



Commonwealth of Pennsylvania

Date: **07/16/2013**
Subject: **Travel Management Services**
Solicitation Number: **6100024072**
Due Date/Time: **July 31, 2013/3:30 pm EST**
Addendum Number: **1**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation "Addendum" as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

List any and all changes:

The following documents have been attached to this Addendum #1 and are made part of the RFP.

- Pre-Proposal Conference Sign-In Sheet
- Official Questions and Answers

The following documents have been provided as informational only and have been included as an attachment to Addendum #1.

- o The Pre-Proposal PowerPoint presentation

For electronic solicitation responses via the SRM portal:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- To attach the Addendum, download the Addendum and save to your computer. Move to "My Notes", use the "Browse" button to find the document you just saved and press "Add" to upload the document.
- Review the Attributes section of your solicitation response to ensure you have responded, as required, to any questions relevant to solicitation addenda issued subsequent to the initial advertisement of the solicitation opportunity.

For solicitations where a "hard copy" (vs. electronic) response is requested:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- If you have already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

Department of General Services, Forum Place, 6th Floor, 555 Walnut Street, Harrisburg, PA 17101
Attn: Jennifer Habowski/RFP 6100024072

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Form Revised 02/26/08

Page 1 of 2



Commonwealth of Pennsylvania

Name: Jennifer Habowski
Title: Issuing Officer
Phone: 717-703-2937
Email: jhabowski@pa.gov

TRAVEL MANAGEMENT SERVICES
 PRE-PROPOSAL CONFERENCE - 6100024072
 July 9, 2013 /10:00 a.m.

PA Department of General Services / Bureau of Procurement
 Forum Place, 8th Fl, CR 7
 555 Walnut Street
 Harrisburg, PA 17101

SIGN-IN SHEET

COMPANY NAME	ADDRESS	REPRESENTATIVE/TITLE	PHONE	EMAIL
AD TRAV	4555 Sashlake Plwy Birmingham AL 35244	Roger Hale, CEO	205-444-4800	Roger.Hale@adtrav.com
AD TRAV	4555 Sashlake Plwy Birmingham AL	James Keller, VP	205-444-4805	James.Keller@adtrav.com
IBC	209 Hamilton St Harrisburg PA 17102	Tom Holloway Business Development	717-255-0210	tholloway@innovative-bc.com
Clark Resources	2771 Paxton St HBG, Pa 17111	Christa Toomey/ Diversity	717-230-8861	Christatoomey@clarkresources.com
Clark Resources	" "	Tremayne terry	717-230-8861	Tremayneterry@clarkresources.com
Karen Zak	949 E. Tudor Rd Anchorage, AK 99503	SVP Marketing & Sales	907-230-3500 907-786-0114	Karen.zak@usTravel.com
David Coffman	3102 Omega Office Park Fairfax, VA 22031	Omega World Travel	703-359-0200	dcoffman@oest.net

