REQUEST FOR PROPOSALS
FOR
TRAVEL MANAGEMENT SERVICES

Florida Memorial University
15800 NW 42nd Avenue
Miami Gardens, FL 33054

Issue Date: June 26, 2014

Response Due Date: July 10, 2014
Section I – GENERAL INFORMATION

Purpose

This Request for Proposal (RFP) has been issued by Florida Memorial University hereinafter referred to as the (“Client”) to provide travel management services. The University solicits proposals from qualified travel agencies hereinafter referred to as the (“Provider”) interested in providing such services for the exclusive right to provide comprehensive travel management services. These services shall include individual and group commercial airline flights, individual and group hotel bookings, ground transportation, and rental car reservations for the President, Board of Trustees and university faculty and staff members.

University Background

Florida Memorial University is the only historically black college or university (HBCU) in South Florida. The University originated as the result of two institutional mergers of the Florida Baptist Institute, established in Live Oak, FL in 1879 by the Black Baptists of Florida, and the Florida Baptist Academy, established in Jacksonville, FL in 1882 by Reverend Matthew Gilbert, Reverend J.T. Brown and Sarah Ann Blocker whose name later changed to Florida Normal and Industrial Institute. In 1900, it was at this location where two brothers, James Weldon Johnson and J. Rosamond Johnson (faculty member), wrote the words and music to what is known as the Negro National Anthem, “Lift Ev’ry Voice and Sing”.

In 1918, the institution relocated to St. Augustine, FL, where it remained until its’ relocation to Miami, FL in 1968. During the period of 1924 to 1940, the institution went through a number of name changes and in 2004 the institution became, Florida Memorial University. Florida Memorial University is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools. Also, several of the University’s academic programs are accredited by the following accrediting agencies: the Association of Collegiate Business Schools and Programs, the National Council for Accreditation of Teacher Education, the National Association of Schools of Music, and the Council on Social Work Education. Additional information can be viewed on the University’s Website at www.fmuniv.edu.

Travel management services are required daily for approximately two hundred and fifty (250) Florida Memorial University (FMU) faculty and staff members who travel annually domestically and internationally conducting University business. The approximate amount incurred in the previous fiscal period for travel related expenses were: 1) Airfare - $125,000 2) Car Rental - $30,000 and 3) Hotel - $70,000.

Contract Term

The initial term of the contract will be for three (3) years with two (2) additional one-year renewal options based upon satisfactory contract performance and the mutual agreement between FMU and the successful travel management firm. Services shall begin tentatively on September 29, 2014 following contract approval and execution. The tentative initial contract period would be September 29, 2014 through September 28, 2017.
Costs Incurred by Firm

All expenses, fees, costs, and any other expenditures involved with the preparation and submission of responses to the University, any work performed in connection therewith or interview travel expenses shall be borne by the agency.

Indemnification

“The Provider” covenants to save, defend, hold harmless and indemnify Florida Memorial University, and all its officers, departments, agents, administrators and employees from and against all claims, loss, damage, injury, fines, penalties and costs (including court costs and attorney fees), charges, liability and exposure, however caused, resulting from, arising out of or in any way with “The Provider’s” negligent performance or nonperformance of the terms of the contract.

Termination for Convenience

Either party may terminate this contract by giving 120 days advance written notice to the other party. This will be accomplished by giving formal notice to the address specified on the contract.

Termination for Cause/Default

Florida Memorial University (FMU) shall have the right to terminate the contract at any time for failure to provide satisfactory performance. Termination by FMU for cause, default or negligence on the part of “The Provider” shall be excluded from any termination costs. Advance notice will be waived in the event of termination for cause.

Hold Harmless

“The Provider” shall indemnify and hold Florida Memorial University harmless from any claims for damages resulting from any errors in the provision of services, fines which may result from the error, property damage, personal injury and/or death suffered or alleged to have been suffered by any person as a result of any work conducted under this contract.

Right to Reject Proposals

Florida Memorial University reserves the right to reject any or all proposals in whole or in part with or without cause, and to accept that proposal which it deems will best meet the needs of the University. The University reserves the right to reject the proposal of any respondent who has previously failed to perform competently and responsibly, who is not in a position to perform in accordance with the contract terms and conditions, or who has habitually and without just cause neglected the payment of bills or otherwise disregarded his/her obligations to subcontractors or employees.

Minority Business Enterprise Utilization

It is the intent of Florida Memorial University to initiate and develop partnerships with Certified Minority Business Enterprises to serve as a catalyst in the enhancement of the community’s
economic development. A critical component of this includes economic growth and development of small, minority, woman and disadvantaged business enterprises.

