

## REQUEST FOR PROPOSAL

RFP NUMBER: CSP910714  
INDEX NUMBER: EDU067  
UNSPSC CATEGORY: 90121500

The state of Ohio, through the Department of Administrative Services, Office of Procurement Services, on behalf of the Ohio Department of Education, is requesting Proposals for:

**TITLE: FULL SERVICE TRAVEL AGENT/BROKER FOR THE OHIO DEPARTMENT OF EDUCATION**

**OBJECTIVE:** The Contractor's responsibilities include but are not limited to planning and coordinating travel for the employees of the Ohio Department of Education 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 Contractor shall also provide emergency travel services as may become necessary.

RFP ISSUED: April 30, 2014  
INQUIRY PERIOD BEGINS: April 30, 2014  
INQUIRY PERIOD ENDS: May 14, 2014 at 8:00 AM  
PROPOSAL DUE DATE: May 21, 2014 by 1:00 PM

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

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 the respective RFP Number and due date on each. Offeror must submit this signed cover page with its technical Proposal.

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.

<b>Offeror Name and Address:</b>  _____  _____  _____  _____  E-Mail Address: _____  Phone Number: (        ) _____ - _____, Ext. _____	<b>Name/Title:</b>  _____  _____    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.
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## SUPPLEMENTS

ONE	OBM Rules and Regulations Link and G.S.A. per diem rates
TWO	Contract Performance Report for Agency Completion after Event

## RFP GLOSSARY OF TERMS

AA:	Affirmative Action
ARC:	Airline Reporting Corporation
Contractor:	Vendor after 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 the State Agency named in this Contract as authorized by the laws of the state of Ohio to participate in this Contract. The 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 Contractor.

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 Contractor 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.

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

Transaction Fee (Airlines): Travel agent/broker may charge a transaction fee for services as described in the RFP Cost Summary Page. One transaction fee may be charged per trip, for booking and ticketing air travel. For purposes of airline transaction fees, a trip is defined as all segments booked for one individual at one time for one itinerary.

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

## 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 Ohio Department of Education (the Agency), 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 Contractor) 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 Contractor in performing the Work.

## 1.2 CONTRACT PERIOD

Once awarded, the term of the Contract will be from the June 1, 2014 or the award date, whichever is later through June 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 Contractor and the needs of the Agency. Any other renewals will be by mutual agreement between the Contractor and DAS for any number of times and for any period of time. The cumulative time of all mutual renewals may not exceed three (3) 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.

1.3 BACKGROUND The Ohio Department of Education (ODE) is an independent state agency that is legislatively charged with administering Ohio's elementary and secondary educational programs. Department personnel 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 personnel are already on the road.

1.3.1 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 Contractor 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. Contractor staff must be well versed in the rules and regulations for Ohio Budget and Management as it pertains to travel.

The Travel Agent/Broker Office(s) shall provide travel services, at a minimum, from 8 a.m. to 5 p.m., Monday through Friday, except state of Ohio designated holidays. Contractor 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 Contractor shall provide access to a twenty-four (24) hour, seven (7) days a week, nationwide toll-free telephone number for emergency services.

Bidder 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.

1.3.2 ESTIMATED \*ANNUAL SPEND QUANTITIES:

A. Air Travel	\$75,000.00
B. Lodging	\$50,000.00

\* These amounts are estimates; there is no guarantee that these amounts will be expended for any Contractor.

- 1.4 SCOPE OF WORK The Contractor will be responsible for, but not limited to, planning and coordinating travel strictly for employees of the Ohio Department of Education 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 personnel to fly to a different location not initially on the itinerary, or weather emergencies that may require alternate flight arrangements hotel accommodations for an extended stay.

Travel Agent/Broker 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

- 1.4.1. Travel Agency (ies) awarded will maintain a Web site for ODE travelers with pertinent travel information and links to Web Sites containing important domestic updates.

