



State of Oklahoma  
Office of Management and Enterprise Services  
Central Purchasing Division

Amendment of Solicitation

Date of Issuance: October 10, 2013

Solicitation No. SW14110

Requisition No. \_\_\_\_\_

Amendment No. 1

Hour and date specified for receipt of offers is changed: ☒ No ☐ Yes, to: \_\_\_\_\_ 3.00 PM CST/CDT

Pursuant to OAC 580:16-7-30(d), this document shall serve as official notice of amendment to the Solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent.

Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

**ISSUED BY and RETURN TO:**

**U.S. Postal Delivery:**

Office of Management and Enterprise Services,  
Central Purchasing Division

P.O. Box 528803

Oklahoma City, OK 73152-8803

or

**Personal or Common Carrier Delivery:**

Office of Management and Enterprise Services,  
Central Purchasing Division

Will Rogers Building

2401 N. Lincoln Blvd., Suite 116

Oklahoma City, OK 73105

Lisa Bradley

Contracting Officer

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Phone Number

Lisa.Bradley@omes.ok.gov

E-Mail Address

**Description of Amendment:**

a. This is to incorporate the following:

Attached pdf file compiles all answers to questions received.

Critical Individual & Interview Attendees have been named

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)

Date

Authorized Representative Name (**PRINT**)

Title

Authorized Representative Signature

## Cost & Pricing

1. Section 1 asks for the responder to price out various scenarios. Each of these scenarios is subject to inventory and yield management of airlines, hotel and car vendors that can change minute to minute. Is the goal of the scenario pricing to test the experience level of the agents that will work on the account? Is it possible to provide more information on the scoring of this exercise since the pricing on each item is subject to inventory management?
2. Section 2. Is not formatted to the cost proposal. Can you give more details as to how you would like to receive this information?
3. We are submitting a proposal for the expense and reimbursement aspect of the project and Attachment G scenarios only take into account travel. It is not formatted appropriately to handle the expense costing aspect of the solution. How should we proceed with costing of the project?
4. How would our pricing structure be included in this RFP? The scenarios would not be good indicators of pricing, especially since there is no component for transaction/service related costs.
5. Scenario One- In this question, it is not possible to make arrangement for a future date for future travel such as Friday, November 1st. The fares available then will only be known then.
6. Scenario Three- This refers to actually booking on a future date which cannot be determined until then. We could use the scenario of last minute travel with all of the other elements of the question
7. Scenario Four- Reference date is necessary for pricing. We can look at a 5 day advanced-purchase fare, with the necessary arrival time for the 9am appt. but would need date to have equally comparable fares. The other elements that would affect the fare are also what time the fare is booked.
8. Scenario Five- The international travel and group rates are very seasonally sensitive and competitive. The advance purchase time must be compared to when it is being booked.
9. Scenario One: Should we assume departure city is Oklahoma City? What is the return date?
10. Scenario Two: Should we assume departure city is Oklahoma City? What city in England will they be going to?
11. Scenario Five What city (or cities) in Germany will they be departing from?
12. For Attachment G – To complete the travel scenarios – how are we to source/estimate pricing for future booking dates (i.e. travel booked on November 1 or in December, when we are unsure of the rates that will be available on these dates)?

## Answers to Cost & Pricing

These scenarios are typical examples of how a vendor in charge of our travel program will receive information regarding State travel requests.

To clarify these scenarios:

Departure City will be Oklahoma City – Will Rogers World Airport

England City and or Airport will be the London Heathrow Airport

Germany City will be Berlin.

Section 2 should be a one page explanation of how you propose to document travel costs and related savings. There is no specific format required. A blank page may be inserted to be included in your cost response.

If your question would be for a future date, you may reference the number of days in advance notice.

Each scenario has space provided for remarks. Please add any comments to your price scenario you feel are necessary to document your pricing model.

