



REQUEST FOR PROPOSAL

RFP #5727

Travel Management Services

Due Date/Time: January 19, 2012

Issued Date: December 8, 2011

Mailing Address:

Bowling Green State University
Purchasing Department
103 Park Avenue
Bowling Green, OH 43403

Contact:

Andy Grant
Purchasing
419.372.3905 phone
419.372.8416 fax
agrants@bgsu.edu

Proposals must be received by the due date/time specified above. Proposals received after the due date/time will be returned unopened to the Vendor.

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Section I

Definitions

Relative to this document, and any addenda incorporated therein, the following definitions apply.

ACD: Automatic Call Distributor

Addendum: Written instruments, issued solely by Bowling Green State University, that details amendments, changes or clarifications to the specifications and terms and conditions of this RFP. Such written instruments shall be the sole method employed by BGSU to amend, change or clarify this RFP, and any claims (from whatever source) that verbal amendments, changes or clarifications have been made shall be summarily rejected by BGSU.

Agreement, Contract or Purchase Order: Award resulting from the Request for Proposal

ARC: Airlines Reporting Corporation

BGSU: Bowling Green State University

EDGE Program: Encouraging Diversity Growth and Equity program as defined in the Ohio Revised Code Section 123 and 125. To view information online, go to: <http://www.das.ohio.gov/Eod/Edge/Index.htm>

GDS: Global Distribution System

IUCPG: Inter-University Council Purchasing Group is comprised of purchasing officers of state-funded institutions of higher education. The IUC operates under the requirements of the Ohio revised Code, the by-laws of the Inter-University Council, the policies and procedures of the IUCPG and the policies of each institution as authorized by that institution's Board of Trustees.

IVR: Interactive Voice Response

MBE: A minority owned or controlled business as defined in the Ohio Revised Code Section 122.71 and certified by the State of Ohio Equal Opportunity Commission.

To view information online, go to: <http://das.ohio.gov/eod/eodmbeoff.htm>

May, Should: Indicates something that is requested but not mandatory. If the Vendor fails to provide requested information, Bowling Green State University may, at its sole option, either request that the Vendor provide the information or evaluate the proposal without the information.

PNR: Passenger Name Record

Proposal: Response provided by the Vendor.

Proposal Closing Date: The date and time specified in this RFP by which the proposal must be received by Bowling Green State University in accordance with Section II, Paragraph 3, of this RFP. Proposals received after such date and time will not be considered valid.

RFP: Request for Proposal

Respondent: Individual or company submitting a proposal in response to this RFP.

Shall, Must, Will: Indicates a mandatory requirement. Failure to meet mandatory requirements will invalidate the proposal, or result in rejection of a proposal, as non-responsive.

TMC: Travel Management Company

Supplier/Vendor: Respondent to the Request for Proposal.

Section II

Notice to Potential Respondents

Bowling Green State University
Purchasing Department
103 Park Avenue • Bowling Green, Ohio 43403 • 419.372.8411

Request for Proposal

RFP No. 5727

Date: December 8, 2011

Bowling Green State University is accepting competitive sealed proposals from qualified companies for Travel Management Services in accordance with the terms, conditions and requirements set forth in this Request for Proposal. This RFP provides sufficient information for interested parties to prepare and submit proposals for consideration by BGSU.

RFP Proposal Closing Date and Location

Responses to this RFP are due and must be received no later than **January 19th, 2012 by 4:00PM ET** and delivered to:

Andy Grant
Director of Business Operations
Bowling Green State University
103 Park Avenue
Bowling Green, Ohio 43403

RFP envelopes shall be sealed and clearly marked:

RFP 5727
Travel Management Services
Bowling Green State University

NOTE: It is the respondent's responsibility to see that the proposal is received in the Purchasing Department prior to the proposal opening time.

Revisions

In the event that it becomes necessary to revise any part of this RFP prior to the assigned return date, revision will be provided by the Purchasing Office, or designee, to all Respondents involved in the project. Changes in the specifications will be provided to all Respondents, in writing, via an addendum made through the Purchasing Department.

BGSU will be the sole determinant of whether any revisions/addenda should be issued as a result of any question or other matters, and may extend the proposal deadline, if in BGSU's judgment such information significantly amends this solicitation, or makes compliance with the original proposed due date impractical.

All properly received proposals will be opened at 103 Park Avenue, Purchasing Department, Bowling Green State University. RFP's are informal proposals and are not read at a public opening nor are the tabulations published. Written requests for proposal results must include the proposal name, number and closing date.

Bowling Green State University reserves the right to:

- Accept or reject any or all proposals, or any part thereof, or to withhold the award and to waive, or decline to waive, irregularities in any proposal when determined that it is in its best interest to do so;
- Hold all proposals for a period of up to sixty (90) days after the opening date and to accept a proposal not withdrawn before the scheduled proposal opening date;
- Waive any informalities or technicalities contained in any proposal received;
- Waive any minor defects in the proposal;
- Conduct discussions with respondents and accept revisions of proposals after the closing date;
- Make an award based upon various selection criteria;
- Request clarification from any Vendor on any or all aspects of its proposal;
- Cancel and/or reissue this RFP at any time;
- Retain all proposals submitted in response to this RFP;
- Invite some, all, or none of the Vendor(s) for interviews, demonstrations, presentations and further discussion;
- Negotiate a possible contract and may solicit “best and final offers” from some or all Respondents prior to or during this negotiation process;
- Award one, some, or none of the Vendors who submit proposals.