Travel Agency Contractor(s) 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(s) are 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 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 Agency to utilize the on-line booking system. Procedures for establishing the accounts will be published as an Addendum 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 ODE that the Contractor will pay for the reservations, invoice the Agency after the travel/lodging has taken place and is confirmed and complete; the agency will pay the invoice upon receipt by state payment (credit) card within five (5) business days. The Ohio Department of Education 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 Ohio Travelers 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.

- 1.4.2 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 modes:
- A. Email
  - B. Facsimile
  - C. USPS
  - D. Courier (use of State Contract GDC009)
  - E. Overnight or 2-day at 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 use 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 Agency nationwide toll free number should be included, along with the nationwide toll free number of any contract airline present in the itinerary.

- 1.4.3 The Contractor shall audit fares on the day of ticketing to ensure compliance to the Ohio Office of Budget and Management, 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.
- 1.4.4 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.
- 1.4.5 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.
- 1.4.6 At the request of the 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.
- 1.4.7 Price Adjustments, on each anniversary date of the contract, the Contractor may request a rate change (increase or decrease) based upon fluctuations in the latest published copy of the Producer Price Index as published by the U.S. Department of Labor, Bureau of Labor Statistics, Washington, D.C. 20212. The index is also available through the Internet at the Bureau of Labor Statistics web site at <http://stats.bls.gov/>. Go to "Producer Price Index" and then click on "Tables created by BLS" then click on "annual % changes contract effective date to present."

Price adjustments using the PPI involve changing the base payment by the percent change in the level of the PPI between the contract period and a subsequent time period. This is calculated by first determining the index point change between the two periods and then the percent change. The price adjustment shall be calculated as follows. Take the PPI value for the 3rd month prior to the current anniversary date and subtract the PPI value for the 3rd month prior to the previous anniversary date (15 months prior to the current anniversary date) [e.g.: If the contract begins in April, take the January PPI value of the current year and subtract the January PPI value of the previous year]. That sum is then divided by the previous period PPI value and this result is then multiplied by 100 to equal the percent change which is the price adjustment value. This percentage change (increase or decrease) may be applied to the next contract year, upon approval of a Contract Amendment DAS Office of Procurement Services.

The following example illustrates the computation of percent change for a hypothetical April, 2007 anniversary calculation:

PPI for current period (January 2006)	185.2	
Less PPI for previous period (January 2005)	181.7	
Equals index point change	3.5	
Divided by previous period PPI	181.7	
Equals	0.019	
Result multiplied by 100	0.019	x
	100	
Equals percent change	1.9%	

The Contractor is solely responsible for notifying DAS Office of Procurement Services, as the Contract Holder, that they wish to receive the PPI rate change and to submit a request for the adjusted rate on the applicable anniversary date; and Contractor shall provide a copy of the index and other supporting documentation necessary to support the increase or decrease to DAS Office of Procurement Services, as appropriate. Should the Contractor fail to make a request and submit supporting documentation to DAS Office of Procurement Services within three (3) months after the applicable anniversary date, the Contractor shall be deemed to have waived its right to any increase in price for that year, but the State shall not be barred from making the appropriate adjustment in the case of a decrease determined in accordance with the above methodology. These price changes shall take effect upon approval and signature of a Contract Amendment from DAS Office of Procurement Services.

It is in the best interest of bidders to submit a proposed Transaction Fee which includes any potential changes between the travel agency and the airlines.

1.4.8 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, Contractor shall provide said the ODE Travel Coordinator and Financial Office with a detailed report which includes, at a minimum, invoice (itinerary) number, traveler's name, origin, destination, total fare and applicable airline code. The report should also provide detail for all lodging costs.
- B. Air Travel Services Monthly Activity Report (see Supplement Two). Contractor shall provide the ODE Travel Coordinator 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 Agency Travel Coordinator.
- C. Monthly Un-used Ticket Report. Upon request by the ODE Travel Coordinator, 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. Contractor shall provide the ODE Travel Coordinator, and upon request from the applicable authorized user, with 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.

