

TRAVEL MANAGEMENT SERVICES
RFQ NUMBER: SSU40012Q0002
Questions & Answers

1. Can we scan and e-mail the proposal package to you? Yes
2. Do you want a list of services offered by our Travel Management Company as well? Yes
3. Do we complete the first page of 1449 and the pricing document only? No, you must also submit all information requested and relevant including items in:
 - a. Section 1, 20.0 Key Personnel
 - b. Section 3 – Solicitation Provisions
 - c. Section 5 – Representations and Certifications
 - d. Addendum to Offeror Representations and Certifications
4. Can we include our company profile on the proposal? Yes
5. Do you only need the pricing document and the list of all services offered by our Agency or do we submit the whole 71 page document? Please submit all relevant information and pages that request information in the solicitation. You do not need to submit all 71 pages, only if there is information requested on those pages. A list of services that your company offers would be helpful.
6. Section 1 – The Schedule
 - a. What is the transaction fee? The transaction fee is a fixed fee that your company will charge per each ticket issued (e.g. \$30 per ticket)
 - b. What is the difference between Onsite Services and Reservation & Ticketing for Online Booking?
 - i. Onsite Services is where the Travel Agents make all of the arrangements for finding the flights. This involves more work and should be a higher fee.
 - ii. The Reservation & Ticketing for Online Booking is where the customer finds the flight they want and does all the work. The travel agent just needs to purchase it. This involves minimal work for the travel agent and should be a lower fee.
 - c. “Lowest Available Fare” means the lowest fare to be found, but at the least restricted fare level.
7. Section 3 – Solicitation Provisions
 - a. 1.2.1 There is no resume format included in the solicitation. Simply provide a resume with background information (in any format) for each of the Key Personnel you will be providing.
 - b. 3.10.4 Calls must be answered in 20 seconds or estimated at six rings.
 - c. 15.5.2 Invoices must be processed on a monthly calendar basis.
8. Section 4 – Evaluation Factors
 - a. 3.0 Average value of each ticket being issued is approximately \$2000-2500 per ticket. Most tickets are international tickets.

9. Section 5 – Representations and Certifications

- a. Provide only information or documentation if relevant. If no information is relevant, please state that in a memo or notate on solicitation.