

REQUEST FOR QUOTATION  
CRFQ 0212 SWC210000017  
Travel Management Services  
(Travel21)

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**SPECIFICATIONS**

- 1. PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of State Agencies and Political Subdivisions located in the State of West Virginia to establish a Statewide Open-End Contract for Travel Management Services.

The anticipated contract resulting from this RFQ will replace the TRAVEL18 contract that will expire 06/30/2021. The TRAVEL18 Contract can be viewed on the Purchasing Division's website at: <http://www.state.wv.us/admin/purchase/swc/TRAVEL.htm>

Summary of TRAVEL18 contract spend utilizing fiscal year 2018 thru 2021.

Travel Service	Dollars
Airline	\$4,060,077.23
Lodging	333,513.32*
Rail	\$179.00
Car Rental	\$140,472.94*

- These are transactional spend amounts for the TRAVEL18 contact as reported by the contact holder, National Travel Services.
- \*Travelers are not mandated to book cars and hotels with National Travel.

- 2. DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

- 2.1 “Contract Item” or “Contract Items”** means the list of items identified in Section 3.1 below and on the Pricing Pages.
- 2.2 “Common Carrier”** for this RFQ means the transporting of persons by air and ground by a company or corporation in the business of transporting goods or people for hire as a public service.
- 2.3 “Pricing Pages”** means the schedule of prices, estimated order quantity, and totals contained in wvOASIS or attached hereto as Exhibit A and used to evaluate the Solicitation responses.
- 2.4 “Solicitation”** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

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- 2.5 “**RFQ**” means Request for Quotation and refers to the solicitation and all documents contained herein.
- 2.6 “**24/7/365**” means 24 hours per day, 7 days per week, 365 days per year.
- 2.7 “**Traveler**” means any employee of a West Virginia State Agency or Political Subdivision traveling for business purposes. All Personal and/or Non-Business travel is prohibited under this agreement.

**3. GENERAL REQUIREMENTS:**

- 3.1 Contract Items and Mandatory Requirements:** Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below.

**3.1.1 VENDOR QUALIFICATIONS AND EXPERIENCE:**

- 3.1.1.1** Vendor must have a minimum of five (5) years’ experience as a full-service, licensed Airline Reporting Corporation (ARC ) and International Air Transport Association (IATA).

**3.1.1.1.1** Should provide ARC & IATA proof with bid, will be required prior to award.

**3.1.1.1.2** Vendor must have previously provided a minimum of twenty (20) million dollars in gross annual air volume sales (per year) to corporate and/or government entities for calendar years: 2017, 2018, and 2019.

**3.1.1.1.2.1** Data for each year should be provided with bid and will be required prior to award.

**3.1.1.2 Dun & Bradstreet Viability Score Rating or Equal:**

**3.1.1.2.1** Vendor must have a maximum D&B Viability Rating Score of four (4) or equivalent maximum Out of Business rating of five (5.0%) percent.(See **Exhibit\_C “D&B Viability Rating Quick Guide”** for more information).

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**3.1.1.2.2** Vendor should submit their D&B Viability Score (or equivalent) with their bid. Score will be required prior to award.

**3.1.2 CUSTOMER SUPPORT:**

**3.1.2.1** Vendor must provide domestic and international Travel Management Services (via a common carrier) with a toll-free telephone number to assist travelers with reservations, answering questions, or assistance with travel problems needing resolved.

**3.1.2.1.1** In-Office staffing hours of operation shall include but not limited to Monday through Friday (excluding legal holidays), 8:00am through 5:00pm Eastern Time.

**3.1.2.1.1.1** A toll-free number must be provided for each office location servicing this contract.

**3.1.2.1.1.2** Vendor should complete **Exhibit\_B List of Office Locations** to identify all locations the vendor will utilize in providing Travel Management Services to the State.

**3.1.2.1.2** After office hours travel management services must be available to travelers 24/7/365 via a toll-free telephone number at no extra charge for after hour services.

**3.1.2.1.3** Vendor shall provide an emergency phone number in the event the toll-free line is out of service due to an unforeseen event.

**3.1.2.1.4** The customer toll-free number and an emergency number should be provided in the bid response on **Exhibit\_B**. Must be provided prior to contract award.

**3.1.2.1.5** Vendor shall not subcontract or outsource to a third-party any Travel Management Services or customer support services required under this RFQ and resulting contract to ensure that a traveler using this contract will be assisted by an employee of the vendor.

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**3.1.2.1.6** Vendor should dedicate for this contract a fully trained staff capable of providing assistance in all phases of Travel Management Services required under this RFQ and solve travel related problems as they arise.