## References

1. Can you please explain the total number of references required? We understand that we are to provide five client references as well as three references for critical individuals. Specifically, do we need to have 3 critical individuals or can we provide 1 or 2? **See Below**
2. Reference List Requirements on Attach F. “number of references that should be submitted is 5 for each organization and 3 for each critical individual” Please clarify. Do you mean we should submit 5 references for each organization and 3 for each critical individual? **See Below**
3. What is definition of “Organization” and define “Critical Individual” **See Below**
4. What do you want on the “Reference List” Is Client Name the name of the University? Can we list more than 1 point of contact at each university or state agency? **One person per client is allowed**
5. Survey Questionnaire. Is the name of organization the university or state agency? Is the name of critical individual the same as the person who is completing the survey? And is this the same person who signs at the bottom? **The past client will be completing the survey and signing the sheet.**
6. Does the Survey Questionnaire go to each State Agency? **No – 5 past clients**
7. On the Survey questionnaire, the questions do not all relate to every person servicing the account. For instance, an account manager, operations director and a technology developer (does not deal with budgets) will not receive a score from the client in every category based on their client interaction and responsibilities. So not all categories are applicable to the person completing the survey. Can the evaluator put N/A on the questions that are not applicable and the scores will be tallied according to their interaction with the employee? **It is not suggested**
8. For Attachment F –Can you clarify the total number of references that must be sourced to meet your requirements? For example, as a travel management company we will provide 5 current client references. While we would normally provide only one contact person within this company do we understand correctly that you require 5 contacts/surveys sourced for each

client/account reference? And, for our 3 critical individuals (ie, project manager or travel manager), 3 separate contacts for each individual? This would mean a total of 34 surveys/references sourced? [See Below](#)

## Answers to Reference Questions

Attachment F lists all requirements of the reference listing and instructions for the surveys.

Vendor is requested to provide 5 references / client surveys on the company. 3 references are requested for each critical individual

Organization is defined as the responding company as a whole.

Critical Individual is defined as:

1. Account Manager – Individual which will be the main contact for contract matters, and can make contract and business related decisions.
2. Travel Manager - Expert in charge of Oklahoma's account in travel arrangements. Can address technical/business concerns of travel related incidents.

## Interview Attendees

These individuals will be required as personal interview representatives.

Critical Individual is defined as:

1. Account Manager – Individual which will be the main contact for contract matters, and can make contract and business related decisions.
2. Travel Manager - Expert in charge of Oklahoma's account in travel arrangements. Can address technical/business concerns of travel related incidents.

## General Questions

1. If not awarded the state contract, can I continue to do business with the local universities as in the past or does all the state business have to go through the awarded contractor?

**The contract is mandatory to all state agencies. The universities are available to utilize the contract and are participating in the evaluation process.**

2. Is the state's goal to transition from a multi award program to a single-source environment?

**Information not available - pending solicitation responses**

3. Is an electronic signature acceptable for the survey questionnaire?

**Yes**

4. Can you please verify the accept format of the response. In Section A.2., only word and excel formats are accepted. In section E.6.1.1.1. Word, excel, and pdf files are acceptable.

**Word and Excel are preferable**

5. In D.6.1 and in Attachment C, there is a reference to time and cost goals. Can you provide more details on the time and cost goals specifically for this RFP? For instance, are there measureable goals you would like to achieve (e.g. attain a 40% online adoption rate in 90 days or increase preferred vendor bookings by 50% in 6 months).

**The State does not have these goals identified. It is anticipated that the awarded respondent can provide their insight on these goals.**

6. Can you please explain the 1% contract reimbursement requirement? Is this 1% calculation was off agency fees. However I would like more specifics so that we can deliver with 100% satisfaction on this requirement.
7. The RFP explains the 1% of the sales is rebated to OMES quarterly. Is that 1% of the agency fees being changed to the State of OK?

