



REQUEST FOR PROPOSAL

RFP NUMBER: CSP907315
INDEX NUMBER: GDC162
UNSPSC CATEGORY: 90121500

The State of Ohio, through the Department of Administrative Services, Office of Procurement Services, on behalf of all State of Ohio agencies is requesting Proposals for:

TITLE: FULL SERVICE TRAVEL AGENT/BROKER

OBJECTIVE: The Offeror's responsibilities include but are not limited to planning and coordinating travel for the employees of all State of Ohio agencies for out-of-state travel, including the purchase of airline tickets, flight changes, and hotel accommodation at the prescribed State rate in accordance with the Office of Budget and Management (OBM) regulations. The Offeror shall also provide emergency travel services as may become necessary.

RFP ISSUED: August 26, 2015
INQUIRY PERIOD BEGINS: August 26, 2015
INQUIRY PERIOD ENDS: September 09, 2015 at 8:00 AM
PROPOSAL DUE DATE: September 16, 2015 by 1:00 PM

MINORITY SET-ASIDE BID IN ACCORDANCE WITH ORC CH. 125.081

Proposals received after the due date and time will not be evaluated.

Submit Sealed Proposals to:

Department of Administrative Services
Office of Procurement Services
Attn: Bid Desk
4200 Surface Road
Columbus, OH 43228-1395

Note: Please review the [Proposal Instructions](#) on our Web site.

The Offeror must submit this cover page (signed) with its Technical Proposal.

Offeror Name and Address: _____ _____ _____ _____ E-Mail Address: _____ Phone Number: () _____ - _____, Ext. _____	Name/Title: _____ _____ Signature: _____ By submitting a response to this RFP, and signing above, Offeror acknowledges, understands and agrees to comply with the RFP requirements and confirms all the instructions and links have been read and understood.
---	--

TABLE OF CONTENTS

	<u>Section Number</u>
Cover Page (to be signed by Offeror) and Schedule of Events	Cover (Page 1)
Glossary of Terms	Page 2
Executive Summary	1.0
Evaluation of Proposals	2.0
Cost Summary	3.0
Award of the Contract	4.0
Links to Instructions, Forms, Terms and Conditions, Special Provisions and Additional Resources	5.0
Guide for Proposal Submission	6.0

SUPPLEMENTS

ONE OBM Rules and Regulations Link and G.S.A. per diem rates

RFP GLOSSARY OF TERMS

AA: Affirmative Action
ARC: Airline Reporting Corporation
Offeror: Vendor before Award
CSP: Competitive Sealed Proposal
DAS: Department of Administrative Services
EOD: Equal Opportunity Division
FEI: Federal Employer Identification
Mandatory: Must, Will, Shall
OAC: Ohio Administrative Code
OAKS: Ohio Administrative Knowledge System (Ohio's Accounting System)
OBG: Ohio Business Gateway
OBM: Office of Budget and Management (Ohio)
Offeror: Vendor Submitting Proposal
OPS: Office of Procurement Services
ORC: Ohio Revised Code
RFP: Request for Proposal
SOS: Secretary of State
UNSPSC: The United Nations Standard Products and Services Code

APPLICABLE DEFINITIONS:

Authorized User: shall mean any State Agency named in this Contract as authorized by the laws of the state of Ohio to participate in this Contract. The State Agency shall be held solely responsible for liabilities or payments due as a result of its participation.

Capacity Controlled Fare: shall mean fares with no advance purchase requirements, no penalties for changes and completely refundable under the computer reservation system code designated by the Offeror.

E-Ticket: shall mean the generation of a ticket without production of a flight coupon.

GDS: shall mean Global Distribution System

ON-LINE BOOKING SYSTEM: shall mean an Internet system provided by the Offeror and accessed by a unique password, for the traveler or a representative of an authorized user to obtain services including, but not limited to, flight information, air travel services contract airline, confirmation of flight reservations, available seat assignment.

Passenger Name Record (PNR): shall mean a file created in the carrier's database that includes the passenger name, itinerary and form of payment upon confirmation of a reservation. Once a ticket is issued, the ticket number is included in the PNR.

Transaction Fee (Airlines): shall mean a fee charged by a travel agent/broker for services as described in the RFP Cost Summary Page. One transaction fee may be charged per trip, for booking and ticketing air travel.

Travel Coordinator: shall mean the individual or individuals designated by the State Agency to coordinate all travel activity for that State Agency and their Finance Office.