**3.1.3 BOOKING TOOL:**

**3.1.3.1** Vendor must provide an On-Line Booking Tool at no additional charge to the State.

**3.1.3.1.1** Must be integrated and fully operational within forty-five (45) calendar days of contract start date.

**3.1.3.2** Vendor must maintain any contract with the booking tool agent and pay any transaction fees required in the implementation, maintenance and continual operation of the booking tool for the life of this agreement.

**3.1.3.2.1** The booking tool must have the ability to save flight research without making a reservation to allow for the traveler to secure any necessary approvals pre-trip.

**3.1.3.2.2** The booking tool must create a computerized personal profile based on the traveler's user ID.

**3.1.3.2.2.1** The personal profile must store the traveler's important information including passport numbers and expiration dates, visa information, and Known Traveler Id number to expedite clearance through TSA Security when available.

**3.1.3.2.2.2** The booking tool should also be capable of notifying the traveler six (6) months prior to the expiration of a passport or visa.

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**3.1.4 ACCOMODATION and TRAVEL:**

**3.1.4.1** The vendor is required to book air and ground transportation, hotel and/or motel rooms for the State's business travelers according to the WV State Travel Policy and any existing State contracts or agreements (i.e. AIRFARE21 & CRENTAL20) in place at the time of the travel request.

The State Travel Policy can be viewed and downloaded at:  
<http://www.state.wv.us/admin/purchase/travel/policy.html>

The Statewide Contract listing can be viewed at:  
<http://www.state.wv.us/admin/purchase/swc/default.html>

**3.1.4.1.1** The traveler shall be provided an itinerary to confirm arrival and departure dates, mode of travel (air, rail, or rental car), and the name of the hotel and room rate.

**3.1.4.1.2** The vendor shall obtain the lowest fare possible which meets the traveler's agenda for the mode of travel preferred, the accommodations, and any in-city ground transportations.

**3.1.4.1.2.1** Vendor should advise traveler of the availability of different flight options which may produce lower fare flights +/- three (3) hours of the requested departure time that produce lower fares and flights that are available with one-stop in lieu of more expensive non-stop flights.

**3.1.4.1.2.2** Vendor must accept airline reservations for a minimum of 180 days in advance of departure date.

**3.1.4.1.2.2.1** Vendor shall monitor reservations made in advance of departure for new fares that may incur additional savings and notify the traveler of the new fare and savings.

**3.1.4.2** The vendor must provide State travelers' the Lowest Logical Available Airfare (LLAA) at the time the reservation is placed.

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**3.1.4.2.1** In the event a reservation is not issued at the LLAA at the time the reservation is placed, the vendor will be required to refund the difference in the fare.

**3.1.4.2.2** If LLAA is sold out, the vendor will wait-list the class of service and advise the traveler of the same.

**3.1.4.2.2.1** Upon clearance of the lower airfare, the vendor will advise the traveler of the fare difference and ticketing requirements.

**3.1.4.3** If any flight is cancelled within the legal time frames specified by the air carrier, the vendor is responsible to inform any traveler of any penalty that may be incurred due to change or cancellation of special fares.

**3.1.4.3.1** The notification should be communicated prior to ticketing and restated on the traveler's itinerary.

**3.1.4.4 Security Issue Awareness:**

**3.1.4.4.1** Vendor must inform traveler(s) as to the areas of the world where travel may be unsafe due to but not limited to the following:

**3.1.4.4.1.1** Health risks,

**3.1.4.4.1.2** Political risks,

**3.1.4.4.1.3** Cultural risks,

**3.1.4.4.1.4** Natural disasters,

**3.1.4.4.1.5** Potential theft or harassment.

**3.1.4.4.2** Vendor must inform traveler(s) of specific carriers that should be avoided as advised by the State Department.

**3.1.5 SYSTEM INTEGRATION:**

**3.1.5.1** The vendor must provide access to the reservation system (Apollo, Sabre, etc.) to the Travel Management Office (the Travel Management Office randomly checks reservations for accuracy and compliance with travel regulations) as well as the

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management information reports normally supplied to a corporate client with ad hoc reports upon request with reasonable notice.

**3.1.5.2** The vendor must use a booking tool that integrates with the State of West Virginia's current Travel Expense Reporting system wvOASIS for the purpose of creating a Travel Authorization Document requiring approval of that document prior to allowing purchase of air, hotel, or car itineraries.

**3.1.5.2.1** Any integration fees to implement and maintain operation of the booking tool shall be paid by the awarded vendor.

**3.1.5.2.2** Booking Toll must be integrated and fully operational within forty-five (45) calendar days after contract start date.

**3.1.6 BILLING:**

**3.1.6.1** The vendor shall bill at time of sale.

**3.1.6.2** Billing must be in accordance with the terms and conditions established herein. Travel card or personal charge card will be accepted.

