

Group 79005 – Travel Management Services (Statewide)

Inquiry Number	Solicitation Document	Section Number	Inquiry	Response
1	General		An RFP is an opportunity to evaluate change and the impact of change to the State and its Authorized Users. [Vendor] requests the opportunity to submit an Executive Summary as a Bid Deviation.	OGS respectfully declines this request. The contract award is based on the Method of Award as stated in Section 5.1.
2	RFP Main Document	1.3, <i>Estimated Quantities</i>	Are the estimated 2019 sales and transactions noted sourced from the existing TMC's data, or from expensed data?	As stated in RFP Section 1.3, <i>Estimated Quantities</i> , "Information has been obtained from the current Contractor sales reports for Authorized Users but may not be all inclusive."
3	RFP Main Document	1.3, <i>Estimated Quantities</i>	Is there any further breakdown of international versus domestic spend and transactions available?	For 2019, airline domestic spend was \$7,010,627.00 and airline international spend was \$838,604.00. There were 18,050 domestic airline transactions and 905 international transactions. Section 1.3, <i>Estimated Quantities</i> , has been revised to include this data.
4	RFP Main Document	1.3, <i>Estimated Quantities</i>	What percentage of the 2019 transactions were processed as group transactions?	OGS does not have any additional breakdown for calendar year 2019 estimated data beyond what is provided in RFP Section 1.3, <i>Estimated Quantities</i> .
5	RFP Main Document	1.3, <i>Estimated Quantities</i>	What percentage of the 2019 transactions were processed online?	For airline travel, 32% of domestic transactions were processed online while 18% of international transactions were processed online. 42% of all rail transactions were processed online. 64% of all auto rentals were processed online. Section 1.3, <i>Estimated Quantities</i> , has been revised to include this data.

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6	RFP Main Document	1.3, <i>Estimated Quantities</i>	What percentage of the 2019 transactions were processed as agent assisted?	<p>For airline travel, 68% of domestic transactions were processed as agent-assisted while 82% of international transactions were agent-assisted.</p> <p>58% of all rail transactions were processed as agent-assisted.</p> <p>36% of all auto rentals were processed as agent-assisted.</p> <p>Section 1.3, <i>Estimated Quantities</i> table has been revised to include this data.</p>
7	RFP Main Document	1.3, <i>Estimated Quantities</i>	What percentage of 2019 Lodging and Auto Rental transactions were completed with Air Travel versus without?	OGS doesn't have any additional breakdown of the calendar year 2019 estimated data provided in RFP Section 1.3, <i>Estimated Quantities</i> .
8	RFP Main Document	1.3, <i>Estimated Quantities</i>	Related to the unused airline tickets, can you share the volume and carrier spread of these unused tickets? Has New York State secured UATP cards for all of these tickets?	<p>OGS doesn't have any additional breakdown of the calendar year 2019 estimated data provided in RFP Section 1.3, <i>Estimated Quantities</i>.</p> <p>At this point, UATP cards have not been established for OGS Authorized Users.</p>
9	RFP Main Document	1.3, <i>Estimated Quantities</i>	Can you provide a breakdown of number of online transactions vs. agent assist transactions for air travel?	<p>Online Transactions: 5780 domestic airline transactions;164 international airline transactions. Agent Assisted: 12,270 domestic airline transactions;741 international airline transactions.</p> <p>Section 1.3, <i>Estimated Quantities</i> table has been revised to include this data.</p>