1.5 CONFIDENTIAL, PROPRIETARY OR TRADE SECRET INFORMATION DAS procures goods and services through a RFP in a transparent manner and in accordance with the laws of the state of Ohio. All proposals provided to DAS in response to this RFP become records of DAS and as such, will be open to inspection by the public after award unless exempt from disclosure under the Ohio Revised Code or another provision of law.

Unless specifically requested by the State, an Offeror should not voluntarily provide to DAS any information that the Offeror claims as confidential, proprietary or trade secret and exempt from disclosure under the Ohio Revised Code or another provision of law. Additionally, the Offeror must understand that all Proposals and other material submitted will become the property of the State and may be returned only at the State's option. Confidential, proprietary or trade secret information should not be voluntarily included in a Proposal or supporting materials because DAS will have the right to use any materials or ideas submitted in any Proposal without compensation to the Offeror.

- 1.6 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 open for public inspection after the Proposals are received.
- 1.7 INSTRUCTIONS Link to Web site for Instructions is available in Section 5.1.
- 1.8 REQUIRED REVIEW Offerors shall carefully review the entire RFP and all the referenced Web links. Offerors shall promptly notify DAS through the inquiry process of any ambiguity, inconsistency, or error they discover. Notifications must be received by the deadline for receipt of questions in the inquiry process.
- 1.9 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. The Offeror must also submit a complete copy of the Proposals on a CD in Microsoft Office (Word, Excel, or Project) 2003 or higher, format and/or PDF format as appropriate.

2.0 EVALUATION OF PROPOSALS

- 2.1 MANDATORY REQUIREMENTS The following Table 1 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.

2.2 TABLE 1 - MANDATORY PROPOSAL REQUIREMENTS

Mandatory Requirements	Accept	Reject
1. The Contractor must hold membership with Airline Reporting Corporation (ARC), and will be properly licensed at the time of submittal of the response, included in Tab 2.		
2. Offeror shall prove 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.

- 2.3 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. Each Proposal passing the Mandatory Requirements will be evaluated by an evaluation committee made up of a representative(s) from DAS, Agency team members, and potentially a subject matter expert or an independent consultant.

2.4 TABLE 2 - SCORING BREAKDOWN

Criteria	Maximum Allowable Points
Proposal Technical Requirements	565 Points
Proposal Cost	235 Points
Presentations, Interviews, Demonstrations (if applicable)	50 Points
Total	850 Points

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
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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
<b>Offeror Profile (General Instructions – Company Profile)</b>			
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		
<b>Offeror Prior Projects</b>			
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) per account for the year ending 12/31/13. 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 12/31/13. Proof of same to be provided in the response, Tab 2.	8		
<b>Staffing Plan (General Instructions – Personnel Profile)</b>			
1. Staff Qualifications with experience with travel agent/broker duties	8		
2. Formal Education	5		
3. Experience and references of same	10		
<b>Scope of Work (Work Plan)</b>			
1. Methodologies proposed	8		
2. Plan of Action	10		
3. Demonstrates understanding of Project	8		
4. Timeline proposed	5		
5. Solution	8		
6. Other Premium Services offered for consideration	5		

Total Technical Score: \_\_\_\_\_

2.6 PRESENTATIONS AND INTERVIEWS

DAS may require top Offerors to be interviewed. Such interviews will provide an Offeror with an opportunity to present its Proposal and to ensure a mutual understanding of the Proposal's content. This will also allow DAS and the Agency an opportunity to test or probe the professionalism, qualifications, skills, and work knowledge of the proposed candidates. The interviews will be scheduled at the convenience and discretion of DAS and the Agency. DAS or the Agency may record any presentations and interviews. The one (1) to three (3) highest scoring Offerors; but no more than the top three (3) may be required to participate. Interviews will be scheduled to be held in Columbus, Ohio at the vendor's expense, if applicable.