**3.1.7 FEES:**

**3.1.7.1** Fees will be based off air carrier transactions only and will not be permitted for hotel and/or rental car only transactions.

**3.1.7.2** The transaction fee shall only be charged at the time of the ticketing of an airline reservation or when a reservation is confirmed with a confirmation number.

**3.1.7.2.1** A transaction fee shall not be charged regardless of the number of changes made to an itinerary prior to the airline ticket issued.

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**3.1.7.3** For reservations with multiple travel suppliers such as airline, hotel, and car rental, there shall be only a single fee for one reservation trip.

**3.1.8 TICKETS:**

**3.1.8.1** E-Ticket's shall be provided by the vendor to the traveler when applicable.

**3.1.8.1.1** The State will not pay for paper tickets for domestic or international travel.

**3.1.8.2** Vendor shall monitor and validate the usage of E-Tickets.

**3.1.8.2.1** Unused E-Tickets shall be reissued or refunded.

**3.1.8.2.1.1** In the event a refund is not available, or the ticket issued at a nonrefundable fare, the vendor shall provide a credit equal to the refund amount to the traveler for future travel by the same traveler and same airline upon a new reservation being placed.

**3.1.8.3** Vendor must be capable of dispatching airline tickets to any area of the world either through the Vendor's own network of offices, airport ticket counters, or E-Tickets.

**3.1.8.4** Vendor must utilize special savings programs and services when available for airline reservations which include but not limited to the following:

**3.1.8.4.1** Bulk ticket purchases,

**3.1.8.4.2** Promotional coupons,

**3.1.8.4.3** Consolidator tickets,

**3.1.8.4.4** Frequent flyer mileage,

**3.1.8.4.5** Airline two-for-one promotional fares.

**3.1.8.5** Vendor must provide physically impaired travelers with necessary and reasonable accommodations to include but not limited to the following:

**3.1.8.5.1** Airline Seating,

**3.1.8.5.2** In-terminal transfers,



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- 3.1.8.5.3 Ground transportation,
- 3.1.8.5.4 ADA lodging.

**3.1.9 ITINERARY:**

**3.1.9.1** Upon issuance of an E-Ticket, an itinerary must be provided to the traveler (fax or email) of all confirmed arrangements. The itinerary must include at a minimum the following:

- 3.1.9.1.1 Traveler name,
- 3.1.9.1.2 Agent Name, Address, and 24-hour toll free phone number,
- 3.1.9.1.3 Carrier name(s) with flight numbers (departing and returning),
- 3.1.9.1.4 Arrival and departure dates and times,
- 3.1.9.1.5 Seat assignment,
- 3.1.9.1.6 Meal service (if applicable),
- 3.1.9.1.7 Ground transportation confirmation number (if applicable),
  - 3.1.9.1.7.1 name and telephone number, pickup-return dates,
- 3.1.9.1.8 Hotel/Motel reservation and confirmation number (if applicable),
  - 3.1.9.1.8.1 Name and telephone number, check-in time,
- 3.1.9.1.9 The lowest fare available (or reason lowest fare not utilized),
- 3.1.9.1.10 Standard rate versus the traveler's actual rate and savings (if any),
- 3.1.9.1.11 Statement and copy of the traveler receipt for all charges associated with the transportation ticket and description of the fees assessed.

**3.1.9.2 Itinerary Changes:**

- 3.1.9.2.1 Vendor must promptly confirm requested changes and provide revised itineraries.
- 3.1.9.2.2 Vendor must advise traveler of any penalties associated with requested travel changes.

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**3.1.10 DOCUMENT SERVICES:**

**3.1.10.1** Vendor must provide Passport and Visa Services:

**3.1.10.1.1** Vendor shall provide complete Passport & Visa services to international State travelers from application to delivery.

**3.1.10.1.2** Vendor must provide all appropriate visa applications and forms to the international traveler.

**3.1.10.1.3** Vendor must provide any required letters to embassies and consulate for visas and arrange for passport and visa pick-up and delivery to the traveler.

**3.1.10.1.4** Traveler will be responsible for fees from any expediting agency or consular fees imposed by the issuing country.

**3.1.10.1.4.1** Traveler will pay these fees to the to the charging entity directly and separate from this agreement.

**3.1.11 TRAINING & CONSUTLTING SERVICES:**

**3.1.11.1** Vendor shall provide a maximum of two (2) training sessions to designated State agencies per year upon request at no charge to the State.

**3.1.11.1.1** Training sessions should include at a minimum the following:

**3.1.11.1.1.1** Guidelines and procedures for booking travel reservations directly with the vendor (on-line booking tool),

**3.1.11.1.1.2** Travel Safety tips,

**3.1.11.1.1.3** Traveler rights and laws,

**3.1.11.1.1.4** Travel tips (domestic and international),

**3.1.11.1.1.5** Troubleshooting.

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**3.1.11.1.2** Consulting Services to offer advice or updates on travel trends, changes, safety, or problem correction at no charge to the State upon request.

