



**REQUEST FOR PROPOSAL 24-005**

**Airfare Travel Management Services**

**Issue RFP: February 16, 2024**

**Mandatory Pre-Bidder's Conference: March 5, 2024 2PM CST**

**Proposals Due: March 12, 2024 2PM CST**

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Troy University

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Airfare Travel Management Services

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**Calendar of Events**  
Troy University  
Airfare Travel Management Services

**Request for Proposal**

February 16, 2024	Issue RFP
February 22, 2024	Last day to ask questions (to be answered at the pre-bid meeting) Email questions to <a href="mailto:bids@troy.edu">bids@troy.edu</a> by 5 PM CST
March 5, 2024	Mandatory Pre-bid Conference 2 PM CST – Please RSVP to <a href="mailto:bids@troy.edu">bids@troy.edu</a> (In-Person or via Teams)
March 12, 2024	Proposals due by 2 PM CST  Mail Proposals to: Troy University Mrs. April Johnson Purchasing and Asset Management 100 University Park Troy, AL 36082
March 12, 2024	Proposal review begins
March 19, 2024	Selection of Vendor (if decision is made to award contract)
TBD	Contract commencement (TROY desires contract to start ASAP after award is made; actual start date will be discussed with awarded vendor)

**\*\*all dates are subject to change\*\***

# Evaluation Criteria

Troy University

## Request for Proposal Airfare Travel Management Services

Proposals will be evaluated in accordance with the following criteria:

1. Points can be assigned as follows:

1. Excellent	30
2. Good	20
3. Fair	10
4. Poor	5
5. Unacceptable	0

2. Each Category weighted by importance and compared to similar size institutions where applicable:

	<u>Weight Factor</u>
1. Qualifications	20
• Experience/years in business	
• Sales staff	
• Higher education clients served	
2. Proposed charge for services	20
3. Method/ease of scheduling airfare	20
4. Reporting features and availability	15
5. References	15
6. Customer Service & Handling of Conflict/Resolution	5
7. Ability to provide on-site visits/training if needed	5

EXAMPLE: 1. Qualifications  
Good Rating 20 x 20 (weighting) = 400 points

2. References  
Poor Rating 5 x 5 (weighting) = 25 points

## Evaluation Criteria Worksheet

	Weighting Factor	Points Assigned	Total
1. Qualifications	20		
2. Proposed charge for services	20		
3. Method/ease of scheduling airfare	20		
4. Reporting features and availability	15		
5. References	15		
6. Customer Service & Handling of Conflict/Resolution	5		
7. Ability to provide on-site visits/training if needed	5		

# **Request for Proposal Introduction & Bidder Instructions**

Troy University  
Airfare Travel Management Services

## 1. Purpose

The purpose of this Request for Proposal (RFP) is to establish a contract for an Airfare Travel Management Service to serve Troy University's needs. The contract requirements are contained within this RFP document.

Troy University (TROY) reserves the right to withdraw this RFP at any time and for any reason. Receipt of proposal materials by the University or submission of a proposal to the University confers no rights upon the proposer nor obligates the University in any manner. Any potential bidder currently involved in a contractual dispute with the University that may lead to litigation is prohibited from bidding for additional contracts with the University.

A contract, based on this RFP, may or may not be awarded. Any contract resulting in an award from the RFP is invalid until properly approved and executed by the Chancellor or approved designee, Troy University. Any agreements shall be construed and interpreted according to the laws of the State of Alabama and should be so stated in the proposal offered to the University. Troy University reserves the right to award multiple contracts, as a result of this RFP should it be deemed in the best interest of the University to do so.

## 2. Issuing Office

This RFP is being issued by and sealed proposals are to be submitted to the following address.

Troy University  
Mrs. April Johnson  
Purchasing and Asset Management  
100 University Park  
Troy, AL 36082

## 3. Form of Contract

The successful bidder shall submit a proposed agreement, the scope and terms of the contract shall consist of the RFP, any amendments thereto, and the contractor's proposal in response to the RFP. In the event that an issue is addressed in one document that is not addressed in the other documents, no conflict in language shall be deemed to have occurred. However, the University reserves the right to clarify any contractual relationship in writing with the concurrence of the Contractor, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the Contractor's proposal. In all other matters not affected by the written clarification, if any, the RFP shall govern.