Trip: shall mean all segments booked for one individual at one time for one itinerary for which a Transaction Fee may be charged.

1.0 EXECUTIVE SUMMARY

- 1.1 INTRODUCTION This is a Request for Competitive Sealed Proposals (RFP) under Section 125.071 of the Ohio Revised Code (ORC) and Section 123:5-1-08 of the Ohio Administrative Code (OAC). The Department of Administrative Services (DAS), Office of Procurement Services, on behalf of the State of Ohio agencies is soliciting competitive sealed proposals (Proposals) for a Full Service Travel Agent/Broker. If a suitable offer is made in response to this RFP, the state of Ohio (State), through DAS, may enter into a contract (the Contract) to have the selected Offeror (the Offeror) perform all or part of the Project (the Work). This RFP provides details on what is required to submit a Proposal for the Work, how the State will evaluate the Proposals, and what will be required of the Offeror in performing the Work.

This RFP gives the dates on page 1 for the various events in the submission process. While these dates are subject to change, prospective Offerors must be prepared to meet them as they currently stand.

- 1.2 MINORITY BUSINESS ENTERPRISE (MBE) SET-ASIDE The State is committed to making more State contracts and opportunities available to minority business enterprises (MBE) certified by the Ohio Department of Administrative Services (DAS) pursuant to Section 123.151 of the Ohio Revised Code and Rule 123:2-15-01 of the Ohio Administrative Code. All Offerors must be an Ohio certified MBE as of the solicitation due/opening date. For more information regarding Ohio MBE certification requirements, including a list of Ohio certified MBE businesses, please visit the DAS Equal Opportunity Division web site at:
<http://das.ohio.gov/Divisiond/EqualOpportunity/MBEEDGECertification/tabid/134/default.aspx>
- 1.3 CONTRACT PERIOD Once awarded, the term of the Contract will be from the award date through September 30, 2016. The State may solely renew all or part of this Contract at the discretion of DAS for a period of one month and subject to the satisfactory performance of the Offeror and the needs of the State. Any other renewals will be by mutual agreement between the Offeror and DAS for any number of times and for any period of time. The cumulative time of all mutual renewals may not exceed two (2) years and are subject to and contingent upon the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new biennium.
- 1.4 BACKGROUND The State of Ohio has multiple agency personnel that travel extensively throughout the United States on a variety of assignments, which often involve several overnight stays, change of location, and rescheduling of travel plans. Multiple destinations are commonplace, often without prior notice, requiring new or revised reservations. These situations require considerable time and effort to negotiate and finalize when agency personnel are already out of the office.
- 1.5 QUALIFICATIONS Qualified Offeror must have a full time site manager and other trained personnel experienced in the operation of automated reservation, accounting and ticketing system dedicated to the authorized users of this Contract. The Offeror shall employ adequate staffing to ensure timely response to authorized users. Each employee shall be experienced in arranging domestic transportation and lodging and shall be familiar with lodging establishments. Ticketing site manager shall have a minimum of one (1) year experience handling domestic corporate or government travel accounts and volume travel services with one (1) year of supervisory experience. Reservation agents shall have a minimum of one (1) year experience in handling domestic travel services for corporate or government travel accounts and volume travel services. Offeror staff must be well versed in the rules of the Ohio Office of Budget and Management as it pertains to travel.

The Offeror shall provide travel services, at a minimum, from 8 a.m. to 5 p.m., Monday through Friday, except state of Ohio designated holidays. Offeror is required to provide a local telephone number for use by authorized users of the Contract, in addition to a nationwide toll-free telephone number and a Web site; an email address should be offered. Outside the designated office hours, the Offeror shall provide access to a twenty-four (24) hour, seven (7) days a week, nationwide toll-free telephone number for emergency services.

Offeror shall submit the names of its officers and employees responsible for this Contract, their function in the company, title; number of years of service with the Offeror's firm or in the industry, as indicated in the Candidate forms in the links and instructions.

- 1.6 ESTIMATED ANNUAL SPEND QUANTITIES The estimated annual spend on travel for the State of Ohio is close to \$2 million per year but not guaranteed. This is based on lodging, air fare, and fees.

- 1.7 SCOPE OF WORK The successful Contractor will be responsible for, but not limited to, planning and coordinating travel strictly for employees of the State of Ohio agencies for out-of-state travel including the purchase of airline tickets, flight changes, ground transportation and hotel accommodations, at the prescribed State rate. The Contractor shall also provide emergency travel services as may become necessary. Emergency travel may include change of plans requiring agency personnel to fly to a different location not initially on the itinerary, or weather emergencies that may require alternate flight arrangements and/or hotel accommodations for an extended stay.