<b>Presentations, Interviews, Demonstrations (if applicable)</b>			
1. Oral Presentation	10		

Total Presentation 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.

- 2.7 COST PROPOSAL POINTS DAS will use the information Offeror gives 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: \_\_\_\_\_

- 2.8 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.

- 2.9 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 Contractor will be paid as proposed on the Cost Summary after the 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  
Ohio Department of Education  
[fiscal.management@education.ohio.gov](mailto:fiscal.management@education.ohio.gov)

Full Service Travel Agent/Broker  
CSP900415  
UNSPSC CATEGORY CODE: 90121500  
BUDGET: \$125,000.00 estimates annually  
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.	\$	\$

\* Flat fee for booking any combination of airline and lodging (Domestic): applies per person, per mode of travel. For example, this applies to Air + hotel. This does not apply to multiple air tickets on the same travel.

Alternate/Additional Proposals; Travel Agent/Broker may provide additional enhanced premium services, which may or may not be accepted by the State, after review and evaluation. These services would be in addition to the services requested above.

All costs must be in U.S. Dollars.

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 Contractor to commence the Work upon receipt of a state issued purchase order. If DAS awards a Contract pursuant to this RFP and the Contractor 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 Contractor's accepted Proposal and written authorized addenda to the Contractor'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/RFP%20Instructions/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 amended, 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 Contractor's Proposal, as amended, clarified, and accepted by the State; and
6. The documents and materials incorporated by reference in the Contractor'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.

## 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 Contractor/Subcontractor 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	<a href="http://eodreporting.oit.ohio.gov/searchAffirmativeAction.aspx">http://eodreporting.oit.ohio.gov/searchAffirmativeAction.aspx</a>
Office of Budget and Management	<a href="http://obm.ohio.gov/LandingPages/Vendor/default.aspx">http://obm.ohio.gov/LandingPages/Vendor/default.aspx</a>
Office of Procurement Services	<a href="http://procure.ohio.gov/proc/index.asp">http://procure.ohio.gov/proc/index.asp</a>
Ohio Shared Services	<a href="http://www.ohiosharedservices.ohio.gov/Home.aspx">http://www.ohiosharedservices.ohio.gov/Home.aspx</a>
Ohio Business Gateway	<a href="http://business.ohio.gov/">http://business.ohio.gov/</a>
Ohio Secretary of State	<a href="http://www.sos.state.oh.us/SOS/Businesses.aspx">http://www.sos.state.oh.us/SOS/Businesses.aspx</a>

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](mailto: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/MiscPages/TravelRule/>

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>

SUPPLEMENT TWO

State of Ohio – Department of Education  
DAS/GSD/Office of Procurement Services  
Contract Performance Report

(To be completed by the Agency for each project/service event - OPTIONAL)

Please take a moment to let us know how this Contract award has measured up to your expectation. If reporting on more than one Contractor or service, make additional copies as needed. The Administration will use the information to monitor and improve the Contract, when appropriate.

Contract No. CSP910714 EDU067

Contractor: \_\_\_\_\_

Service is defined as a deliverable under the RFP or Contract, which may include services and/or technology.

	Excellent	Good	Acceptable	Unacceptable
Service meets your needs				
Service meets contract specifications				
Pricing is competitive & fair				

Contractor:

	Excellent	Good	Acceptable	Unacceptable
Timeliness of delivery				
Completeness of order (fill rate)				
Responsiveness to inquiries				
Employee courtesy				
Problem resolution				

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Did a problem generate a Complaint to Vendor submitted through the OPS Web site? \_\_\_\_\_ [www.procure.ohio.gov](http://www.procure.ohio.gov)

Agency: \_\_\_\_\_ Prepared by: \_\_\_\_\_

Address: \_\_\_\_\_ Title: \_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Email \_\_\_\_\_

Please detach or scan form and return by mail to:

Office of Procurement Services  
EDU067  
4200 Surface Road  
Columbus, OH 43228