinehelp@stovrofftaylortravel.com to update the email for you. Once updated, click 'Unable to enter authentication code' to trigger the email one more time.
7. If you receive an email, it will contain a link to reset 2FA. Click the link to receive the QR code. Follow the same steps provided in Section 1 Enrollment (above) to set up 2FA.

For assistance or questions, please contact onlinehelp@stovrofftaylortravel.com

All other terms and conditions of the contract remain unchanged.



**Office of General Services
Procurement Services**

Coming Tower, Empire State Plaza, Albany, NY 12242 | <https://ogs.ny.gov/procurement> | customer.services@ogs.ny.gov | 518-474-6717

Contract Award Notification Update

Subject: Contract Period Correction

DATE: February 8, 2023

AWARD #: [23211](#)

GROUP #: 79005

AWARD DESCRIPTION: Travel Management Services (Statewide)

CONTRACT PERIOD: March 3, 2021 – March 2, 2026

CONTACT: Mark Milstein | 518-402-5005 | travelcoordinator@ogs.ny.gov

CONTRACT NO.: PS69259 **CONTRACTOR:** Knight Holdings, LLC

To All State Agencies and others authorized to use State Contracts:

The contract period on the OGS website has been corrected.

Please direct any inquiries to the Statewide Travel Coordinator listed above.

All other terms and conditions of the contract remain unchanged.



**Office of General Services
Procurement Services**

Corning Tower, Empire State Plaza, Albany, NY 12242 | <https://ogs.ny.gov/procurement> | customer.services@ogs.ny.gov | 518-474-6717

Contract Award Notification Update

Subject: Updated Price List

DATE: November 10, 2022 **AWARD #:** [23211](#) **GROUP #:** 79005

AWARD DESCRIPTION: Travel Management Services (Statewide)

CONTRACT PERIOD: March 2, 2021 – March 1, 2026

CONTACT: Mark Milstein | 518-402-5005 | travelcoordinator@ogs.ny.gov

CONTRACT NO.: PS69259 **CONTRACTOR:** Knight Holdings, LLC

To All State Agencies and others authorized to use State Contracts:

Contractor Information has been updated to revise the following:

In compliance with contract Section 4.11 Maximum Fee Increase, contractor's price list has been updated to increase pricing on most transaction fees. Price increases become effective November 14, 2022. The increase is based upon the latest published copy of the Consumer Price Index for all urban consumers as published by the U S. Department of Labor, Bureau of Labor Statistics, Washington, D.C. 20212.

The price list has been updated to reflect the updated transaction fees. The price list is at:
https://online.ogs.ny.gov/purchase/snt/awardnotes/7900523211PL_TMS.pdf

All other terms and conditions of the contract remain unchanged.



Office of General Services Procurement Services

Corning Tower, Empire State Plaza, Albany, NY 12242 | <https://ogs.ny.gov/procurement> | customer.services@ogs.ny.gov | 518-474-6717

Contract Award Notification Update

Subject: Additional Transaction Fee when Exchanging Unused Airline Tickets from Previous OGS Contractor

DATE: December 10, 2021 **AWARD #:** [23211](#) **GROUP #:** 79005
AWARD DESCRIPTION: Travel Management Services (Statewide)
CONTRACT PERIOD: March 2, 2021 – March 1, 2026
CONTACT: Mark Milstein | 518-402-5005 | travelcoordinator@ogs.ny.gov
CONTRACT NO.: PS69259 **CONTRACTOR:** Knight Holdings, LLC

COVID-19 related airline cancellations reached unprecedented growth prior to the start of the current Travel Management Services award. This resulted in an increase of unused tickets that were transferred from the previous OGS contract (with Direct Travel (DT)) to the current OGS contract (with Knight Holdings LLC). Processing these unused tickets requires an additional, manual process for which Knight Holdings LLC has requested an additional Transaction Fee to be applied.

Per the contract Paragraph (21) of Section 3.1, Reservation and Fee Requirements, additional Transaction Fees associated with cancellations, refunds, voids, and/or exchanges can be requested in cases where the Governor of the State of New York or the President of the United States has declared a disaster or emergency for the location where the travel is to be made. Such declaration was made by the President of the United States on March 13, 2020 and remains in effect as of the date of this update.

In accordance with Section 3.1, Paragraph 21, OGS has approved Knight Holdings LLC's request for an additional Transaction Fee. Accordingly, in addition to the existing Exchange Transaction Fee of \$14.00, Knight Holdings LLC is approved to apply an Agent Assisted Airline Transaction Fee of \$14.00 to a single transaction when an Authorized User utilizes the services of Knight Holdings LLC to voluntarily exchange or reissue unused airline tickets that were issued through Direct Travel. Once an unused ticket has been exchanged, or reissued, Knight Holdings LLC may no longer apply an additional Transaction Fee in service of that ticket (for example, if the newly exchanged or reissued unused ticket needs to be exchanged again at a later date, only the Exchange Transaction Fee may be charged at that time).