Contractor's responsibility will include, but are not limited to:

- A. Airline reservations and changes in schedule
- B. Hotel Accommodations
- C. Emergency travel arrangements as may be necessary

- 1.7.1 The Contractor will maintain a Web site for State Agency travelers with pertinent travel information and links to Web Sites containing important domestic updates.

The Contractor will provide an email address(es) for questions and requests from authorized users which will be monitored periodically throughout a day and a response to all inquiries must be returned no later than close of business the day after the request is received. The response may be an acknowledgement of the request and a tentative timeline needed to provide a thorough answer to the inquiry.

The Contractor is required to offer the option of on-line booking of airline reservations. On-line booking will be available 24 hours a day, seven days a week and offers a substantial discount from the rate charged when calling the travel agent/broker directly. All transactions confirmed through on-line booking system will be audited by the Contractor prior to ticketing for compliance with OBM travel guidelines. Any reservations not in compliance will be forwarded to the applicable State Agency Fiscal Office Contact as "denied". In determining the lowest airfare available meeting requirements, the Contractor will, evaluate available airfares to the general public and offer alternate routings, times, and wait-list reservations for lower fares. The Contractor will refund the difference in cost if it did not book at the lowest available airfare with comparable features and class of service. The ticket must reflect the lowest available applicable fare at the time of ticketing.

The Contractor will reserve seating assignments at the request of the traveler when the option is available from the airline. The Contractor shall not be held responsible for changes made by the airlines or other carriers that are not under their control.

The Contractor will set up an account for each authorized staff person within the applicable State Agency to utilize the on-line booking system. Procedures for establishing the accounts will be published as an Amendment within 60-days of the award of the Contract. The Contractor will provide documentation in all Passenger Name Records (PNR) reflecting the type of reservations booked. All cancellation/exchanges/changes must be done through the Contracted Travel Agent/Broker. If requested, the Contractor will obtain accounting and approval information from the traveler including detailed invoices showing all fees. First class tickets are never permitted. It is preferred by State Agencies that the Contractor will pay for the reservations, invoice the applicable State Agency after the travel/lodging has taken place and is confirmed and complete; the applicable State agency will pay the invoice upon receipt by state payment (credit) card within five (5) business days. The State of Ohio will pay the Contractor for airfare at the time of purchase; all other travel costs will be paid after the travel has been confirmed as completed.

Emergency Service may be provided for travelers if the anticipated travel is for the current day, on or before the next scheduled work day, or for travel that has commenced.

The Contractor will maintain and provide a Web site for agency personnel with pertinent travel information and links to Web sites containing important domestic updates. These updates/notices may involve weather delays, security, or health concerns to or from the origin or destination. Travel itinerary adjustments shall be notified promptly to the passengers of any changes in flight, or other transportation schedules. Any tickets, itineraries and billings shall be modified or reissued to reflect changes, as necessary. The Contractor shall notify passengers by timely notification regarding airport or terminal closings, cancellations or delays in flight or departures, unusual minimum airport check-in requirements including unusual security requirements, airport departure taxes or fees.

- 1.7.2 Travel Document Delivery The Contractor shall provide timely delivery of itineraries and other travel documents no later than two (2) days prior to departure for routine travel requirements. Delivery shall be made by one of the following:

- A. Email
- B. Facsimile
- C. USPS
- D. Courier (use of State Contract GDC009)

- E. Overnight or 2-day at applicable State Agency cost, unless the need for overnight/2day delivery is the result of an untimely delivery caused by the Contractor, when the booking was timely made by the authorized user. In this case, the Contractor shall pay the delivery fee.
- F. Other delivery arrangements may be made by the authorized user at their expense and in accordance with OBM requirements.

The itinerary confirmation must include the ticket number and all pertinent flight and hotel-information. Any credit card number used as a form of payment must be deleted or truncated down to the last four digits. The Contractor's nationwide toll free number should be included, along with the nationwide toll free number of any contract airline present in the itinerary.