"OFFICIAL"
QUESTIONS / ANSWERS
TRAVEL MANAGEMENT SERVICES
6100024072

Question #	RFP Page # (If Known)	RFP Section Reference (If Known)	Question (Required)	Answer (Required)
1	11	II-5	RFP Section II-5 Personnel, page 11 of 57, states that the Commonwealth requires a dedicated account manager. Use of a dedicated manager does increase the potential cost of services as opposed to using a designated manager, who will also work on other accounts. Would the Commonwealth consider a designated manager as an alternative, to lower costs?	Due to the volume of our account and the administration of our Agency Lodging Card and Preferred Hotel programs, the Commonwealth requires a dedicated Account Manager.
2	20	IV-1 Objectives, Item B	RFP Section IV-1. Objectives, Item B, page 20 of 57-- are travelers mandated to use the travel management company for all travel management services, or can travelers book outside of the contract?	It is mandatory to use the travel management company for all hotel, air, and car rental reservations associated with an airline reservation. Car rentals that are not associated with an airline reservation are booked through a car rental vendor in compliance with a separate contract for temporary transportation services. Also, travelers attending a conference where it is mandatory to book direct with the conference site to be able to attend are permitted to book direct with the hotel.
3	22	IV-3, E.	RFP Section IV-3, Item E Online Booking Tool, page 22 of 57 states that the selected Offeror must provide the GetThere online booking tool. Does the Commonwealth of Pennsylvania currently have a direct contract with GetThere? If the contractor holds the contract with the vendor, will the current travel provider release the existing GetThere site to the successful offeror, or will a new site need to be implemented?	The Commonwealth does not hold a contract with GetThere. A new site will need to be implemented.
4	22	IV-3, E.	RFP Section IV-3, Item E. Online Booking Tool, page 22 of 57 -- What key features of the SAP Travel Management Module does the Commonwealth utilize today? Are there additional features the Commonwealth is expecting to support in the future or as part of the implementation?	Currently COPA uses the standard SAP offline synchronization from the SABRE GDS to SAP. Going forward, COPA wishes to use the standard SAP offline synchronization between GetThere and SAP and utilize single sign on from SAP Employee Self Service (ESS) to GetThere.
5	22	IV-3, E.	RFP Section IV-3, Item E. Online Booking Tool, page 22 of 57 -- Are notes to hotel and car vendors free form text from the traveler to the vendor (special requests) or is this expected to be canned remarks?	Notes to hotel and car rental vendors should be free form text (special requests).
6	22	IV-3, E.	RFP Section IV-3, Item E. Online Booking Tool, page 22 of 57 -- Are administrative roles expected for Commonwealth employees? Is this an arranger function to research existing reservations or something more?	GetThere Administrative roles are for central Commonwealth Administrators. Currently, two Commonwealth employees have administrative roles and we expect the same in the future. This function is a central administrator function for profile management purposes.
7	27	IV-4, Item F.	RFP Section IV-4, Item F, page 27 of 57 -- How many Agency Lodging Card (ALC) transactions are anticipated annually?	The number of Agency Lodging Card transactions for calendar year 2012 was 7,933. We anticipate this figure to be around the same or more going forward.
8	29	IV-4, Item G.	RFP Section IV-4, Item G. Traveler Profile Management, page 29 of 57 calls specifically for the synchronization of GetThere profiles with the GDS. Is the use of an external profiles tool that synchronizes data across all platforms an acceptable alternative?	Yes. As long as necessary profile elements are included in the GetThere profile for offline synchronization and single sign on functionality.
9	33	IV-5, SLA's	RFP Section IV-5. Service Level Agreements, page 33 of 57 -- The RFP requires the use of the GetThere online booking engine and Sabre global distribution system, yet imposes penalties for system availability below a 100 percent availability target for these same systems. What is the intent behind requiring the Offeror to manage against an availability SLA for systems that we are directed to use?	Although the Commonwealth desires 100% availability between 6 am and 10 pm, penalties are not imposed unless there is more than a total of 7 hours of downtime during a 7-day rolling period during those hours. The Selected Offeror must ensure that its SLA with GetThere and Sabre will allow it to meet its SLA with the Commonwealth.
10	33	IV-5, SLA's	RFP Section IV-5. Service Level Agreements, page 33 of 57 imposes a series of penalties or disincentives for specified SLAs. Has the Commonwealth considered the use of incentives to promote performance and reward sharing in lieu of only imposing disincentives?	No, the Commonwealth will not consider incentives to promote performance.
11	54	Contract Terms and Conditions, V.43	RFP Section V.43 Contract, Background Checks, page 54 of 57 states "The Contractor must, at its expense, arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commonwealth facilities, either through on-site access or through remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at http://www.psp.state.pa.us/psp/lib/psp/sp4-164.pdf ." The link provided in to access the background check requirements appears to be broken. Could the Commonwealth provide another link? In regard to remote access, does the Commonwealth define this as all employees with access to systems handling the Commonwealth's data? Please clarify. Would it be possible for the contractor to use its organizational personnel clearance process as a proxy for the State of Pennsylvania clearance process, given our internal process examines the same focus areas (e.g., criminal record)?	a. http://www.portal.state.pa.us/portal/server.pt?open=512&objID=4451&PageID=458621&mode=2 b. Remote access includes all employees who will have electronic access to the Commonwealth's data, systems and network. c. No, the Commonwealth's clearance process must be used.