No modifications or changes in any provision in the contract shall be made, or construed to have been made, unless such modification is mutually agreed to, in writing, by the Contractor and the University and incorporated as a written amendment to the contract. Memoranda of understanding and correspondence shall not be construed as amendments to the contract.

4. Deviations from the Form of Contract

The stated requirements appearing elsewhere in the RFP shall become a part of the terms and conditions of any resulting contract. Any deviations, therefore, must be specifically defined by the Contractor in the proposal which, if successful, shall become part of the contract, but such deviations must not be in conflict with the basic nature of this RFP.

5. Execution of Contract

The Contractor to whom the contract is awarded shall, within ten (10) days after prescribed documents are presented for signature, execute and deliver to TROY the contract in substantial form, and include those items added or deleted during negotiations. The Contractor shall also provide satisfactory evidence of all required insurance coverage, bonds, and proof satisfactory to TROY, of the authority of the person executing the contract on behalf of the Contractor.

The above documents must be furnished, executed, and delivered before the contract will be executed by TROY. The contract will not be binding upon TROY until it has been executed by TROY and a copy of such fully executed contract is deliverable to the Contractor.

The contract shall be for an initial term of one year with successive one-year renewal options not to exceed a total of five (5) years from the initial date of commencement. The Contractor will note in the proposal that the University shall be allowed to terminate the contract without cause at the end of the current contract year with 90 days written notice to the contractor.

6. Contract Requirements

PERFORMANCE BONDS:

Alabama Law (Section 41-16-28, Code of Alabama 1975) provides that a bond is a responsible sum for faithful performance of the contract, with adequate surety, shall be required in an amount specified in the advertisement for bids. The performance bond shall be set at no less than 10% of the total contractual amount or at a stated amount of no less than the cost of one month's service, whichever is greater. A performance bond must be in effect prior to the first date of service. Upon award of the bid, the successful bidder will be responsible for providing a Performance Bond, which should be valid until all work associated with this project has been completed. The performance bond shall be presented to the Troy University Purchasing Department before a purchase order is issued. No goods are to be delivered and no work is to begin without an official Troy University purchase order.

## VENDOR DISCLOSURE FORMS:

State of Alabama Act 2001-955 requires that the Vendor Disclosure statement be completed and filed with all proposals, bids, contracts or grant proposals to the State of Alabama in excess of \$5,000.00. A vendor disclosure statement is not required for contracts for gas, water, and electric services, where no competition exists, or where rates are fixed by law or ordinance. In circumstances where a contract is awarded by competitive bid, the disclosure statement shall be required only from the person receiving the contract and shall be submitted within ten (10) days of the award. A new vendor disclosure statement is required for each purchase in excess of \$5,000.00 regardless of prior purchases. A current vendor disclosure statement must be on file before invoices can be processed for payment.

## IMMIGRATION/EVERIFY DOCUMENTATION:

Alabama Law (Section 31-13-9 (a) and (b), Code of Alabama, 1975) - The State of Alabama passed new legislation effective January 1, 2012 known as the Beason-Hammon Alabama Taxpayer and Citizen Protection Act, Act No. 2011-535. This legislation requires anyone receiving state monies to verify that they are in compliance with the new immigration law. State Agencies, including Troy University are required to withhold payment until proper verification has been obtained. Please complete the enclosed Alabama Affidavit and/or enclose a copy of the approved federal E-Verify registration. For vendors with no Alabama employees, please indicate your federal E-Verify # and indicate "NO ALABAMA EMPLOYEES."

### 7. Examination of RFP Document

The bidder is encouraged to carefully examine all related RFP documents to become fully informed of the requirements and preferred features of the services and products to be provided. The bidder is responsible for collecting all necessary data required for developing its proposal for the described services.