- 1.7.3 The Contractor shall audit fares on the day of ticketing to ensure compliance to OBM, using the lowest available fare. The Contractor shall offer restricted class tickets (non-refundable, advance purchase, minimum length of stay, etc.) if applicable to travel needs and only if pre-approved by OBM.
- 1.7.4 Local Airport, Shuttle information and Parking Services shall be provided by the Contractor on the airport/hotel's shuttle transportation, mass transit, and parking services availability as a courtesy. Ground transportation is not a part of the Contract.
- 1.7.5 Lodging. The Contractor shall provide lodging reservations, including initiating and confirming the reservation rate. The Contractor shall book lodging at the lowest applicable and available rate, including but not limited to government, commercial, corporate or other discounted rates, not exceeding the Continental United States (CONUS) rates by location at the time of the reservation. Lodging rates may not include any of exclusions named in the OBM Travel Rule Regulations; i.e.; fees for movies, food, alcohol, phone calls, fees for additional children or adults, or pets, etc. that may not be included in the room rate. State of Ohio taxes are exempt and may not be added to the rate. Other local hotel taxes are acceptable.
- 1.7.6 At the request of the applicable State Agency, the Contractor shall provide a reasonable number of travel workshops for authorized users, which may be presented to multiple users at the same time. The workshop/training may be on-line, Webinar or presented at a state of Ohio facility. The Offeror should provide the details on how this would be presented and accomplished at the expense of the Contractor.
- 1.7.7 Reporting Requirements: An electronic report is preferred.
 - A. Monthly Authorized User Transaction Report. Upon request from any authorized user purchasing air tickets during a calendar month, the Contractor shall provide to the requesting State Agency contact with a detailed report which includes, at a minimum, invoice (itinerary) number, traveler's name, origin, destination, total fare and applicable airline. The report should also provide detail for all lodging costs.
 - B. Air Travel Services Monthly Activity Report. The Contractor shall provide the requesting State agency contact with a monthly volume report which includes the origin and destination city pair code, the number of passengers ticketed and the revenue by city code. A trip out and back shall count as two trips (e.g., a trip from Albany to Philadelphia and return shall count as two trips. In addition, the Contractor shall provide an accumulative report each month of the above information, including the same information for the calendar year. This report is subject to change during the term of the contract by the State Agencies.
 - C. Monthly Un-used Ticket Report. Upon request by a requesting State Agency contact, the Contractor shall submit an un-used ticket report to the appropriate authorized user, including passenger name, ticket number and total fare. This report shall include all tickets previously reported to the authorized user, which remain unused, until the date of expiration of the ticket. Reason for an unused ticket must be included.
 - D. Lodging Reservations Report. The Contractor shall provide the requesting State Agency contact, and upon request from the applicable authorized user, a list of hotel reservations confirmed during the month, including the hotel name, location of hotel (city name), number of nights and the hotel rate. The report for the authorized user shall include employee's name and date of reservation.
- 1.8 REGISTRY OF OFFERORS DAS will prepare a registry of Proposals containing the name and address of each Offeror. The registry will be on the Office of Procurement Services Web site and available for public inspection after the Proposals are received.
- 1.9 INSTRUCTIONS Link to Web site for Instructions is available in Section 5.1.

- 1.10 **PROPOSAL SUBMITTAL** Offeror must submit both a “Technical Proposal” and a “Cost Proposal” as a part of its Proposal package. These are two separate components which shall be submitted in separate sealed envelopes/packages, clearly identified on the exterior as either “Technical Proposal” or “Cost Proposal” with CSP907315 and due date on each. Offeror must submit this signed cover page with its technical Proposal. Offeror shall mark the correct CSP number on all envelopes/packages. Refer to section 5.1.6 in the Instructions for further detail.
- 1.11 **NUMBER OF PROPOSALS TO SUBMIT** Offeror must submit one (1) original, completed and signed in blue ink, and five (5) copies for a total of six (6) Proposal packages.

2.0 **EVALUATION OF PROPOSALS**

- 2.1 **MANDATORY REQUIREMENTS** The following table contains items that are Mandatory Requirements for this RFP.

Determining the Offeror’s ability to meet the Mandatory Requirements is the first step of the DAS evaluation process. The Offeror’s response must be clearly labeled “Mandatory Requirements” and collectively contained in Tab 2 of the Offeror’s Proposal in the “Offeror Required Information and Certification” section.

DAS will evaluate Tab 2 alone to determine whether the Proposal meets all Mandatory Requirements (accept/reject). If the information contained in Tab 2 does not clearly meet every Mandatory Requirement, the Proposal may be disqualified by DAS from further consideration.

