Specifications for SWC #747 Travel Services

1. **Scope**

   The purpose of this Invitation to Bid ("ITB") is to provide comprehensive travel agency services, including but not limited to air travel, rail travel, lodging, and rental car reservations available through an online booking service and through travel agents, to the State of Tennessee ("State") Agencies, Tennessee local governmental entities, the board of trustees of the University of Tennessee system, the Tennessee board of regents system or the state university boards, and the nonprofit entities identified in Tenn. Code Ann. § 33-2-1001 ("Authorized Users"). Contractor agrees to extend this Contract to Authorized Users.

2. **Definitions**

<table>
<thead>
<tr>
<th>Agency</th>
<th>The various departments, institutions, boards, commissions, and agencies of the executive branch of government of the State of Tennessee with exceptions as addressed in Tenn. Comp. R. &amp; Regs. 0690-03-01-.01.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Administrator</td>
<td>Contractor’s main point of contact at the Central Procurement Office.</td>
</tr>
<tr>
<td>CPO</td>
<td>Central Procurement Office. Division of the Tennessee Department of General Services (DGS).</td>
</tr>
<tr>
<td>End User</td>
<td>The Tennessee State Agency or other Authorized User, to whom the Contractor is providing goods or services.</td>
</tr>
<tr>
<td>Normal State Operating Hours</td>
<td>Monday through Friday 8:00AM-4:30PM, excluding legal State holidays. A listing of State holidays can be found at <a href="https://www.tn.gov/about-tn/state-holidays.html">https://www.tn.gov/about-tn/state-holidays.html</a>.</td>
</tr>
<tr>
<td>State Comprehensive Travel Regulations</td>
<td>These regulations are available on the Department of Finance and Administration web site at: <a href="https://www.tn.gov/finance/looking-for/policies">https://www.tn.gov/finance/looking-for/policies</a></td>
</tr>
<tr>
<td>Contractor</td>
<td>Entity responsible for providing the State of Tennessee with a good or service.</td>
</tr>
</tbody>
</table>
3. **General Specifications**

A. The Contractor shall make reservations, issue and deliver tickets or itineraries or both as applicable for air travel and occasional rail travel by Amtrak (no other commuter trains). For domestic air travel, electronic ticketing shall 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 Contractor shall provide all End Users with a receipt/itinerary which includes all necessary travel information.

B. The Contractor shall obtain each State employee’s business unit prior to booking any air travel. The Contractor will research alternate itineraries in order to provide the lowest available fare of flights leaving or arriving within three hours of the travelers' requested departure or arrival times, including discount airlines. The Contractor will offer the traveler the lowest available fare.

C. If a lower fare becomes available before a ticketed trip, the Contractor will advise the traveler and secure a ticket for the new fare to the extent that it is practical. If an airline ticket has been reserved in advance, but not yet paid for and an impending fare increase becomes known, the Contractor 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 Contractor shall make a timely effort to notify travelers via the traveler’s preferred contact method of disruptive actions including but not limited to airport closings, potential carrier stoppages, and cancelled or delayed flights and trains.

E. The Contractor shall provide to all End Users, as described in Contract Section 3.A. 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 Normal State Operating Hours in accordance with Contract Section 9.A.

F. The Contractor will provide to all End Users 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 Contractor 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 Contractor shall assist the State in managing unused non-refundable tickets to ensure that they are used to the maximum extent for future travel. The Contractor shall provide reports to the Statewide Contract Administrator on a quarterly basis on the status of unused tickets.

I. The Contractor shall offer flight insurance at no additional cost, to either the State or the End User. If such insurance is accepted by the traveler, the End User (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 Contractor shall provide an online booking service, in addition to offering services available through travel agents. The Contractor 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 Contractor shall modify or reissue billings or tickets, or both as applicable, in order to make adjustments for any change(s) in flight or train schedules.

   B. The Contractor must review online bookings and identify any errors within twenty-four (24) hours of the booking. The Contract must notify the traveler and the Contract Administrator of any errors found and take appropriate action to correct errors.

   C. The Contractor shall work with the State to ensure only Authorized Users have access to the online booking system.

5. **Lodging**

   A. If requested by the End User, the Contractor shall make lodging reservations on behalf of the End User. The services provided by the Contractor for lodging reservations shall be at no additional cost to the End User.

   B. The Contractor shall take advantage of any applicable State, corporate, government, and vendor discounts where applicable for such reservations.

   C. The Contractor shall provide written confirmation of all reservations made on behalf of End Users to the employee requesting the reservation. When reservations are made, the Contractor shall inform an End User on an itinerary or receipt of the cancellation requirements.

   D. To the extent possible the Contractor shall ensure that the accommodations are comfortable and safe and conveniently located to the geographic location(s) to be visited 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 Contractor 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 Contractor for vehicle rental reservations shall be at no additional cost to the End User.

7. **International Travel**

A. The Contractor shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for foreign travel.

B. The Contractor 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 Contractor shall provide assistance in obtaining passports, visas, international driver licenses, and other travel documents upon request.

8. **Contractor Reports and Contract Management**

A. The Contractor shall submit not later than the 15th of each month that the contract is active to the Statewide Contract Administrator 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 Contractor shall submit reports electronically in a downloadable spreadsheet; e.g. Excel.

B. The Contractor 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 Contractor shall respond in writing to all inquiries by the State within fifteen (15) days of receipt of such inquiries.

E. The Contractor shall provide advice and information to the State to assist in rate negotiations with airlines, lodging companies, or car rental agencies.

F. The Contractor 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.

G. The Contractor 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.


A. The Contractor’s hours of operation will encompass the Normal State Operating Hours of State agencies and departments. Customer service representatives will be available to End Users through a 1-800 phone line. The Contractor 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 Contractor’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 Contractor shall provide a “lead” or supervisory customer service representative who has the ability to resolve issues in a timely basis. All customer service reservation representatives shall make every effort to return messages by close of business.

10. Quality Control

A. The Contractor 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 Contract Administrator shall be notified of all corrective actions as they are taken. The State reserves the right to monitor or review the Contractor’s quality control processes and procedures.

11. Training
A. At the request of the State, the Contractor shall provide training for selected End Users to ensure they are fully familiar with the services offered by the Contractor. Training shall be scheduled at a time and location agreed to by both the End User and the Contractor.

12. Contract Transition Services

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