"OFFICIAL"
QUESTIONS / ANSWERS
TRAVEL MANAGEMENT SERVICES
6100024072

Question #	RFP Page #	RFP Section Reference	Question	Answer
	(If Known)	(If Known)	(Required)	(Required)
12		Appendix E	RFP Appendix E, Overview of Commonwealth's Travel Usage and Booking Information – please provide the following additional details: Breakdown of air transactions by domestic and international, Breakdown of hotel transactions by domestic and international, Estimate of average number of room nights per hotel transaction	The air transactions by domestic and international are listed in Appendix C. The International hotel transactions per month would be 2. The average number of room nights per hotel transaction is 1 night.
13		Appendix F, #32	RFP Appendix F, Hosting Requirements, Item 32, PCI Compliance states that the Offeror "will provide a letter of certification to attest to meeting this requirement and agrees to the Commonwealth's right-to-audit either by Commonwealth or external 3rd party auditors." If an Offeror is currently working towards being PCI compliant, but is not certified, will the Commonwealth accept a plan for achieving certification?	No. The selected Offeror must be PCI Compliant.
14		Appendix F	RFP Appendix F, Hosting Requirements does not identify what type of independent security/vulnerability assessment will meet the Commonwealth's needs. What does the Commonwealth expect in the way of annual assessment activities? The GetThere OBT has an annual SSAE16 SOC II report which provides the level or risk evaluation. Could this be used in lieu of other assessment type requirements?	No, SSAE 16 SOC II does not meet the requirement. Vulnerability scans should be conducted per the security standards listed below and utilize industry recognized scanning tool. Security Management. The Security Management service must ensure the confidentiality, integrity and availability of Commonwealth information and infrastructure systems. All support and implementation activities must be conducted in accordance with, but not limited to, leading industry and Commonwealth standards, which include, but are not limited to, ISO 27001:2005 and ISO 27002:2005. The Offeror must support all related system audits at the Offeror's expense. The Offeror must comply with Commonwealth IT policies and directives as well as federal and Commonwealth laws, regulations and policies, including but not limited to the IRS (Internal Revenue Service) Publications, Commonwealth Information Technology Bulletins (ITBs) and the Payment Card Industry (PCI) standards.
15			Does the State have any preferred vendor programs?	The Commonwealth has two preferred car rental vendors that must be used when travelers need to book a car rental in conjunction with an airline reservation. The Commonwealth also has a preferred hotel program which requires travelers to reserve certain hotels (in Pennsylvania) to be confirmed if available.
16			Is this bid let due to expiration of current bid?	Yes.
17			How long has the incumbent agency had the account?	Since April 1, 2009.
18			What negotiated discounts do you currently have with Airlines, Hotels, Car rentals?... if any?	We do not have any negotiated discounts with airlines. We have negotiated rates with hotels in our Preferred Hotel Program (see IV-4, E page 26 of 57). We have negotiated rates with two car rental vendors.
19	33	IV-5, SLA's	Is it possible to have for risk / reward SLA?	No. Please refer to Question #10.

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QUESTIONS / ANSWERS
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Question #	RFP Page # (If Known)	RFP Section Reference (If Known)	Question (Required)	Answer (Required)
20	20	IV-1 Objectives, Item B	Will travelers be mandated to use Travel Management Company?	Please refer to Question #2.
21			Was there a Small Diverse Business (MBE/WBE) requirement on the previous/current contract?	Yes, the program was formerly known as the Small Disadvantaged Business program.
22			Current adoption rate for online tool?	Our current compliance percentage using the online tool, GetThere is 50%
23			Goal for online adoption GetThere?	Our new goal for 2014 is 80%
24			Individual Travel authorization & trip approval process?	All Commonwealth travelers with a 6 digit SAP number may make reservations for travel except when traveling Internationally and then an International approval number from the Governor's office will be required to make reservations. Any Commonwealth traveler without a 6 digit SAP number will need to have their reservations made by phone by a Commonwealth travel arranger with a 6 digit SAP ID number.
25			Top City Pairs - Travel	Top ten city pairs, all originate from Harrisburg(MDT) except #2 originates Philadelphia (PHL) 1. MDT-Atlanta (ATL) 2. PHL-Pittsburgh (PIT) 3. MDT-Orlando (MCO) 4. MDT-Denver (DEN) 5. MDT-Chicago(ORD) 6. MDT-New Orleans(MSY) 7. MDT-Dallas(DFW) 8. MDT-Minneapolis(MSP) 9. MDT-San Diego(SAN) 10. MDT-Los Angeles(LAX)
26			Preferred Hotel Program - Describe current 1. Preferred upfront savings or 2. Rebate program on commissions, if applicable?	Information on the current Hotel Program can be located in the current contract, which is located on the DGS website at http://www.emarketplace.state.pa.us/BidContracts.aspx , search by Contract Number 4400004456.
27	11	II-5, Personnel	Dedicated Account Manager's duties and responsibilities on ALC Card dictating full-time. Who does this person (Acct Manager) interface with to manage?	1. Helping with ALC issues is not the sole reason for a dedicated account manager. With 7,933 ALC transactions for 2012 much time is needed when issues arise with Preferred hotels concerning errors, charging tax, charging wrong card, not receiving authorization, to name a few. The Preferred hotel program requires communicating with them on service issues, complaints, not following Commonwealth standards, and overseeing commissions payments. Time is also needed to provide sales figures to the Commonwealth, other reports, day to day issues with travelers, afterhours issues needing follow up, overseeing the Commonwealth team. 2. The Account Manager would interface with the reservation agents assigned to the Commonwealth's account, as well as the main contact person at COTO.
28			Was there any consideration given to having a flat dollar commitment as apart of the SDB Submittal instead of a percentage of dollar commitment?	No
29		Appendix C	On the Appendix C Cost Submittal, the instructions advise that we are to enter the percentage of the 10% commission that we would be sharing. However, the Excel sheet is calculating the percentage of the total sales, not of the commission. There is not a direct correlation between the commission received and the total sales. Therefore, the revenue rebated to the Commonwealth should be a function of the commission received and not the total sales (since travelers shorten and lengthen their stays directly with the hotels). For evaluation purposes, the Commonwealth really needs to provide an average monthly commission amount as opposed to a sales amount.	The Commonwealth's current revenue share of 20% is based on the reported collected commissions. For this RFP, the percent (%) of revenue share to be paid to the Commonwealth is based on the total gross Preferred Hotel sales minus any documented cancels, revisions, and no shows.