Interested bidder(s) may contact Mrs. April Johnson with Troy University Purchasing & Asset Management Department, between February 16, 2024 and February 22, 2024 for any required clarifications. Any questions asked after this date may not be answered.

### 8. RFP Deadlines and Events

Questions relating to this RFP should be submitted in writing to [bids@troy.edu](mailto:bids@troy.edu) by February 22, 2024 by 5:00 PM CST. These questions will be accumulated from all vendors and answered and/or dispersed at the pre-bid meeting on March 5, 2024.

A mandatory pre-bidder's conference will be held on March 5, 2024 at 2:00 PM CST. Attendance at the pre-proposal conference is mandatory. The bidder may attend in person or via teleconference. Each bidder is limited to two (2) representatives per firm regardless of the method of attendance. The University must be informed by February 27, 2024 of the manner in which the bidder will attend (in person or by phone). For those attending in person, the

conference will be held in the University Park Conference Room at 100 University Park Troy, AL 36082. All attending by phone will be emailed instructions the day of the call.

You must email [bids@troy.edu](mailto:bids@troy.edu) to confirm that you will be present at the mandatory pre-bid meeting and the method in which you will be attending. Do not email bid submissions to this address—submissions must be mailed or hand delivered. No email submissions will be accepted.

Sealed proposals will be received until 2:00 PM CST on March 12, 2024 at which time bids will be publicly opened. Proposals received after the date and time specified **will not** be accepted.

**Bidder must submit five (5) hardcopy original documents.** These documents will become the property of TROY.

Sealed Proposals can be either mailed or delivered to the following address:

Troy University  
Mrs. April Johnson  
Purchasing and Asset Management  
100 University Park  
Troy, AL 36082

The outside cover should be clearly marked as:

Proposal for Airfare Travel Management Services  
RFP # 24-005  
Name of Company  
2 PM / March 12, 2024

Troy reserves the right to request vendor demonstrations or presentations from selected firms. These firms will be notified directly if such presentation will be required. Unless notified, no presentation will be required. All costs associated with these presentations would be the responsibility of the firm.

#### 9. Proposal Addenda and Rule for Withdrawal

Prior to the deadline date specified for receipt of proposals, a proposal may be withdrawn by submitting a written request for its withdrawal to the address listed above.

Unless requested by the University, the University will not accept any addenda, revisions, or alterations to proposals after the proposal due date.

Any submitted proposal shall remain valid for six (6) months after the proposal due date.

10. Addenda – Changes While Proposing

No interpretation of the meaning of the contract documents as defined in the scope of services, nor correction of any apparent ambiguity, inconsistency, or error therein will be made to bidders orally. Every request for such interpretation or correction shall be addressed in writing to:

Troy University  
Mrs. April Johnson  
Purchasing and Asset Management  
100 University Park  
Troy, AL 36082  
Attention: Airfare Travel Management Services RFP

Any such request(s) for interpretation or correction must be received by February 22, 2024 in order to be given consideration. All such interpretations and supplemental instructions will be transmitted by mail or email to all bidders no later than three (3) working days prior to the due date for submitting proposals.

11. Rejection of Non-Responsive Proposals

Proposals shall be considered non-responsive if they contain omissions, alterations of unacceptable conditions or limitations, or other irregularities of any kind. TROY may reject proposals considered non-responsive.

12. Oral Commitments

Potential bidders should clearly understand that any verbal representations made or assumed to be made during any oral discussions held between representatives of potential bidders and any Troy University personnel are not binding on Troy University, unless confirmed in writing by Mrs. April Johnson.

Bidders shall be accorded fair and equal treatment with respect to any opportunity for discussion, negotiation, and clarification of proposals. Any oral clarifications of substance shall be reduced in writing by the proposer when requested by TROY.

13. Offer of Gratuities

By submission of a proposal, the proposer certifies that no official or employee of the University has or will benefit financially or materially from this contract. The contract may be terminated by the University if it is determined that gratuities of any kind were either offered to, or received by, any official or employee of the University from the potential bidder, his agent, or employees.