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10	RFP Main Document	1.3, <i>Estimated Quantities</i>	Can you provide a breakdown of the number of domestic air tickets vs. international air tickets?	Airline domestic spend was \$7,010,627.00 and airline international spend was \$838,604.00. There were 18,050 domestic airline transactions and 905 international transactions. Section 1.3, <i>Estimated Quantities</i> , has been revised to include this data.
11	RFP Main Document	1.3, <i>Estimated Quantities</i>	What percentage of air spend in 2019 was International?	The total airline spend in 2019 was \$7,849,231 of which international spend was \$838,604.00 (11%). Section 1.3, <i>Estimated Quantities</i> table has been revised to include the breakdown between domestic and international airline sales and transactions.
12	RFP Main Document	1.3, <i>Estimated Quantities</i>	Of your total room night volume, please estimate what percentage were booked at “net”/non-commissionable rates?	OGS does not have any additional breakdown of the calendar year 2019 estimated data beyond what is provided in RFP Section 1.3, <i>Estimated Quantities</i> .
13	RFP Main Document	1.9, <i>Definitions</i>	Agent Assisted Group Airline Transaction Fee. Is this only applicable when all 10 reservations are made at the same time?	No, this fee is applicable per ticket, please refer to Section 1.9, <i>Definitions</i> , “ Agent Assisted Group Airline Transaction Fee ” shall refer to the fee charged per ticket when an Authorized User utilizes the services of the Contractor’s travel agent to purchase ten or more airline tickets on an identical itinerary.”
14	RFP Main Document	3.1, <i>Reservation and Fee Requirements</i>	Do you have a need for VIP travel support? If Yes, how many VIP travelers do you currently have?	No, the State does not have a need for VIP travel support.

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15	RFP Main Document	3.1.22, <i>Reservation and Fee Requirements</i>	<p>Bid Deviation – Duty of Care</p> <p>As a result of COVID-19, we are living through the largest ever challenge to any organization’s Duty of Care responsibility. There are still, and will continue to be, challenges to every AU program over the next 5 years; however, and we believe there is an opportunity to better support this requirement.</p> <p>Given the complexity of each AU’s Duty of Care commitment and the lack of uniformity across the NYS umbrella, [Vendor] proposes the inclusion of optional Enhanced Services in the Cost Proposal titled "Enhanced Duty of Care Services." These may be necessary should the AU wish to upgrade their program beyond the stated requirement. Likewise, this provides flexibility to those AUs yet to onboard who may not have a dedicated Duty of Care platform and who may require additional resources.</p> <p>[Vendor] proposes a Bid Deviation to update the requirement from:</p> <ol style="list-style-type: none"> 1. Identify Travelers who either may be in high risk locations (security or natural disaster threat), have travel booked to high risk locations, or may be requesting travel to high risk locations within 2 hours upon request from an Authorized User or the Statewide Travel Coordinator. Use systems to support duty of care through automated messaging and Traveler tracking. These services may include: <ol style="list-style-type: none"> a. Global risk analysis, including pre-trip, while away, and post trip analysis; b. Traveler tracking and automated warnings and alerts; c. Travel and risk policy development; d. Designation-based training strategy; e. IT security and compliance testing; f. Mobile messaging and connectivity; g. Accommodations of Traveler’s special needs; h. In-house 24/7 agent services; i. Business continuity planning and testing; and j. Integration with third-party extraction providers. <p>To:</p> <p>Identify Travelers, booked through Contractor, who either may be in high risk locations (security or natural disaster threat), have travel booked to high risk locations, or may be requesting travel to high risk locations within 2 hours upon request from an Authorized User or the Statewide Travel Coordinator. Use systems to support duty of care through automated messaging and Traveler tracking. These services may include:</p>	<p>OGS respectfully declines to include these additional services under Section 3.1, <i>Reservation and Fee Requirements</i>.</p>
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			<p>a) Global risk analysis, including pre-trip, while away, and post trip analysis; b) Traveler tracking and automated warnings and alerts; c) Travel and risk policy development; d) Designation-based training strategy; e) IT security and compliance testing; f) Mobile messaging and connectivity; g) Accommodations of Traveler's special needs; h) In-house 24/7 agent services; i) Business continuity planning and testing; and j) Integration with third-party extraction providers.</p> <p>In the event that the AU requires enhanced or custom services, Contractor pricing will include costs for customized or enhanced services.</p> <p>Enhanced Services may include:</p> <ul style="list-style-type: none"> • Language Support • Number and Type of Alert Categories • Number of Distribution Alerts • Levels of Risk Assessment • Customization of Communication Channels • Number of Portal licenses 	
16	RFP Main Document	3.2, <i>Travel Documentation Requirements</i>	<p>Bid Deviation Request – Travel Documentation Requirements</p> <p>Per IATA Resolution 830D Section 4, [Vendor] must secure Mobile Phone and/or email contact points for all travelers regardless of whether or not it is stored in a Traveler's Profile.</p> <p>[Vendor] requests a Bid Deviation to include the following language in Section 3.2.</p> <p>The Contractor must ask each passenger for contact details e.g. mobile number and/or email for the purposes of contact in an operational disruption. If passengers do not wish to do so, agents must actively advise passengers that they may not receive information from the airline during flight disruption.</p>	Section 3.1 (23), <i>Reservation and Fee Requirements</i> , has been revised to state "If Travelers do not wish to provide a mobile number, agents must actively advise passengers that they may not receive information from the airline during flight disruption(s) via text message."
17	RFP Main Document	3.3, <i>Online Travel Reservation System Requirements</i>	Is Concur contracted directly with New York State, or will Concur be provided as a reseller by the TMC?	Concur is provided by the Contractor. Please refer to Section 3.3, <i>Online Travel Reservation System Requirements</i> , "The cost of providing an Online Travel Reservation System, dedicated website development and maintenance costs shall be the sole responsibility of the Contractor."

