



Specifications for SWC #747 Travel Services

1. Scope

The purpose of this Invitation to Bid (“ITB”) is to provide comprehensive travel agency services to the State of Tennessee (“State”) Agencies. Other Governmental Bodies, members of the University of Tennessee or Tennessee board of regents systems, and the nonprofit entities identified in Tenn. Code Ann. § 33-2-1001 (“Authorized Users”) may utilize the awarded Contract. Supplier agrees to extend this Contract to Authorized Users.

2. Definitions

Agency	Each State of Tennessee board, commission, committee, department, officer, or any other unit of State government, except for those governmental entities identified in Tenn. Code Ann. §12-3-102(a).
Contract Administrator	Supplier’s main point of contact at the Central Procurement Office.
CPO	Central Procurement Office. Division of the Tennessee Department of General Services (DGS).
End User	Using Agency, local government, or other entity of the statewide contract.
Normal State Operating Hours	Monday through Friday 8:00AM-4:30PM, excluding legal State holidays. A listing of State holidays can be found at http://tn.gov/main/article/state-holidays .
SOP	Standard Operating Procedure.
State Comprehensive Travel Regulations	These regulations are available on the Department of Finance and Administration web site at http://www.tn.gov/finance/article/fa-travel-regulations
Supplier	Entity responsible for providing the State of Tennessee with a good or service.
UNSPSC	United Nations Standard Product and Services Codes.

3. General Specifications

- A. The Supplier shall make reservations, issue and deliver tickets and/or itineraries for air travel and occasional rail travel by Amtrak (no other commuter trains). For domestic air travel, electronic ticketing should be used whenever possible in accordance with the "State Comprehensive Travel Regulations", as they are amended from time to time. When using electronic ticketing, the Supplier should provide all State employees with a receipt/itinerary which includes all necessary travel information.
- B. The Supplier shall obtain each State employee's business unit prior to booking any air travel. The Supplier shall book the lowest available fare. Travelers will be offered the lowest available fare of flights leaving or arriving within three hours of the travelers' requested departure or arrival times, including discount airlines. The Supplier will research alternate itineraries in order to provide the lowest fares.
- C. If a lower fare becomes available before a ticketed trip, the Supplier will advise the traveler and secure a ticket for the new fare to the extent that it is practical. Also, if an airline ticket has been reserved in advance, but not yet paid for and an impending fare increase becomes known, the Supplier will notify the traveler so the traveler can exercise the option to pay for the ticket and avoid the increase to the extent it is practical.
- D. The Supplier shall make a timely effort to notify travelers via email and/or phone of disruptive actions including but not limited to airport closings, potential carrier stoppages, and cancelled or delayed flights and trains.
- E. The Supplier shall provide to all State agencies, as described in Contract Section 1 above, reservation and ticketing services. These services must include a 24-hour, toll-free number available to travelers for last minute itinerary changes and travel services outside regular business hours in accordance with Contract Section 9.A.
- F. The Supplier will provide to all State employees the same full range of services and pricing for personal or vacation travel as offered the State's corporate account. Any services booked for personal travel is to be billed directly to the individual requesting the services.
- G. The Supplier shall establish internal systems and procedures to ensure accurate compliance with the "State Comprehensive Travel Regulations", as they are amended from time to time, and the terms of this Contract.
- H. The Supplier will assist the State in managing unused non-refundable tickets to ensure that they are used to the maximum extent for future travel. The Supplier shall provide reports to the Statewide Contract Administrator on a quarterly basis on the status of unused tickets.
- I. The Supplier may offer flight insurance at no additional cost, to either the State or the State's employee. If such insurance is offered, the State employee (traveler), as the ticket holder, is insured for accidental loss of life, limbs or sight during a flight for which his/her ticket was issued.

4. Online Booking

- A. The Supplier shall provide an on-line booking service, in addition to offering services available through travel agents. The Supplier shall ensure that all bookings are for the lowest available fare, including discount airlines, and in compliance with "State Comprehensive Travel Regulations", as they are amended from time to time. The Supplier shall modify or reissue billings and/or tickets in order to make adjustments for any change(s) in flight or train schedules.
- B. The Supplier must review online bookings for reasonableness and identify any errors within twenty-four (24) hours of the booking.
- C. The Supplier shall work with the State to ensure only employees of the State of Tennessee, and Authorized Users have access to the online booking system.