14. Restrictions on Communicating with University Staff

From the issuance date of the RFP, until a Contractor is selected and selection is announced, bidders are not allowed to communicate with any University staff except:

1. The Purchasing and Asset Management department
2. University Representatives during oral presentations and demonstrations (if applicable)

**The University shall reserve the right to reject a proposal for violation of this provision.**

15. Compliance with the Law

Contractor shall comply with all applicable laws, ordinances, rules and regulations relating to the Services provided under this Agreement.

16. Insolvency

In addition to all other rights herein, either party hereto may terminate this Agreement without prior notice should the other party become insolvent, voluntarily file for bankruptcy or receivership, or make any assignment for the benefit of creditors, or should the other party have commenced against it any proceeding, suit or action in bankruptcy or receivership provided such proceeding, suit or action is not dismissed within thirty (30) days.

TROY's financial status depends directly upon appropriations from the State of Alabama. Therefore, this agreement, and its continuation, is hereby expressly made contingent upon TROY actually receiving from the State of Alabama an appropriation in sufficient amount so as to allow TROY to meet its financial obligations. Such determination shall be made solely by TROY and such determination shall be final and binding upon both parties. If at any time TROY shall determine that its appropriation is not adequate to allow it to meet its obligations, then in such event TROY shall be allowed to terminate this Agreement, upon 90 days written notice to Contractor, with all other termination and final settlement provisions remaining applicable hereto.

17. Trade Secrets and Proprietary Information

During the term of this Agreement, Contractor and University may have access to certain proprietary materials of each other. In the case of Contractor, proprietary information shall include management guidelines and procedures, faculty data, student data, staff data, operating manuals, and similar compilations regularly used in Contractor's business operations ("Trade Secrets"). Neither University nor Contractor shall disclose any of the other party's Trade Secrets or other proprietary information, directly or indirectly, during or after the term of this Agreement. The parties shall not photocopy or otherwise duplicate any such material without the prior written consent of the originator. All Trade Secrets and other proprietary information shall remain the exclusive property of its originator and shall be returned thereto immediately upon termination of this Agreement. In the event of any breach of this provision, the offended party shall be entitled to equitable relief, including an injunction or specific performance, in

addition to all other remedies otherwise available. This provision shall survive termination of this Agreement.

#### 18. Assignment

This Agreement, or any portion thereof, may not be assigned by either party without the written consent of the other.

#### 19. Catastrophe

Neither Contractor nor TROY shall be liable for failure to perform its respective obligations hereunder when such failure is caused by fire, explosion, water, act of God, civil disorder or disturbance, strikes, vandalism, war, sabotage, weather and energy related closings, governmental rules or regulations, failure of third parties to perform their obligations with respect to the Services, or like causes beyond the reasonable control of such party, or for real or personal property destroyed or damaged due to such causes.

It is required by the University that the successful bidder speak to their disaster recovery/backup methodology in order for the Electrical Supplier to remain operational in a disaster situation. The University requires that the vendor demonstrate routine exercise of their disaster recovery plan and provide reports to the University of those exercises on an annual basis. Failure to provide adequate disaster recovery/backup mechanisms in order to mitigate vendor downtime could result in the termination of the contract by TROY should the deficiency not be corrected. Remediation of the disaster recovery/backup facilities would be required in a mutually agreed to time frame by the bidder and University.

#### 20. Severability

If any term or provision of this Agreement or the application hereof to any person or circumstance shall, to any extent or for any reason be invalid or unenforceable, the remainder of this Agreement and the application of such term or provision to any person or circumstance other than those as to which it is held invalid or unenforceable shall not be affected thereby, and each remaining term and provision of this Agreement shall be valid and enforceable to the fullest extent permitted by law.

#### 21. Amendments to Agreement

All provisions of this Agreement shall remain in effect throughout the term hereof unless the parties agree, in a written document signed by both parties, to amend, add or delete any provision. This Agreement contains all agreements of the parties with respect to matters covered herein, superseding any prior agreements and may not be changed other than by an agreement in writing signed by the parties hereto.

#### 22. Entire Agreement

This Agreement and its attachments and other documents specifically incorporated by reference herein contains the entire understanding and agreement of the parties concerning the matters contained herein, and supersedes and replaces any prior or contemporaneous oral or written contracts or communications concerning the matters contained herein.