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18	RFP Main Document	3.3, <i>Online Travel Reservation System Requirements</i>	Can you confirm if you own the contract for SAP Concur Travel or if you utilize your TMC's resellers agreement?	Concur is provided by the Contractor. Please refer to Section 3.3, <i>Online Travel Reservation System Requirements</i> , "The cost of providing an Online Travel Reservation System, dedicated website development and maintenance costs shall be the sole responsibility of the Contractor."
19	RFP Main Document	3.3.12, <i>Online Travel Reservation System Requirements</i>	<p>Bid Deviation – Online Travel System Requirements</p> <p>[Vendor] proposes a Bid Deviation to 3.3 #12 as the requirement does not recognize many changes to Privacy Laws, handling of Personal Identifiable Information, (PII), and PCI Compliance. [Vendor] proposes changing the language from:</p> <p>1. Maintain Traveler Profiles, with the capability of adding, changing or deleting profiles by Contractor's agents and/or Authorized User Travel Coordinators.</p> <p>To:</p> <p>Coordinate with Authorized Users and Concur to ensure Traveler Profiles are maintained and secured. Authorized Users will assume responsibility for new registrations, adding, approving, changing, or deleting profiles for their travelers through Self Registration. Contractor will support this process through updating existing workflows, AU training, and ongoing Online Support.</p>	OGS declines this bid deviation. Please refer to #15 which requires the Online Travel Reservation System as administered by the Contractor to provide a secure website, be password protected and contain a ticket and payment authorization system.
20	RFP Main Document	3.3.26, <i>Online Travel Reservation System Requirements</i>	How many individual Concur Travel sites do you currently utilize?	The current Contractor provides access to six individual Concur Travel sites. Please see the revision to Section 3.3, <i>Online Travel Reservation System Requirements</i> , which requires the Contractor to provide a minimum of six individual Concur Travel sites.