**Yes. Awarded respondent will be required to submit total sales reports. However, the 1% management fee will not include the cost of airline, hotel, and other travel expenses.**

8. When completing the RFP, may we add additional capabilities, risks and claims beyond the number allowed in the RFP as long as each section of the RFP does not exceed 2 pages? For example, are we limited to 5 value added claims or may we add additional claims as long as we do not exceed the two page maximum?

**Yes. Additional capabilities and risks and value added submittals may be more than 5 claims. However, each section is limited to not exceed 2 pages.**

9. How many separate agencies are expected to implement a travel and expense solution?

**This initiative is intended for all state agencies, and the possible inclusion of State Universities. You may reference OK.GOV for specific agency listings and details.**

<http://www.ok.gov/portal/agency.php?camefrom=home>

10. What is the total number of employees for the implementation and how many of these employees are travelers?

**Number of employees which travel varies, and definite answer is unknown for this solicitation / contract agreement period.**

11. Is Travel Authorization required? If yes, how many travel authorizations are expected to be submitted per month? Are travel authorizations required for all travel or just certain travel types (i.e. local, domestic, international)?

**Yes. Internal travel authorizations are usually required for all transactions. Definite answer is unknown.**

12. On average, how many expense reports are expected to be submitted per month?

**The exact number varies, and definite answer is unknown**

13. Does the state controller handle reimbursements or do the individual agencies handle reimbursement?

**Individual agencies review travel reimbursements as a general procedure, but actual monetary reimbursements are handled from the State Controller's office**

14. Given that different agencies may be using the system, would the financials be centralized to the state controller's ERP system or would integration be required for each individual agency? If integrating on an agency level, do all agencies use the same ERP solution?

**All State agencies use a centralized ERP system - PeopleSoft**

15. Do the different institutions share the same travel policies and requirements? Can these travel policies be provided?

**The State Travel Office is responsible for implementing travel policies and procedures. Individual agencies may have internal procedures to follow in addition to the State policies. The current Travel policies are located in Title 74. § 85.45k. State Travel Office**

16. Do Employees of Oklahoma have corporate travel cards? If yes, how many travel cards are in circulation?

**No corporate travel card exists for State employees.**

17. You mentioned the other day at the meeting that they weren't willing to extend the current city pairs contract again. Were you referring to the State or that American Airlines wanted it to be rebid again instead of just extending? Is this something you can answer not related to the questions being submitted related to the new Travel Initiative?

**Question is not relevant to solicitation.**

18. Will the 2 major State Universities be mandated to only use the new travel initiative?

**Higher Education is presently exempt from the State Central Purchasing Rules. The universities are however highly involved with this solicitation and resulting evaluation.**

19. What reasons are there for not continuing to offer a City Pairs contract as an option for price savings?

**Question is not relevant to solicitation.**

20. Is the current City Pairs contract vendor not willing to extend the current contract or is it the State that does not want to continue it or rebid for a similar type contract?

**Question is not relevant to solicitation.**

21. Is there a page limit to the cost proposal?

**Section one should be answered in the three pages provided. Section two should be answered in one page. Total cost submittal should not exceed 4 pages.**

22. If there is no company that comes forward that appears to be able to fulfill the desired result of the new travel initiative, would you be asking for another extension of the current travel agent contract or will it definitely end on Nov. 12th and a new bid sent out to all vendors?

**Question is not relevant to solicitation**

23. Does the State of Oklahoma have a current state or government agency that it will model to use an online travel and expense tool?

**No.**

24. If the bid is not accepted what will happen to all the information that is being submitted?

**Reference Section A. 7**

25. How would a joint bid with a technology company occur? Does each company need to submit separate bids? (E.g. a TMC partnering with an Expense Management software company, to provide a travel-to-reimbursement solution.)

**All submissions will be reviewed. It is up to the respondent to issue two separate or one combined proposal response.**

26. If the State of Oklahoma is moving away from the zone method; how will the business be divided between the travel management companies that will be able to facilitate the needs of the state?