The University has set 25% as its goal for minority participation in contracts and purchases. The firm shall submit a plan showing how it will assist the University in achieving this goal through small/minority/woman/disadvantaged subcontractor participation or any other method.

The firm understands that each SMBE/WBE/DBE firm utilized pursuant to this Agreement to meet the University’s S/M/W/DBE goals must be certified by a governmental entity and must be incorporated in the State of Florida with their principal place of business located in Broward, Miami-Dade or Palm Beach County.

Cone of Silence

This RFP is covered by the Cone of Silence which prohibits oral communication between service providers, bidders, lobbyists, Florida Memorial University professional staff, and the Board of Trustees. Written communications are permitted at all times, but must specifically be directed to Florida Memorial University’s Office of Purchasing and Procurement Services Director, Mrs. Cheryl Phillip. The Cone of Silence commences after the advertisement of the RFP, and it terminates at the time Florida Memorial University issues a written recommendation to the Board of Trustees. The Cone of Silence does not apply to the following, if incorporated in the process:

- Oral communications at the RFP Information Session
- Oral presentations before duly noticed selection committee meetings
- Contract negotiations during any duly noticed meeting

Violation of this Cone of Silence may result in the rejection of such provider’s response.

Section II - PROPOSAL SUBMISSION REQUIREMENTS

A. Proposal Contents

Respondents who reply to this RFP must provide the following information in their proposals:

1. **Basic Information:** Name and address of the Firm submitting the proposal. Name of the Owner/President, name of the contact person, and email address.

2. **Agency Overview:** Provide a brief description of the company including history, years in business, total sales and travel industry experience.
   a. Staffing – What is your total number of employees? Do you have staff members assigned specifically to work with athletic groups or VIP Travelers? What is your annual staff turnover rate? Please provide the name(s), and experience level of the contact person(s) that would work with FMU.

3. **Value Proposition:** What differentiates your agency from other travel management companies?
4. **References:** Please list the name, title, email address, and phone number of three references who are currently using your services.

5. **Account Management:** Agency will assign an account manager or higher level employee to manage and/or oversee the account for FMU. The assigned account manager shall hold a position in management, will be the key point of contact to coordinate travel services, shall provide his/her Resume, and will expeditiously resolve any problems or inquiries that may arise.

6. **Customer Service:** Describe your agency’s plan to monitor customer service levels, including problem resolution procedures. Please indicate your response time for inquiries and problem resolution.

7. **Pricing Services:** If an administrative transaction fee is proposed, please provide the proposed transaction fee for each of the following transaction types: Domestic airline ticket (can include hotel/car), International airline ticket (can include hotel/car), Hotel or car booking only, Airline ticket refund, Airline ticket exchange, Airline ticket void, Airline name change, Flight insurance, 24/7 service assistance, individual fees or group fees. A description of what constitutes a group is required.

8. **Scholarship Contribution:** Describe the agency’s plan for an annual scholarship contribution and outline the determination for the amount to be funded.

**B. Operational Requirements**

1. **Regular Hours:** FMU expects minimum hours of operation to be 8:00 a.m. to 5:00 p.m. Eastern Standard Time, Monday through Friday.

2. **After-Hours:** FMU requires 24/7 supplementary service through a toll free number. At what time are calls considered to be after hours? Is there a fee for after-hours calls?

3. **Ticketing and Invoicing:** FMU prefers to receive 100% paperless documentation for all electronic tickets. Electronic ticket itineraries and invoices must be available upon booking completion. These documents should be emailed directly to the traveler and also be accessible to additional recipients within the Purchasing Department. All itineraries must include air carrier, flight numbers, departure and arrival times/locations, names associated with the ticket numbers for group travel and confirmation numbers for ground and hotel arrangements.

**C. Service Configuration**

Describe the service configuration you would recommend for our travel program. Be specific as to the location and number of personnel dedicated to the FMU account and why you recommend this configuration.
1. **Backup/Overflow Assistance**: Describe your plan for backup assistance, covering absences and assisting with unexpectedly high call volume.

2. **Business Continuity**: Describe your company’s contingency plan in case of an emergency or catastrophe impacting the office serving the FMU account.

3. **Telecommunications**: Describe the telecommunications configuration you would recommend for our travel program.

4. **Travel Policy Compliance**: Describe your procedures to ensure traveler compliance with the FMU Travel Policy.

5. **Quality Control**: Describe your quality control process and software as it relates to airline tickets, lowest airfares, policy compliance, accuracy, etc.

6. **Unused Tickets**: Describe your procedure for managing a client’s unused or non-refundable tickets.