Pre-proposal Conference Travel Management Services RFP 6100024072

Issuing Officer: Jennifer Habowski

July 9, 2013

10:00 a.m.



- Introductions
- Housekeeping
- Supplier Support
- Background
- Bureau of Small Business Opportunities (BSBO)
- RFP Requirements
- Review of Submitted Questions and Answers
- Additional Questions and Answers



- **Department of General Services**
 - Jennifer Habowski, Issuing Officer
 - Adraine Franklin, Contracting Officer
 - Gayle Nuppnau, BSBO, Procurement Liaison

- **Office of the Budget, COTO**
 - Stacy Jo Withers, Division Chief



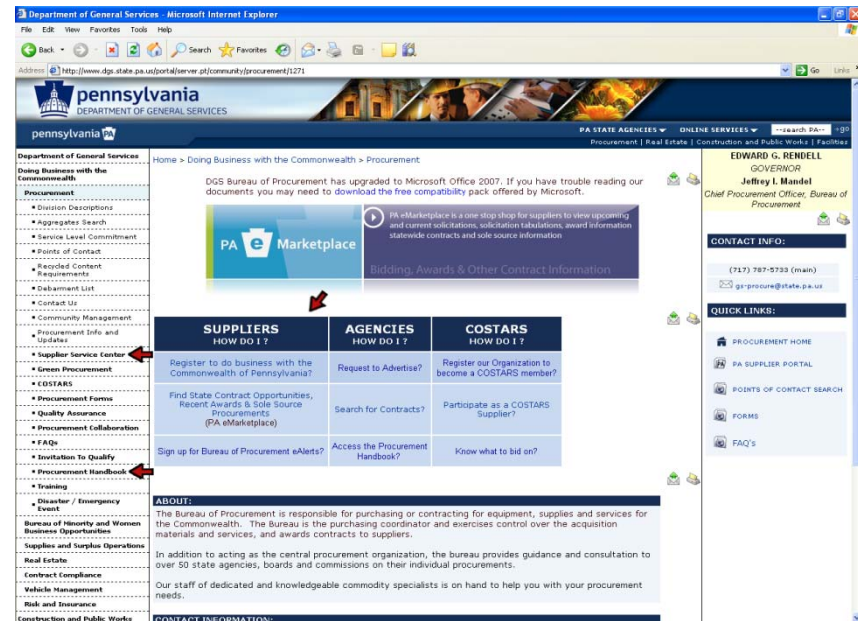
- In the event of a fire drill:
 - Exit building via stairs
 - Cross Walnut Street
 - Gather in grass at Forum Building
- Restrooms through secure door to the left
- Sign attendance register
- Provide business card
- Sign-in sheet will be posted to eMarketplace
- Blank question sheet



Your Gateway to All Procurement Information

Links to:

- **Supplier Service Center**
- **PA e-Marketplace**
- **PA Supplier Portal**
- **Procurement Handbook**

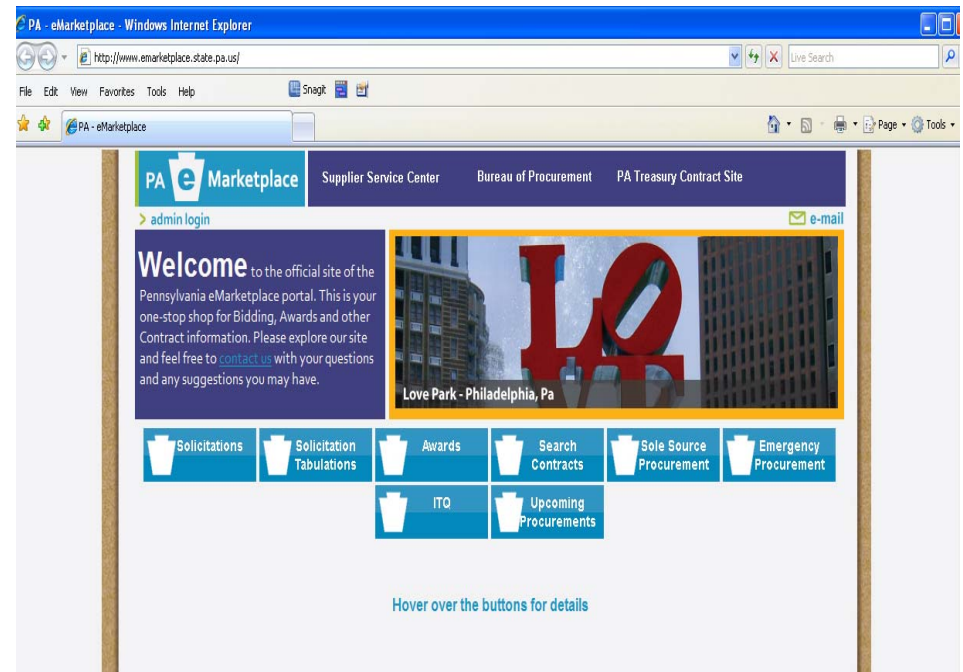




www.eMarketplace.state.pa.us

Your Gateway to Contract Information

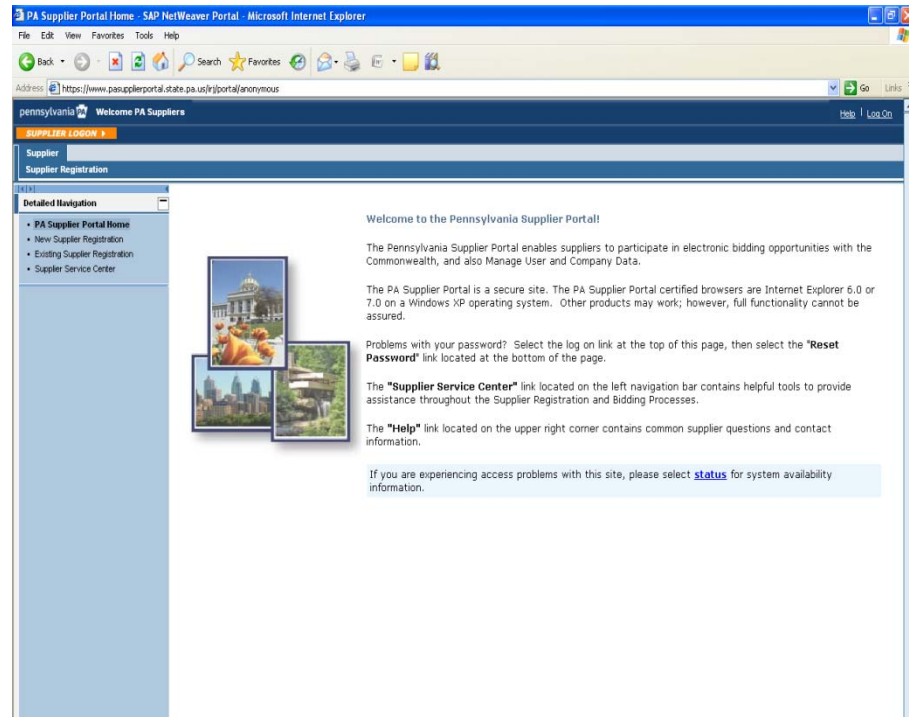
- **Solicitations**
- **Tabulations**
- **Awards**
- **Contracts**
- **Sole Source**
- **Upcoming Procurements**
- **Links:**
 - **Supplier Service Center**
 - **Treasury Contracts**