**3.1.12 RECORD RETENTION (Access & Confidentiality):**

**3.1.12.1** Vendor shall comply with all applicable Federal and State of West Virginia rules and regulation, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract.

**3.1.12.2** Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at the Vendor's location during normal business hours upon written request by the agency within ten (10) calendar days after receipt of the request.

**3.1.13 REPORTS:**

**3.1.13.1** The Vendor shall provide quarterly utilization reports containing at a minimum the following information pertaining to the State of West Virginia agencies, boards, commissions, and political subdivisions:

- 3.1.13.1.1** Ordering Entity;
- 3.1.13.1.2** Purchase order number;
- 3.1.13.1.3** Description;
- 3.1.13.1.4** Quantity;
- 3.1.13.1.5** Price.
- 3.1.13.1.6** Savings.

These reports will be provided in Excel format and sent via email to [Mark.A.Atkins@wv.gov](mailto:Mark.A.Atkins@wv.gov) on a quarterly basis as follows:

<u>PERIOD END</u>	<u>REPORT DUE</u>
December 31	January 31
March 31	April 30
June 30	July 31
September 30	October 31

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**3.1.14 LOBBYING CERTIFICATION:**

**3.1.14.1** By submitting a bid response, the vendor is acknowledging and certifying that no federally appropriated funds have been paid or will be paid by or on behalf of the company or employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

**3.1.14.2** If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Vendor shall complete and submit a disclosure form to report the lobbying.

**3.1.14.3** By submitting a bid response, the Vendor agrees that this language of certification shall be included in the award document for all sub-award at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was mand and entered into.

**4. CONTRACT AWARD:**

**4.1 Contract Award:** The Contract is intended to provide Agencies with a purchase price Travel Management Services on all Contract Items. The Contract shall be awarded to the Vendor that provides all Contract Items meeting the required specifications for the lowest Overall Total Cost as shown on the Exhibit\_A Pricing Page.

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- 4.2 Pricing Pages:** Vendor should complete the Exhibit\_A Pricing Page by entering a Fee for each commodity line item. The Pricing Page is formatted to automatically calculate the Extended Price and Total Cost when the vendor enters the Fee in the shaded box. However, it is the Vendor's responsibility to ensure the calculations for their bid is correct before submitting. In the event of an error, the Unit Price (Fee) shall prevail. Vendor should complete the Pricing Page in its entirety as failure to do so may result in Vendor's bids being disqualified.

The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Vendor should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document. In most cases, the Vendor can request an electronic copy of the Pricing Pages for bid purposes by sending an email request to the following address: [Mark.A.Atkins@wv.gov](mailto:Mark.A.Atkins@wv.gov)

**5. ORDERING AND PAYMENT:**

- 5.1 Ordering:** Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written form of communication. Vendor is also required to accept on-line orders through a secure internet Booking Tool via portal/website. Upon award of a contract, the vendor shall provide a brief description of how Agencies may utilize the on-line booking tool/ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.

- 5.2 Payment:** Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

**6. DELIVERY AND RETURN:**

- 6.1 Delivery Time:** Vendor shall deliver standard orders within three (3) calendar days after orders are received. Vendor shall deliver emergency orders within one (1) calendar day after the emergency order is received. Vendor shall fill all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.

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**6.2 Late Delivery:** The Agency placing the order under this Contract must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party.

Any Agency seeking to obtain items from a third party under this provision must first obtain approval of the Purchasing Division.

**6.3 Delivery Payment/Risk of Loss:** Standard order delivery shall be F.O.B. destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.

**6.4 Return of Unacceptable Items:** If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

**6.5 Return Due to Agency Error:** Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

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**7. VENDOR DEFAULT:**

**7.1** The following shall be considered a vendor default under this Contract.

- 7.1.1** Failure to provide Contract Items in accordance with the requirements contained herein.
- 7.1.2** Failure to comply with other specifications and requirements contained herein.
- 7.1.3** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 7.1.4** Failure to remedy deficient performance upon request.

**7.2** The following remedies shall be available to Agency upon default.

- 7.2.1** Immediate cancellation of the Contract.
- 7.2.2** Immediate cancellation of one or more release orders issued under this Contract.
- 7.2.3** Any other remedies available in law or equity.

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**8. MISCELLANEOUS:**

- 8.1 No Substitutions:** Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.
- 8.2 Vendor Supply:** Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.
- 8.3 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.
- 8.4 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

**Contract Manager:** \_\_\_\_\_  
**Telephone Number:** \_\_\_\_\_  
**Fax Number:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_