7. **Traveler Profiles**: Describe how you will obtain and maintain traveler profile information.

8. **Travel Party Preferences**: Describe how you will obtain and accommodate travel party preferences.

9. **VIP Traveler Services**: Describe any VIP services that you may offer.

10. **Special Group Travel**: Describe your experience and capabilities with organizing travel plans for large student groups and athletic teams and groups.

11. **Credit Card Reconciliation Services**: Describe your credit card reconciliation services.

**D. Discounts and Negotiations**

1. **Airline Discount Programs**: Describe your existing airline contracts and discount that will be available to FMU travelers.

2. **Agency Hotel Programs**: Describe your existing hotel discount program that will be available to FMU travelers.

3. **Agency Rental Car Programs**: Describe your existing national discount program(s) for car rental that will be available to FMU travelers.

4. **FMU Existing Rental Car Program**: Explain how your agency will work with FMU to support our existing Rental Car Program if this program is deemed more advantageous than your Agency Program.
5. **Ground Transportation:** Explain any relationships with ground transportation providers that may be beneficial to FMU travelers.

6. **Additional Savings Opportunities:** Describe any additional contracts or negotiated services that may be of assistance to FMU.

7. **Insurance Coverage:** Describe any additional insurance coverage provided by your agency or that would be available to FMU travelers.

**E. Technology**

1. **Booking Systems:** List the Booking Systems that are supported by your agency and describe which system will be used for FMU.

2. **Pre-Trip Approval:** Describe your automated pre-trip authorization system.

3. **Accounting System:** Identify the back-office accounting system that you use and describe its capabilities.

4. **Website:** Describe the website or online services that would be customized for FMU.

5. **Management Reporting:** Describe your management reporting system. How is access to the system controlled? What file formats and delivery options do you have available? Are you capable of producing reports by client, department, and unit; such as School of Business/MBA Program or Athletics/Basketball? What is the turnaround time for requested general reports and customized reports? Is the system data updated real-time? In the event of a travel emergency, describe the reporting capabilities available to identify and assist travelers. Explain the process used to identify travelers, communicate with FMU, and to provide 24/7 assistance as needed.

6. **Sample Reports:** Provide samples of the following reports from the reporting system described above: (1) Reconciliation Report, (2) Unused Ticket Report, (3) Hotel Usage by Chain and Location, (4) Car Rental Usage by Car Company, (5) Airline Report by Carrier (domestic and international), (6) Top 50 Travelers by Volume and Transactions, (7) Non-contract Usage Report, (8) Exception Reporting (travel policy violations), (9) Online Real-Time Reports, (10) Credit Card Reconciliation Reports.
Section III – SUBMISSION DEADLINE

Florida Memorial University reserves the right to request additional clarifying information from respondents over and above that which is included in the proposal submissions.

All proposals should be legible and thoroughly detailed as possible so that capabilities to provide the required services can be properly evaluated. To be considered, responses to this RFP must be manually signed by an authorizing representative of the firm, include a cover page, Section II of this RFP and the Affidavit for Conflict of Interest.

Please submit one (1) original proposal and four (4) copies in a sealed envelope to:

Florida Memorial University  
Attn: Mrs. Cheryl Phillip, Director of Purchasing & Procurement Services  
Office of Purchasing and Procurement Services  
Puryear Administration Building  
15800 NW 42nd Avenue  
Miami Gardens, FL 33054

ALL PROPOSALS MUST BE RECEIVED AT THE ADDRESS ABOVE BY 3:00pm on Thursday, July 10, 2014

Evaluation and Selection Process

A Committee consisting of faculty, staff, and students will evaluate all proposals. Committee members will assign points to each proposal using the following criteria:

1) Cost of Services (a maximum of 30 points)
2) Agency Experience Profile (a maximum of 25 points)
3) Technology Capabilities (a maximum of 25 points)
4) Agency Cost Savings Opportunities (a maximum of 10 points)
5) Customer Service Commitment (a maximum of 10 points)

All proposals will be evaluated using these evaluation factors. While the University expects to select a Proposal from those submitted, we may ask a Respondent to provide more specific information about their qualifications, experience, cost/price structure, or other proposal information. The University may also invite the highest ranked Respondent(s) to participate in an on-campus interview.

Following the completion of the evaluation process, a University designee may collaborate with the highest ranked Respondent and arrange for any necessary meetings for further clarification of the proposal submitted, if necessary. Once the contract is awarded, all of the firms and/or individuals that submitted proposals will receive written notification of the award decision.
The University will require an Affidavit for Conflict of Interest which provides that no official or employee of Florida Memorial University has or will receive anything of value in connection with the issuance of this contract.