Your Gateway to Procurement

- **New Supplier Registration**
- **Manage company data**
- **Link:**
 - **Supplier Service Center**

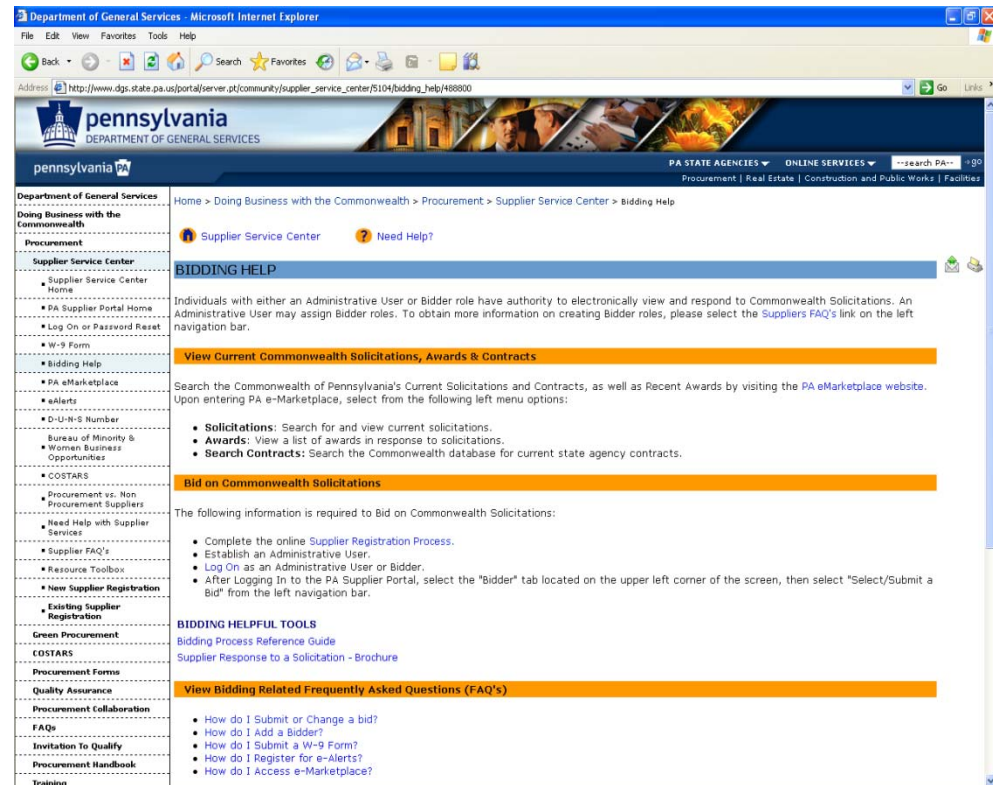




Supplier Service Center

Resources

- Frequently Asked Questions
- How to Register
- E-Alerts
- COSTARS
- Reset Password
- Resource Toolbox
 - Brochures
 - Guides





Telephone - Toll Free: 877-435-7363

Telephone - Harrisburg: 717-346-2676

Web: www.pasupplierportal.state.pa.us

e-Mail: RA-PSC Supplier Requests@pa.gov

- **Vendor Registration Guide**
- **Bidding Reference Guide**
- **eAlerts**
- **W-9 Form**



Travel Management Services

The Commonwealth Office of Travel Operations (COTO) is responsible for enforcing Commonwealth Travel Policy to all travelers under the Governor's jurisdiction as well as other agencies subject to section 216 of the Pennsylvania Administrative code that have not been exempt by the Executive Board.

All Commonwealth travel, such as airfare, hotel accommodations, and car rentals associated with airfare must be booked via external reservation systems known as GetThere or for agent assist calls through Sabre.

Commonwealth travelers shall have the option of booking their travel through the online GetThere System or via a live agent. All travel must be booked in accordance with the Commonwealth Travel Policy and Commonwealth Fleet Policy.

➤ **Current Contract Information:**

- Current Vendor: AdTrav
- Contract Number: 4400004456
- Spend for Calendar Year 2012:
 - \$891,219.45 on airfare
 - \$7,972,687 on hotels
 - \$62,268.07 on car rentals associated with airfare.