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21	RFP Main Document	3.4.8, <i>Staffing and Travel Services Requirements</i>	<p>Bid Deviation Request - Account Management Implementations</p> <p>The contract as proposed lays out the relationship foundation for the Contractor, the State, and the Authorized Users, (AU's). As written however it represents only a snapshot in time; without a dynamic flexibility to the needs of a well-run travel program in the future. As opposed to commodity categories, travel blends service and technology; with the environment constantly evolving. The Pandemic and AI are just two examples of how our environment will change forever. Our mutual approach cannot be "set-it-and-forget-it". We must allow for the client and the Travel Management Company (TMC) to look forward and anticipate the changing needs of the organizations.</p> <p>We serve as a strategic resource to Authorized Users, (AUs), who are interested in not only improving both the performance of their travel program but also their savings goals. Account Management starts with discovery and implementation of any new Authorized User. When we create an implementation plan with the AU, the result is a roadmap that ensures their Travel Program can achieve its goals while also ensuring participation in the NYS program doesn't negatively impact service or performance level across the NYS platform. Some AU's come to the NYS program with well-established processes and guidelines; while others look to us for guidance on policy development, technology, or best practices that can be used to build a strong foundation. We have found that implementations often exceed the 60-day goal and given the complexity of each AU's travel programs, we propose reframing an Implementation as both Discovery and Implementation; with timelines ranging from 60-120 days.</p> <p>The Discovery Process, at up to 60 days, may include:</p> <ul style="list-style-type: none"> • Determining baseline for the AU • Interpretation of Policy and impact on traveler • Booking and Pre Approval Processes • Determining current level of technology and required process recommendations • Concur site setup requirements • Training requirements • Reporting Needs • Duty of Care requirements • Consulting Services <p>The Implementation phase would extend up to an additional 60 days; depending upon the availability of the client to either commit to move forward under the prescribed timetable or</p>	OGS respectfully declines to make the requested change.
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			<p>commit the required resources to support the project plan and “go live” by the predetermined date.</p> <p>In reframing the process, we can better serve the AU and NYS by ensuring that there is standardization and consistency across the user group that will support both the program goals as well as driving savings to the AU.</p> <p>Discovery and the Authorized User A successful Discovery and Implementation timeline reveals critical information about the AU that can translate into a successful transition to the NYS program and ensure the foundation of a best in class travel program. Each AU is unique; directed by their organizations’ infrastructure and policies. Often these are disconnected from the State. This can drive costly delays in implementation and as we’ve seen can impact service. [Vendor] proposes a predetermined implementation fee for AU’s that is billed annually. This fee represents the cost to effectively onboard each new Authorized User as previously indicated to the Statewide Travel Coordinator in a Cost of Change Document. It represents the cost the TMC bears to commit resource to each onboarding and acts as an annual “copay” to ensure that the AU’s processes, policies, and initiatives are synced to the State’s program.</p> <p>We can’t tell you what the future looks like in a Post Pandemic world, but we are beginning to see what well run programs will need to adapt as you move forward. NYS and its AU’s requires the ability to translate new technology and process improvement solutions with the new contract. [Vendor] has significant experience in onboarding Authorized Users and knowledge of the complexity of disparate processes that exist under the NYS Umbrella. Over the past 5 years, we have on boarded 4 Authorized Users; comprising 52% of your overall programs’ revenue. We are partners to each of them; fully proficient in both their program goals as well as their limitations.</p> <p>Commitment of Resource Authorize Users constitute over 52% of the overall NYS air spend and each program operates under its own policy. This may require resources outside of the proposed cost sheet. We’ve learned through the Pandemic that challenges to any program will result and each participant must be able to address gaps in their program. To that end, we propose renaming line 32 “Other” on the Cost Proposal Worksheet to Other Customized Services. Similar to the decision an AU will make in creating a Dedicated Concur Site Setup, the AU may draw</p>	
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			<p>upon any of these services over the course of their Ridership. These services might include:</p> <ul style="list-style-type: none"> • Customized Reporting • Hotel Rate Reassurance Technology • Dedicated Account Management • Pre-Approval Process Development • Hotel/Air Sourcing • Policy Development • Concur Site Development • Other Consulting Services <p>To be successful at integrating new Authorized Users, the State's TMC must have knowledge, expertise, and access to integratable solutions for the potential Authorized User. In addition, the TMC must work in tandem with the State to ensure that the integration of new Authorized Users will not drive up the TMC's cost or negatively impact performance to the State.</p> <p>Bid Deviation Request Given the complexity of Implementations of Authorized Users on Account Management, [Vendor] requests a Bid Deviation and proposes:</p> <ul style="list-style-type: none"> • Reframing Implementations to Discovery & Implementations • Expanded the timeline to 60-120 days • The inclusion of an annual cost for new Authorized Users • Renaming line 32 "Other" on the Cost Proposal Worksheet to Other Customized Services and include TMC Fees for ad hoc services that may be required by the State or any AU • Hotel Rate Reassurance Technology • Dedicated Account Management • Pre-Approval Process Development • Hotel/Air Sourcing • Policy Development • Concur Site Development • Other Consulting Services • Direct Travel's inclusions of its Organizational Return to Work Guide as an Attachment • [Vendor]'s inclusion of the referenced Cost of Change Document previously submitted to OGS as an Attachment 	