Airline imposed fees (including penalty fees) may apply for unused tickets, however no other Transaction Fees will apply to such transactions. Knight Holdings LLC must inform each Authorized User of the additional Transaction Fee at time of transaction and receive Authorized User approval before charging any additional Transaction Fee. Authorized Users that elect not to approve the additional Transaction Fee will have the option to exchange and reissue their unused tickets from Direct Travel directly with the airline.

Please direct any inquiries to the Statewide Travel Coordinator listed above.

All other terms and conditions remain unchanged.



Contract Award Notification Update

Subject: CONTRACT AMENDMENT

DATE: July 22, 2021 **AWARD #:** [23211](#) **GROUP #:** 79005

AWARD DESCRIPTION: Travel Management Services (Statewide)

CONTRACT PERIOD: March 2, 2021 – March 1, 2026

CONTACT: Mark Milstein | 518-402-5005 | travelcoordinator@ogs.ny.gov

CONTRACT NO.: PS69259 **CONTRACTOR:** Knight Holdings, LLC

The Contract has been amended, effective July 16, 2021, to clarify the process for transfer of Authorized User Travel Data.

Additionally, Knight Holdings, LLC is a disregarded entity of Stovroff and Taylor Travel, Ltd. with an Employer Identification Number of 201653737. **For payment purposes, NYS Vendor Number 1100254378 and Employer Identification Number 205538525 should be used.**

Section 1. Section 1.5 of the Contract is revised to include the following language:

Section 1.5 Definitions

“**Travel Data**” shall refer to the following data including, but not limited to, Traveler Profile, transactional ticket-level information, segment-level information, and traveler-level information, which may include, without limitation, traveler name and address, origination and destination, corporate credit card number, passport number, license, travel preferences, and other special needs or any other sensitive data as may be provided by or on behalf of Authorized User travelers.

Section 2. Section 4.16 of the Contract is deleted in its entirety and replaced with the following language:

Section 4.16 Contractor Cooperation

Upon expiration, cancellation, termination or other conclusion of the Contract, the Contractor has the affirmative obligation to extend appropriate and reasonable cooperation to assure the orderly transition of the Contract to the subsequent Contractor or, in the event there is no subsequent Contractor, to the Authorized User.

The State provides authorization to Contractor and Concur for Concur to access and use the Authorized User Travel Data that Concur reasonably deems necessary for Concur to exercise its rights and perform its obligations under this Agreement. The Contractor agrees that the State owns and retains all right, title, and interest in and to all Authorized User Travel Data that exists under this Contract.

Contractor shall within seven business days of OGS request transfer all Authorized User Travel Profiles and Concur sites through a Site Transfer coordinated with the State's Online Booking Tool (Concur), to the subsequent Contractor or an Authorized User, as applicable, in coordination with the assigned Concur project manager and Concur outgoing agency form.

Statewide Travel Coordinator and Contractor will determine a "last ticket date" for Authorized Users, and Contractor will provide reporting as requested to indicate Travelers that are booked and traveling after the last ticketing date within seven business days or sooner when requested by OGS.

Contractor shall provide an unused ticket report (according to the Airline Report Corporation (ARC) rules and regulations traffic documents can only be exchanged by the agency location that originally issued the document) to the subsequent Contractor within five calendar days or sooner when requested by OGS. Contractor shall provide an accounting of unused tickets by Authorized User as well as a Travel Management Summary identifying historic spend within seven business days or sooner when requested by OGS. The Travel Management Summary will be differentiated by Authorized User as well as a combined rollup. Such accounting shall indicate the passenger name, agency/organization, airline record number (PNR), ticket number, airline name, issue date, amount/value, invoice number and ticket expiration date.

Contractor shall provide a report listing all Authorized User accounts and contact information (minimum two contacts) associated with each account broken out by specific Concur site within seven business days or sooner when requested by OGS. The report must include agency/organization name along with associated contact names, business email address(es) and phone number(s).

Statewide Travel Coordinator and Contractor will confirm the final date for the Contractor to deliver any outstanding reporting requirements to the Statewide Travel Coordinator and Authorized Users. The final date will identify when all Account Numbers will be deactivated; with no further access to data available. Once the final date is determined, and any outstanding reports are delivered, the Contractor agrees to transfer and not retain any copies of any Authorized User Travel Data that is in its possession as a result of this Contract. Contractor must submit a statement signed by a partner, corporate officer, or other person authorized to bind the Contractor on company letterhead, certifying that all Authorized User Travel Data has been transferred and Contractor has not retained any Authorized User Travel Data.

Section 3. Except as herein modified all other terms and conditions of this Contract remain in full force and effect.

Please direct any inquiries to the Statewide Travel Coordinator listed above.

All other terms and conditions remain unchanged.