TABLE 1 - MANDATORY PROPOSAL REQUIREMENTS

Mandatory Requirements	Accept	Reject
1. Offeror or subcontractor shall document e a minimum of one (1) year of experience providing travel services comparable to those required under this Contract for corporate and/or government entities.		

If the State receives no Proposals meeting all of the mandatory requirements, the State may elect to cancel this RFP.

- 2.2 **PROPOSAL EVALUATION CRITERIA** If the Offeror provides sufficient information to DAS in its Proposal, demonstrating it meets the Mandatory Requirements, the Offeror’s Proposal will be included in the next step of the evaluation process which involves the scoring of the Proposal Technical Requirements (Table 3), followed by the scoring of the Cost Proposals. In the Proposal evaluation step, DAS rates the Proposals based on the following listed criteria and the weight assigned to each criterion. The possible points allowed in this RFP are distributed as indicated in the Table 2 - Scoring Breakdown.

2.3 **TABLE 2 - SCORING BREAKDOWN**

Criteria	Maximum Allowable Points
Proposal Technical Requirements	565 Points
Proposal Cost	235 Points
Total	800 Points

- 2.4 **SCORE RATINGS** The scale below (0-5) will be used to rate each proposal on the criteria listed in the Technical Proposal Evaluation table.

DOES NOT MEET 0 POINTS	WEAK 1 POINT	WEAK TO MEETS 2 POINTS	MEETS 3 POINTS	MEETS TO STRONG 4 POINTS	STRONG 5 POINTS
---------------------------	-----------------	---------------------------	-------------------	-----------------------------	--------------------

DAS will score the Proposals by multiplying the score received in each category by its assigned weight and adding all categories together for the Offeror’s Total Technical Score in Table 3. Representative numerical values are defined as follows:

DOES NOT MEET (0 pts.): Response does not comply substantially with requirements or is not provided.

WEAK (1 pt.): Response was poor related to meeting the objectives.

WEAK TO MEETS (2 pts.): Response indicates the objectives will not be completely met or at a level that will be below average.

MEETS (3 pts.): Response generally meets the objectives (or expectations).

MEETS TO STRONG (4 pts.): Response indicates the objectives will be exceeded.

STRONG (5 pts.): Response significantly exceeds objectives (or expectations) in ways that provide tangible benefits or meets objectives (or expectations) and contains at least one enhancing feature that provides significant benefits.

2.5 TABLE 3 - TECHNICAL PROPOSAL EVALUATION

Criterion	Weight	Rating (0 to 5)	Extended Score
Offeror Profile (General Instructions – Company Profile)			
1. Company history, years of relevant experience as a full-service travel agent/broker	5		
2. Number of years in business, number of employees, financial stability	5		
3. Capacity to do the Work	8		
Offeror Prior Projects			
1. Offeror shall prove a minimum of one (1) year of experience providing services comparable to those required under this Contract for corporate or government entities.	10		
2. Offeror must have total annual sales in excess of \$100,000.00 (air/hotel) with an account for the year ending 12/31/14. Proof of same to be provided in the response, Tab 2.	10		
3. Offeror must currently service a minimum of two (2) corporate or government entities with annual sales (air/hotel) in excess of \$50,000.00 per account for the year ending 12/31/14. Proof of same to be provided in the response, Tab 2.	8		
Staffing Plan (General Instructions – Personnel Profile)			
1. Staff Qualifications with experience with travel agent/broker duties	8		
2. Formal Education	5		
3. Experience and references of same	10		
Scope of Work (Work Plan)			
1. Methodologies proposed	8		
2. Plan of Action	10		
3. Demonstrates understanding of work	8		
4. Timeline proposed	5		
5. Solution	8		
6. Other Premium Services offered for consideration	5		

Total Technical Score: _____

In this RFP, DAS asks for responses and submissions from Offerors, most of which represent components of the above criteria. While each criterion represents only a part of the total basis for a decision to award the Contract to an Offeror, a failure by an Offeror to make a required submission or meet a mandatory requirement will normally result in a rejection of that Offeror's Proposal. The value assigned above to each criterion is only a value used to determine which Proposal is the most advantageous to the State in relation to the other Proposals that DAS received.

Once the technical merits of a Proposal are evaluated, the costs of that Proposal will be considered. It is within DAS' discretion to wait to factor in a Proposal's cost until after the conclusion of any interviews, presentations, demonstrations or discussions. Also, before evaluating the technical merits of the Proposals, DAS may do an initial review of costs to determine if any Proposals should be rejected because of excessive cost. DAS may reconsider the excessiveness of any Proposal's cost at any time in the evaluation process.