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22	RFP Main Document	4.3, <i>Bid Deviations</i>	<p>In addition to the transactions you have listed we also charge an Online Light Touch Transaction fee. Can you advise where we should add pricing for this?</p> <p>An Online Light Touch Transaction (also referred to as an Online Assisted transaction) is defined as a booking begun online by the user, but requiring assistance or intervention by a [Vendor] agent. Transactions in this category include: a) changes made by a [Vendor] agent, initiated by the traveler, to an original self-service booking; b) agent assistance is required to complete your reservation due to vendor requirements; c) Traveler inquires to a live agent about an online reservation including but not limited to questions on ticketing, to confirm flight times or requesting a new itinerary; d) an international ticket is booked online; e) changes initiated by the traveler to a self-service itinerary requires a new ticket; f) a guaranteed payment carrier/instant purchase carrier is booked outside the automated [Vendor] reservation system (GDS), such as, but not limited to Air Tran and Southwest and g) our robotic software determines a lower fare has become available after ticketing which meets your savings threshold to warrant reissuing the ticket.</p>	<p>OGS respectfully declines to make the requested change. Bidders are limited to the services set forth in RFP in Section 1.2, <i>Scope</i>, and Section 3, <i>Services Requirements</i>, and Attachment 1 – Cost Proposal, Section 4.8, <i>Cost Proposal</i>, and Section 6.3, <i>Fees and Discounts</i>.</p>
23	RFP Main Document	4.3, <i>Bid Deviations</i>	<p>We provide optional value add services. Can you advise where we should place these pricing options?</p>	<p>OGS is not allowing pricing for optional value add services. Bidders are limited to the services set forth in RFP in Section 1.2, <i>Scope</i>, and Section 3, <i>Services Requirements</i>, and Attachment 1 – Cost Proposal, Section 4.8, <i>Cost Proposal</i>, and Section 6.3, <i>Fees and Discounts</i>.</p>
24	RFP Main Document	6.18, <i>NYS Vendor Responsibility</i>	<p>Bid Deviation – Contractor Certification</p> <p>As directed in Section 6.18 Vendor Responsibility and restated below, [Vendor] would like to attach the confirmation of its recertification as a Bid Deviation as this document is not requested, but documents the completion of this important step.</p> <p>“In order to assist the State in determining the responsibility of the Bidder prior to Contract award, the Bidder must complete and certify (or recertify) the Questionnaire no more than six (6) months prior to the Bid due date.”</p>	<p>OGS respectfully declines to make the requested change. Pursuant to Section 4.7(i), <i>Administrative Proposal Content</i>, Bidders must submit the Standard Vendor Responsibility Questionnaire (completed and scanned to PDF) or Certification that Questionnaire has been completed online (PDF).</p>

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25	Attachment 1 – <i>Cost Proposal</i>		Airline discounts may vary percentage wise depending on city pairs or markets. Can you clarify how the answer should be provided other than just a percentage amount?	Bidder must provide a minimum single discount in Attachment 1 – Cost Proposal. The Contractor may increase the discount at any time for a transaction as stated in Section in 6.3, <i>Fees and Discounts</i> .
26	Attachment 5 - <i>Bidder Information Questionnaire</i>	Q16 (Row 24)	This question asks if we have other existing government contracts (GSA, etc.) and then adds: If yes, provide a link to each contract. The answer space is a Yes/No dropdown. Where should we include the links requested in the question?	Attachment 5 – <i>Bidder Information Questionnaire</i> has been revised to allow for the provision of the links to the contracts.