➤ **Term of New Contract:**

- Three (3) Years with two (2) additional one-year renewal options



Bureau of Small Business Opportunities (BSBO)

Gayle Nuppnau

DGS, Procurement Liaison



Small Diverse Business Program (SDB)

Program designed to encourage participation of
Small Diverse Businesses (SDB) in state contracting

- A Small Diverse Business is a DGS-verified minority-owned business, woman-owned business, veteran-owned business or service-disabled veteran-owned business.
- A small business is a business in the United States which is independently owned, not dominant in its field of operation, employs no more than 100 full-time or full-time equivalent employees, and earns less than \$7 million in gross annual revenues for building design, \$20 million in gross annual revenues for sales and services and \$25 million in gross annual revenues for those businesses in the information technology sales or service business.



Small Diverse Business Program (SDB)

To receive credit for being a Small Diverse Business or for subcontracting with a Small Diverse Business (including purchasing supplies and/or services through a purchase agreement), a Offeror must include proof of Small Diverse Business qualification in the Small Diverse Business participation submittal of the proposal, as indicated in section II of the RFP.

- Copy of verification letter
- Small Diverse Business (es) must be named including address and phone
- Letter of intent that specifies the type of goods or services the small diverse business will provide along with percentage of commitment
- All Offerors must include a numerical percentage which represents the total percentage of the work (as a percentage of the total cost in the Cost Submittal) to be performed by the Offeror and not by subcontractors and suppliers
- All Offerors must include a numerical percentage which represents the total percentage of the work (as a percentage of the total cost in the Cost Submittal) to be performed by the Small Diverse business as subcontractors



pennsylvania

DEPARTMENT OF GENERAL SERVICES

Contact Information

Bureau of Small Business Opportunities
(BSBO)

Ms. Gayle Nuppnau

Procurement Liaison

Telephone: (717) 346-8105

E-Mail: gnuppnau@pa.gov



The proposal shall consist of **three** separately sealed submittals:

Technical Submittal

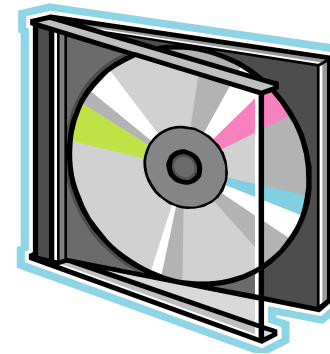
(1 original PLUS 6 paper copies)

Cost Submittal (1 paper copy); and

Small Diverse Business Submittal

(2 paper copies)

Include CD/Flash drive of **complete and exact** copy of each entire proposal



CD



Flash Drive

OR

*** In accordance with Part I-19 of the RFP - If claiming confidential proprietary information, or trade secrets, include a redacted version of the proposal along with a signed written statement on the CD or Flash Drive clearly marked "REDACTED".**



PAPER SUBMISSION

(hand carried or mailed) by **July 31, 2013 / 3:30 p.m. EST**

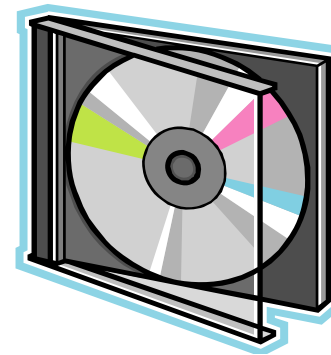
**PA Department of General Services
Bureau of Procurement
Attn: Jennifer Habowski/RFP
6100024072
555 Walnut Street
Forum Place, 6th Floor
Harrisburg, PA 17101**

- * Late Submittals will automatically be rejected**
- * If using Fedex, allow an extra day or two**



Offeror's Technical Submittal

1. **Appendix A** - Proposal Cover Sheet
2. **Narrative Response** to RFP Part II-1 through II-8
***Part II-3 (Work Plan)** – Describe in narrative form your technical plan for accomplishing the work. Use **Part IV** of the RFP as reference.
3. **Appendix D** – Domestic Workforce



CD

OR



Flash Drive

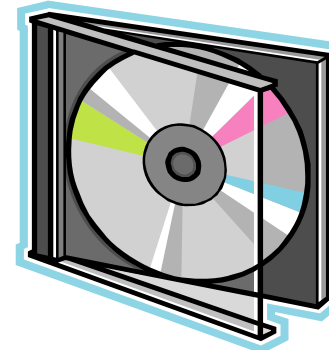
***DO NOT include any cost information in your technical submittal response.**



Offeror's Cost Submittal

Appendix C – Cost Submittal Form

* The Cost Submittal will be evaluated based on the group total comprised of the initial contract term (3 years).