- 2.6 COST PROPOSAL POINTS DAS will use the information the Offeror submits on the Cost Summary Form to calculate Cost Proposal Points. DAS will calculate the Offeror's Cost Proposal points after the Offeror's total technical points are determined, using the following method:

Cost points = (lowest Offeror's cost/Offeror's cost) x Maximum Allowable Cost Points as indicated in the "Scoring Breakdown" table. The value is provided in the Scoring Breakdown table. "Cost" = Total identified in the Cost Summary section of Offeror's Proposal. In this method, the lowest cost proposed will receive the maximum allowable points.

The number of points assigned to the cost evaluation will be prorated, with the lowest accepted Cost Proposal given the maximum number of points possible for this criterion. Other acceptable Cost Proposals will be scored as the ratio of the lowest Cost Proposal to the Proposal being scored, multiplied by the maximum number of points possible for this criterion.

An example for calculating cost points, where Maximum Allowable Cost Points Value = 60 points, is the scenario where Offeror X has proposed a cost of \$100.00. Offeror Y has proposed a cost of \$110.00 and Offeror Z has proposed a cost of \$120.00. Offeror X, having the lowest cost, would get the maximum 60 cost points. Offeror Y's cost points would be calculated as \$100.00 (Offeror X's cost) divided by \$110.00 (Offeror Y's cost) equals 0.909 times 60 maximum points, or a total of 54.5 points. Offeror Z's cost points would be calculated as \$100.00 (Offeror X's cost) divided by \$120.00 (Offeror Z's cost) equals 0.833 times 60 maximum points, or a total of 50 points.

Cost Score: _____

- 2.7 FINAL STAGES OF EVALUATION The Offeror with the highest point total from all phases of the evaluation (Technical Points + Cost Points) will be recommended for the next phase of the evaluation.

Technical Score: _____ + Cost Score: _____ = Total Score: _____

If DAS finds that one or more Proposals should be given further consideration, DAS may select one or more of the highest-ranking Proposals to move to the next phase. DAS may alternatively choose to bypass any or all subsequent phases and make an award based solely on the Proposal evaluation phase.

- 2.8 REJECTION OF PROPOSALS DAS may reject any Proposal that is not in the required format, does not address all the requirements of this RFP, or that DAS believes is excessive in price or otherwise not in the interest of the State to consider or to accept. In addition, DAS may cancel this RFP, reject all the Proposals, and seek to do the Work through a new RFP or by other means.

3.0 COST SUMMARY

3.1 SUBMISSION The Cost Summary shall be submitted with the Proposal (under separate cover labeled as the Cost Proposal). All prices, costs, and conditions outlined in the Proposal shall remain fixed and valid for acceptance for 120 days, starting on the due date for Proposals. No price change shall be effective without prior written consent from DAS, Office of Procurement Services.

The Offeror's total cost for the entire Work must be represented as the firm, fixed price. All costs for furnishing the services must be included in the Cost Proposal.

3.2 THE OFFEROR'S FEE STRUCTURE The Offeror will be paid as proposed on the Cost Summary after the applicable State Agency approves the receipt of product(s)/services and continued completion of all deliverables. All costs must be in U.S. Dollars.

3.3 REIMBURSABLE EXPENSES None; there will be no additional reimbursement for travel or other related expenses. The State will not be responsible for any costs not identified.

3.4 BILL TO ADDRESS
Multiple agencies

Full Service Travel Agent/Broker
CSP907315
UNSPSC CATEGORY CODE: 90121500
BUDGET: budget will depend on each agency's travel.
OFFEROR: _____

FEES TO COVER THE COSTS OF MAKING THESE TRAVEL ARRANGEMENTS:

Type	Description	On-Line Booking	Full Service Booking
Domestic	Airline Ticket only	\$	\$
	Hotel Reservation only	\$	\$
	*Flat fee for booking any combination of airline and lodging	\$	\$
	Group tickets: per person flat fee for group tickets (a group is defined as 10 or more tickets issued for the same origin and destination and for the same travel dates).	\$	\$
	Ticket exchange fee	\$	\$
	Ticket refund fee	\$	\$
Miscellaneous/Other	Paper ticket Domestic	\$	\$
	Express paper ticket delivery fee	\$	\$
After Hours	After-Hours Service Fee (per Call)	\$	\$
Fees not described above	After Hours Service Fee (per Hour) – assistance with account management; and other projects outside of mandatory scope of RFP.	\$	\$

All Offerors who seek to be considered for a contract award must submit the above information in the format specified. The Original Cost Summary must be included in a separate, sealed envelope/package labeled on the exterior as "Cost Proposal" with the RFP Number and due date.