5. Lodging

- A. If requested by the End User, the Supplier shall make lodging reservations on behalf of the employee. The services provided by the Supplier for lodging reservations shall be at no additional cost to the End User
- B. The Supplier shall make an effort to take advantage of State, corporate, government, and/or vendor discounts for such reservations.
- C. The Supplier shall provide written confirmation of all out-of-state reservations made on behalf of State employees to the employee requesting the reservation. The Supplier should indicate whether a reservation is guaranteed or not guaranteed. When guaranteed reservations are made, the Supplier shall inform an employee on an itinerary or receipt the cancellation requirements. When non-guaranteed reservations are made, the Supplier shall inform an employee on an itinerary or receipt at what time the lodging space will be released.
- D. To the extent possible the Supplier shall ensure that the accommodations are comfortable and safe and conveniently located to the geographic location(s) to be attended by the traveler or there is convenient access to public transportation (e.g. buses, subways).

6. Rental Cars

- A. For rental car reservations, State employees will reserve vehicles through the Department of General Services' (DGS) statewide contract (SWC). In the event rental car services are not available through DGS, the Supplier shall make reservations for automobile rentals at national automobile rental agencies in accordance with "State Comprehensive Travel Regulations," as they are amended from time to time. This service shall include booking and confirming reservations, verifying rental rates, and booking corporate travel rates from the car rental company when available. The services provided by the Supplier for vehicle rental reservations shall be at no additional cost to the End User.

7. International Travel

- A. The Supplier shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for foreign travel.
- B. The Supplier shall provide technical advice on such matters as foreign currency exchange rates and transactions, securing automobile insurance, excess baggage limits and fees, etc.
- C. The Supplier shall provide assistance in obtaining passports, visas, international driver licenses, and other travel documents.

8. Supplier Reports and Contract Management

- A. The Supplier shall submit to the Statewide Contract Administrator a series of monthly reports including but not limited to:
 - I. Total domestic air travel during the preceding month
 - II. Total international air travel during the preceding month
 - III. Cost and discounts by traveler
 - IV. City pairs and airlines
 - V. Destination by traveler
 - VI. Lodging reservations
 - VII. Car rental reservations
 - VIII. Air travel by state agency or department with cost details
 - IX. Air travel by airline
 - X. Unused tickets by state agency

The Supplier shall submit reports electronically by the tenth working day of the succeeding month in a downloadable spreadsheet; e.g. Excel.

- B. The Supplier shall provide electronically at the State's request a listing of the previous day's airline reservations including employee name, business unit, destination, airfare, and standard/online charge per ticket.
- C. The State shall name an individual within its organization who shall be responsible for all contractual matters, differences of opinion, disputes, and complaints.
- D. The Supplier shall respond in writing to all inquiries by the State within fifteen (15) days of receipt of such inquiries.
- E. The Supplier shall provide advice and information to the State to assist in rate negotiations with airlines, lodging companies, or car rental agencies.
- F. The Supplier shall ensure that its activities including airline, lodging, and car rental reservations are in accordance with the procedures outlined in "State Comprehensive Travel Regulations," as they are amended from time to time. These regulations are available on the Department of Finance and Administration web site (<http://www.tn.gov/finance/article/fa-travel-regulations>).

- G. The Supplier shall provide the State with an accurate customized transaction data extract file of both tickets and service fees to assist in the reconciliation of travel agency transactions with centrally billed account charges. Delivery timeframes and method must be agreed to by the State.

9. Customer Service, Ticketing

- A. The Supplier's hours of operation will encompass the normal business hours of State agencies and departments in Nashville. (8:00 AM – 4:30 PM Central Time). Customer service representatives will be available to State employees through a 1-800 phone line. The Supplier shall provide nationwide toll-free telephone service 24 hours a day, 365 days per year by which the traveler can make immediate changes or access information during trips.
- B. The Supplier's automated accounting system must have direct interface with the reservation, ticketing and accounting elements so that all passenger reports and summary data are automatically generated from point of sale information.
- C. The Supplier shall provide a "lead" or supervisory customer service representative who has the ability to resolve issues on a timely basis. All customer service reservation representatives shall make every effort to return messages by close of business.

10. Quality Control

- A. The Supplier shall have procedures and systems to monitor the quality of travel services. These procedures shall include a self-inspection program covering all of the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the State. The Statewide Contract Administrator shall be notified of all corrective actions as they are taken.

11. Training

- A. At the request of the State, the Supplier shall perform training seminars for selected State employees in order that they are fully familiar with the services offered by the Supplier. In no instance will the number of seminars requested be in excess of three per calendar year. These seminars shall be scheduled at a time and location agreed to by both the State and the Supplier.

12. Contract Transition Services

- A. The Supplier shall provide an orderly and efficient transition of services to such successor Supplier. Special care shall be used to transition unused tickets to the successor Supplier.