CD

OR



Flash Drive

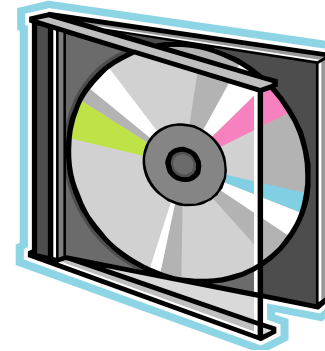
MAKE NO ASSUMPTIONS. If there are any assumptions included in the cost submittal, your proposal may be rejected.



Offeror's SDB Submittal

Narrative Response to RFP Part II-9

Appendix B – Letter of Intent



CD

OR



Flash Drive



MANDATORY REQUIREMENTS

- Proposal must be received by the proposal due date and time.
(Paper Submission)
- Proposal Cover Sheet (Appendix A) must be properly signed by an authorized official that binds Offeror to the provisions contained in their proposal.

CONTRACT REQUIREMENTS

- Must obtain 70% of total available technical points to advance.
- If you specify that the proposal is not firm for the time period 120 days, your proposal may be rejected.
- If there are any assumptions included in the cost submittal, your proposal may be rejected.
- If you state that the proposal is contingent on negotiation of Offeror terms and conditions, your proposal may be rejected.



CRITERIA FOR SELECTION

Technical = 50% of the total points

Small Diverse Business = 20% of the total points

Cost = 30% of the total points

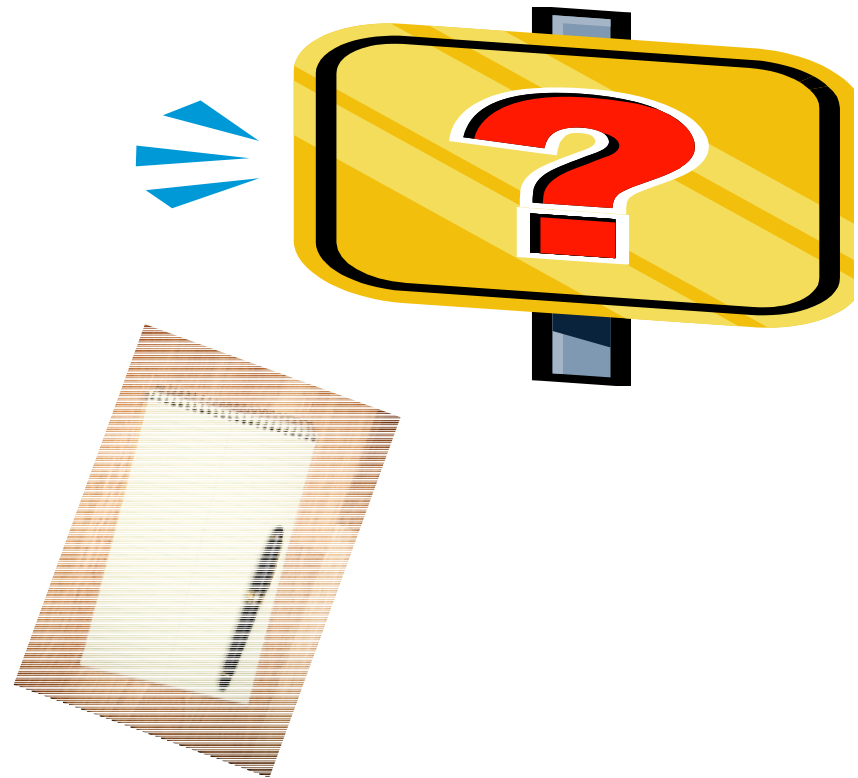
Bonus Points: Domestic Workforce Utilization



- Review of Questions
- Additional Questions

**ALL questions
must be in
written form...**

**Blank question
sheets are
available at the
Sign-In Desk.**





Answers provided today are considered unofficial and not binding.

All questions and responses will be posted on the
DGS Emarketplace Website:

<http://www.emarketplace.state.pa.us>

All Commonwealth responses are not official until they are confirmed in writing and posted to the eMarketplace website as an Addendum to the solicitation.