4.0 AWARD OF THE CONTRACT

- 4.1 CONTRACT AWARD DAS intends to award the Contract based on the schedule in the RFP, if DAS decides the Work is in the best interests of the State and has not changed the award date.

DAS expects the Offeror to commence the Work upon receipt of a state issued purchase order. If DAS awards a Contract pursuant to this RFP and the Offeror is unable or unwilling to commence the Work, DAS reserves the right to cancel the Contract and return to the original RFP process and evaluate any remaining Offeror's Proposals reasonably susceptible of being selected for award of the Contract. The evaluation process will resume with the next highest ranking, viable Proposal.

- 4.2 CONTRACT If this RFP results in a Contract award, the Contract will consist of this RFP including the Terms and Conditions, all forms, written addenda to this RFP, the Offeror's accepted Proposal and written authorized addenda to the Offeror's Proposal. It will also include any materials incorporated by reference in the above documents and any purchase orders and amendments issued under the Contract. The general terms and conditions for the Contract are contained in the following link:

<https://procure.ohio.gov/Zip/5.3%20Terms%20and%20Conditions.pdf>

If there are conflicting provisions between the documents that make up the Contract, the order of precedence for the documents is as follows:

1. The one-page Contract Signature Page, Form 5.2.2
2. The RFP, as addended, including the Terms and Conditions;
3. The documents and materials incorporated by reference in the RFP;
4. The Executive Order. EO2011-12K incorporated by reference in the RFP;
5. The Offeror's Proposal, as amended, clarified, and accepted by the State; and
6. The documents and materials incorporated by reference in the Offeror's Proposal.

Notwithstanding the order listed above, amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent amendment will take precedence over anything else that is part of the Contract.

- 4.3 ECONOMIC PRICE ADJUSTMENT The Contract prices(s) will remain firm throughout the initial term of the Contract. Thereafter, prior to Contract renewal, the Offeror may submit a request to adjust their price(s) to be effective on the effective date of the Contract's renewal. No price adjustment will be permitted prior to the effective date; on purchase orders that are already being processed; or on purchase orders that have been filled.

Price increases must be supported by a general price increase in the cost of the materials/services rendered due to documented increases in the cost of related materials/services. Detailed documentation, to include a comparison list of the Contract items and proposed price adjustments must be submitted to support the requested adjustment. Supportive documentation should include, but is not limited to: copies of the old and the current price lists or similar documents which indicate the original base cost of the product to the Offeror and the corresponding adjustment, and/or copies of correspondence sent by the Offeror's supplier on the supplier's letterhead, which contain the above price information and explains the source of the adjusted costs in such areas as raw materials, freight, fuel or labor, etc.

Should there be a decrease in the cost of the finished product due to a general decline in the market or some other factor, the Offeror is responsible to notify DAS immediately. The price decrease adjustment will be incorporated into the Contract and will be effective on all purchase orders issued after the effective date of the decrease. If the price decrease is a temporary decrease, such should be noted on the invoice. In the event that the temporary decrease is revoked, the Contract pricing will be returned to the pricing in effect prior to the temporary decrease. Failure to comply with this provision will be considered as a default and will be subject to the Suspension and Termination section contained herein.

5.0 LINKS To be applicable to all Proposals and subsequent award(s), including sections named below.

5.1 Instructions

- 5.1.1 Proposal Instructions
- 5.1.2 Evaluation of Proposals
- 5.1.3 Proposal Format & Documentation Required

5.2 Forms

- 5.2.1 Offeror Required Information
- 5.2.2 Contract Signature Page
- 5.2.3 Offeror Profile
- 5.2.4 Offeror Prior Projects
- 5.2.5 Offeror's Candidate References
- 5.2.6 Offeror's Candidate Education, Training, Experience
- 5.2.7 Offeror Performance Form
- 5.2.8 Offeror/SubOfferor Affirmation and Disclosure