**HB 2197 will do three things to bring the State closer to the original goal of the Central Purchasing Act: form an advisory committee to research best practices for shared services; remove regional restrictions in regard to state travel; and, provide for open-source software purchases.**

**Section 4, 5 – State Travel**

**Removes language which designates the state into High and Low travel areas Section 4 also removes restrictions on state agencies' ability to contract with private travel agencies. Section 5 requires agencies to prepay for airline fees and lodging expenses using a purchasing card, whenever possible. Currently, the State Travel Office is divided into six regions in the state. The regions are drawn into high and low travel areas. Modern technology now allows the use of multiple vendors without the restriction of geographic location. The provisions in this bill will allow the state to use the open market to determine the best value.**

**This bill was signed by the Governor on 04/23/2012**

27. When do you see this total travel solution being implemented? How will it be introduced and/or mandated across all state agencies?

**Anticipated award date is November 15, 2013.**

28. How many different departments is there that would be utilizing this integrated travel platform?

**All State Agencies, reference question 9.**

29. What current expense reporting system does the State of Oklahoma currently use?

**None**

30. Is the State of Oklahoma confident a centralized travel purchasing environment can be supported and championed across all state agencies?

**Yes**

31. For our submission may we send the electronic files on two USB drives as opposed to CDs/DVDs?

**Yes**

32. Under A7 in the RFP, can you talk more about the open bid/open record process? Will our RFP responses be posted online at the end of the RFP process? How often is information marked "confidential" contested?

**RFP responses are not posted online. However, responses may be viewed by any requesting party. Confidential markings are not usually contested.**

33. If you are you are interested in seeing travel management companies partner with other suppliers (online booking products, expense management solutions, etc.) what additional information is required at this stage? For example, do you require two separate RFP responses or a single combined response?

**Reference question 25**

34. For Attachment J – We are unable to access the reports provided by web link. Can you resend these or provide the password information required to access them? Can you explain your high education reports on page 6? For example, what type of Registration services are provided by the travel agency?

**There is no web password required. This is public information posted on Oklahoma's Open Books website.**



35. How many travelers does the state have currently?

**Reference question 9 and 10**

36. Do you have VIP travel requirements? If yes, how many VIP travelers do you have?

**No.**

37. If your travelers book online, which tools are you using?

**Not Applicable**

38. What are the current and target adoption rates?

**Unsure of question**

39. Are there any specific requirements for non-GDS vendors (rail, budget hotel etc) in terms of your online booking tools?

**Not at this time. Oklahoma does not presently utilize online booking tools.**

40. For air tickets, are you able to provide average ticket prices and % of domestic: international?

**Information is not available**

41. For hotel bookings please provide total number of room nights.

**Information is not available**

42. Can you provide breakdown of top city pairs (both domestic/international) including airlines used?

**Information is not available**

43. If you have negotiated air, hotel and ground transportation contracts, please provide an overview of these and specify if they are net or net/net.

**Oklahoma does not have negotiated travel rates. We have used a City Pair contract in the past for airline travel only.**

44. Please also advise what % of your air spend is covered by these agreements currently.

**Information is not available**

45. What % of your hotel bookings are covered by these agreements?

**Zero Percent- There is no current negotiated hotel bookings.**

46. Who currently negotiates these contracts?

**Not Applicable**

47. What percentage of hotels and cars are assumed to be within an air booking?

**Percentage varies. Answer is unknown at this time**

48. Do you want commissions returned or retained?

**Need further information on this question. The State traveler cannot benefit from any frequent travel miles or points that may be used for personal travel.**

49. Do you have a state travel policy?

**Yes. Reference question 15**

50. What is the current compliance to the policy?

**Exact compliance is not a known figure at this time**

51. Is this policy mandated?

**Yes**

52. If you hope to improve policy compliance, in what areas do you find recurring challenges?

**Policy compliance does not seem to impose any challenges**

53. Is there a pre-trip or out-of-policy approval process in place? If yes, please elaborate.

**Presently, a lower cost is a reason to exempt from the mandatory contract.**