23. Litigation

The contract shall be governed by the laws of the State of Alabama both as to its interpretation and performance without regard to its choice of law requirements. Should either party be required to legally enforce the contract then suit shall be filed in the Circuit Court of Pike County, Alabama as the exclusive venue to adjudicate the same and the non-prevailing party shall be responsible for the expenses of the prevailing party, including reasonable attorney's fees as a result of such litigation.

## Scope of Services

### Objective

Troy University (TROY) is soliciting proposals for Airfare Travel Management Services. The University is seeking a professional provider of travel management services to book and confirm airfare. The provider should be able to provide TROY with top notch service and competitive pricing. The University intends to award the contract to one vendor who will serve as the primary and sole provider for travel airfare services. The prices extended for business airfare rates should also be extended to faculty and staff while on personal travel.

### Expectations

1. Online booking portal, specifically for Troy University
2. Electronic travel confirmations and receipts
3. Travel management and reporting services (spending reports, unused tickets, accounting reports, etc.)
4. Dedicated account manager (including account reviews as requested by TROY)
5. 24/7/365 Assistance
6. Voids and refunds should be included in travel service, not associated or dependent upon airline
7. Errors that are the fault of the travel agent should be corrected immediately by the contract holder, not the airline company
8. Flight Insurance
9. Ability to book car and hotel in addition to airfare
10. Clear fixed pricing structure (example provided)
11. Compliance with all federal, state, and local laws pertaining to the industry

Pricing Structure example:

Service:	Fee:
Domestic Airfare Transaction Fee	
Online International Transaction Fee	
Online Rental Car Only Transaction Fee	
Online Hotel Only Transaction Fee	
Agent Assist Fee - Domestic	
Agent Assist Fee -International	
Agent Assist Fee - Car and Hotel Only	
Ticket Cancellation Fee	
Ticket Void Fee	
Refund Fee	
Exchange Fee - Domestic On-Line	
Exchange Fee - International On-Line	
Exchange Fee - Domestic Agent Assist	
Exchange Fee - International - Agent Assist	

Full Service Agent- Domestic (air, hotel, car)	
Full Service Agent- International (air, hotel, car)	
Full Service Agent - Hotel and Car only	
Award Certificate Redemption	
Set Up Fee	
SW Direct Connect Fees Per Booking	
VIP Desk/Services	
After Hour Calls (provide normal hours)	
User Training (live, online)	
Reporting and Account Management	
Annual Fee (Advisory/License)	

## **Proposal Format**

Troy University

Proposals shall be submitted in the format contained in the Request for Proposal. This material must be in sequence and related to the Request for Proposal. The University will make no reimbursement for the cost of developing or presenting proposals in response to this Request. Only information specifically related to this scope of services will be evaluated. Proposals must present the following information.

**Section A:** Company Profile: A brief narrative describing the company's history, corporate resources, management team, company philosophy, approach to providing services, qualifications, higher education experience, total number of years in business, relevant experience and benefit TROY will receive through contracting with the firm.

The University desires a listing of **all** higher education institutions served that are similar in demographics and multi-campus education delivery. In addition, at least three account references from this list should be included that contains liaison names, telephone numbers, physical addresses, email addresses, and a description of services provided, and dates of the services.

**Section B:** Contractors Features/Abilities: A complete description of the travel services that are offered. The services available and described can extend beyond the requested services requested by TROY. What sets you apart from the rest of the industry?

**Section C:** Customer Service: Explain your approach to customer service. How can you offer excellent customer service to TROY? What methods are used to ensure great service and customer satisfaction? How are complaints, errors, etc. handled? Also provide details about the sales and support team that will be assigned and dedicated to serving TROY's needs.

**Section D:** Booking Reservations/Payment Process: Provide details of how reservations can be placed and how payments are collected. What software/website/etc will be used. Will telephone/email reservations be accepted? How will rush requests be handled? Any other information about your reservation process that you feel is important or special please provide in this section.