5.3 Terms and Conditions

- 5.3.1 Performance and Payment
- 5.3.2 Work and Contract Administration
- 5.3.3 Ownership & Handling of Intellectual Property & Confidential Information
- 5.3.4 Representations, Warranties and Liabilities
- 5.3.5 Acceptance and Maintenance
- 5.3.6 Construction
- 5.3.7 Law & Courts

5.4 ADDITIONAL RESOURCES

EOD Reporting	http://eodreporting.oit.ohio.gov/searchEODReporting.aspx
Office of Budget and Management	http://obm.ohio.gov/LandingPages/Vendor/default.aspx
Office of Procurement Services	http://procure.ohio.gov/proc/index.asp
Ohio Shared Services	http://www.ohiosharedservices.ohio.gov/Home.aspx
Ohio Business Gateway	http://business.ohio.gov/
Ohio Secretary of State	http://www.sos.state.oh.us/SOS/Businesses.aspx

All links are subject to change in accordance with state of Ohio laws, Ohio Revised Code, Ohio Administrative Code, Executive Orders or any other updates issued by the state of Ohio, Department of Administrative Services, and the Office of Procurement Services. It is the Offeror's responsibility to read and be aware of any changes, corrections, updates or deletions to any information included in the link(s) above.

- 6.0 Guide for Proposal Submission This guide outlines steps for submission of a Proposal in response to the advertised Request for Proposal. This guide does not contain the complete instructions for preparing and submitting a Proposal and anything stated herein shall not be considered a term or condition of the Contract. The complete instructions can be found in section 5.1.1, Proposal Instructions.
- 6.1 _____ Read the entire document, including all Web site links. Note critical items such as: Mandatory Requirements; goods or services required, submittal date and time; number of copies to submit; contract requirements; reporting requirements; minimum qualifications; read and understand the terms and conditions.
- 6.2 _____ Take advantage of the “question and answer” period specified in the schedule of events. Questions must be submitted on-line in the Inquiry Process as explained in the Instructions. See section 5.1.1, Proposal Instructions.
- 6.3 _____ Follow the format required in the RFP Instructions when preparing the response in chronological order. Provide point-by-point responses to all sections in a clear and concise manner. See section 5.1.3, Proposal Format & Documentation Required.
- 6.4 _____ Use the forms provided; i.e. Signed RFP Cover Page, Offeror Required Information, Contract Signature Page, Offeror Profile and Prior Projects, Key Personnel forms, Disclosure Form, and Cost Summary Form, See section 5.2, Forms.
- 6.5 _____ Provide complete answers/descriptions. Do not assume the State or any evaluation committee member will know what the Offeror’s capabilities are or what items/services the Offeror can provide, even if previously contracted with the State. The Proposals are evaluated based solely on the information and materials provided in the Offeror’s response.
- 6.6 _____ Check the State’s Web site for RFP addenda. It is the responsibility of the Offeror to be aware of additional information posted on the Web.
- 6.7 _____ The following documents may be submitted with the Proposal or within five (5) business days of request from the Office of Procurement Services: Affirmative Action and proof of insurance. No award will be made without this documentation. Offeror’s Proposal may be eliminated from further consideration upon failure to submit within the specified time frame
- 6.8 _____ If not a current vendor of the state of Ohio, the Offeror will download both the W-9 and Vendor Information Form and submit to Ohio Shared Services (OSS) at vendor@ohio.gov. See section 5.4, Additional Resources.
- 6.9 _____ Review and read the RFP Document again to make sure that you have addressed all requirements. Read and understand Supplements, if applicable. Offeror’s original response and the requested copies must be identical and be complete. The copies are provided to the evaluation committee members and used to score the response.
- 6.10 _____ Offeror’s response must be submitted on time. Late Proposals are never accepted. Make sure the response is labeled on the exterior of the envelope/package with the RFP# and due date, and whether the packet is for the Technical Proposal or the Cost Proposal. Do not place the Cost Proposal in the Technical Proposal.

SUPPLEMENT ONE

LINK TO OFFICE OF BUDGET MANAGEMENT (OBM)

WEB SITE WITH ALL THE OBM RULES AND REGULATIONS AND O.R.C.

<http://obm.ohio.gov/TravelRule/default.aspx>

WEB SITE WITH U.S. GENERAL SERVICES ADMINISTRATION (GSA) PER DIEM RATES (CONUS)
TRAVEL IS LIMITED TO THE TRAVEL REIMBURSEMENT IN ACCORDANCE TO:

<http://www.gsa.gov/portal/category/100120>