**Section E:** Pricing: Please provide a pricing structure that will be extended to Troy University i.e. % of airfare, services fees, booking fees, agent fees, set-up costs, etc. Provide a list of any other contractual costs that Troy will be responsible for.

**Section F:** Reporting Features: Describe how travel will be reported and accessible to TROY. Are there self-reporting features available? How involved will the sales rep be in the reporting process? Are the reports customizable?

**Section G:** Exceptions to RFP: The vendor must address any and all exceptions to this RFP. There are certain exceptions that will not be accepted due to legal requirements by the State of Alabama or University Policy.

**Section H:** Acknowledgement of Amendment or Addendum to RFP: Receipt by a bidder of an amendment or addendum to the RFP must be acknowledged by inserting a copy in the bidders' proposal.

**Section I:** Proprietary Information: After the award of the contract, all proposals will be opened for public inspection (State of Alabama law). Trade secrets, test data and similar proprietary information will remain confidential, provided such material is clearly marked. However, net cost information will not be considered confidential. Please complete a summarized listing of all confidential data by referencing its page number/section.

## Appendix 1 2 Year Spend History

Month	Air Travel	Car Rentals	Hotel Bookings	Totals
January 2022	\$ 27,650.01	\$ 237.50	\$ -	\$ 27,887.51
February 2022	\$ 42,222.42	\$ 269.75	\$ -	\$ 42,492.17
March 2022	\$ 33,046.51	\$ 165.00	\$ 3,380.30	\$ 36,591.81
April 2022	\$ 83,219.50	\$ 3,641.26	\$ 744.00	\$ 87,604.76
May 2022	\$ 52,593.35	\$ 2,922.54	\$ 705.00	\$ 56,220.89
June 2022	\$ 55,454.31	\$ 348.46	\$ -	\$ 55,802.77
July 2022	\$ 32,198.24	\$ 154.84	\$ -	\$ 32,353.08
August 2022	\$ 66,741.46	\$ 277.53	\$ -	\$ 67,018.99
September 2022	\$ 89,790.45	\$ 238.94	\$ -	\$ 90,029.39
October 2022	\$ 48,818.37	\$ 505.93	\$ -	\$ 49,324.30
November 2022	\$ 63,541.44	\$ 465.06	\$ -	\$ 64,006.50
December 2022	\$ 68,740.63	\$ 985.54	\$ -	\$ 69,726.17
<b>Totals</b>	<b>\$ 664,016.69</b>	<b>\$ 10,212.35</b>	<b>\$ 4,829.30</b>	<b>\$ 679,058.34</b>

Month	Air Travel	Car Rentals	Hotel Bookings	Totals
January 2023	\$ 61,008.82	\$ 418.05	\$ 110.73	\$ 61,537.60
February 2023	\$ 77,931.70	\$ 124.47	\$ -	\$ 78,056.17
March 2023	\$ 46,641.65	\$ 788.42	\$ -	\$ 47,430.07
April 2023	\$ 106,154.64	\$ 1,013.04	\$ 820.80	\$ 107,988.48
May 2023	\$ 67,919.27	\$ 1,809.82	\$ 1,508.40	\$ 71,237.49
June 2023	\$ 47,514.59	\$ 1,858.16	\$ -	\$ 49,372.75
July 2023	\$ 17,976.44	\$ 373.51	\$ 507.00	\$ 18,856.95
August 2023	\$ 134,247.17	\$ 570.88	\$ 134.00	\$ 134,952.05
September 2023	\$ 87,595.08	\$ 1,111.44	\$ -	\$ 88,706.52
October 2023	\$ 40,415.32	\$ 967.73	\$ 240.87	\$ 41,623.92
November 2023	\$ 59,888.42	\$ 244.24	\$ 332.00	\$ 60,464.66
December 2023	\$ 15,356.54	\$ 296.85	\$ 1,203.00	\$ 16,856.39
<b>Totals</b>	<b>\$ 762,649.64</b>	<b>\$ 9,576.61</b>	<b>\$ 4,856.80</b>	<b>\$ 777,083.05</b>