No telephone, electronic or facsimile proposals will be considered. Proposals received after the time for closing will be considered invalid and will be returned to the respondent unopened.

Respondents may withdraw proposals at any time prior to the time and date set for opening.

If an award is made, it shall be made to the responsible respondent whose proposal is determined to be the most advantageous to BGSU. Price alone will not be the sole determining factor in the selection process.

Response Format

Responses must address all aspects of this RFP and should follow proper chronology. **One original, five (5) copies and (1) electronic format** of your response to this RFP (the electronic copy being in an electronic non-writeable secured format on either a CD or flash drive/thumbdrive/travel drive) shall be provided (7 total). The original proposal must be clearly labeled “**ORIGINAL**.” Should a discrepancy arise between various copies of the RFP, information contained in the “**ORIGINAL**” shall prevail over conflicting information. All information requested in this RFP must be submitted in a manner consistent with Attachment A: Schedule of Required Submittals and Signature Sheet.

Proposals may be submitted in an organized fashion on 8-1/2” x 11”, letter sized paper. Each proposal should be prepared simply and economically, providing a straightforward concise description of the approach and ability to meet Bowling Green State University requirements.

RFP Questions

The Vendors must submit questions by [December 15, 2011 by 3:00PM ET](#). All questions shall be submitted via **e-mail** as indicated below with the responses being published on the [Purchasing website](#) by date indicated in Section III Schedule of Events.

Questions or concerns regarding this Request for Proposal shall be directed to both:

[Purchasing Department](#)
Purchasing
purchasing@bgsu.edu

[Andy Grant](#)
Director of Business Operations
agrant@bgsu.edu

Apart from the contact required for any on-going business at Bowling Green State University, Vendors are specifically prohibited from contacting any individual at, or associated with, Bowling Green State University regarding this RFP. Vendor communication shall be limited to the contact named on the cover page of this document. A Vendor's failure to adhere to this prohibition may, at Bowling Green State University's sole discretion, disqualify the Vendor's proposal.

Proposal results will not be given out until such time as an award is made. Results may then be requested in writing or by visiting the Purchasing Department.

Bowling Green State University invites and encourages MBE/EDGE Vendors to respond to this RFP.

Section III

RFP Schedule of Events

Bowling Green State University will make every effort to adhere to the schedule detailed below:

RFP Issued	December 8, 2011
RFP Questions Due	December 15, 2011 by 3:00PM ET
BGSU Responds to RFP Inquiry Form	December 16, 2011
RFP Closing Date/Due Date	January 19 th , 2012 by 4:00PM ET
RFP Evaluation	Done Thru January 31, 2012
Vendor Presentation	Week of February 6, 2012
Vendor Selection	Week of February 13, 2012
Contract Negotiations	Week of February 13, 2012
Contract Approval	Week of February 20, 2012
Work Period	March 1, 2012

Section IV

BGSU Introduction

Bowling Green State University—*Education worth celebrating*

Bowling Green State University provides an exceptional education and offers a transforming and defining experience for its diverse community of approximately 20,000 students. The 2012 edition of *U.S. News & World Report's* America's Best Colleges recognized BGSU for excellence in first-year experience programs.

BGSU recently opened two new residence halls; two new dining centers; the Stroh Center—the new home for the Falcon men's and women's basketball, volleyball and gymnastics teams, and in December 2011, will open the doors of the Wolfe Center for the Arts. Also, major renovations are expected to begin on our academic buildings. It's all part of preparing BGSU for its second century of service—giving our University the world-class facilities it needs to support its world-class programs.

The University integrates personal growth, academic excellence and an environment that expands students' thinking and potential. An international leader with top-caliber programs in the arts, business, education and human development, health and human services, musical arts, science and technology, BGSU offers more than 200 undergraduate majors, and programs in seven undergraduate colleges. The Graduate College offers 16 doctoral programs, 48 master's degree programs, two specialist degree programs and 14 certificate programs.

The arts take a front-row seat at BGSU where more than 400 cultural events are featured on campus each year. This year, theatre, music, digital arts and dance can collaborate under one roof when the new, state-of-the-art Wolfe Center for the Arts opens its doors.

More than 900 full-time faculty members make teaching a priority and remain involved in research and other activities that enable them to bring life experience as well as scholarship to their classrooms. At BGSU, senior faculty are committed to teaching introductory-level courses with reasonable class sizes.

The total University population includes students from 49 states and 79 nations. BGSU welcomed its most diverse class in the fall of 2011, representing just over 22 percent of new freshmen. Students are actively involved outside of class, participating in student organizations, service-learning opportunities and cultural and special events that are offered each year.

Committed to ensuring that every student succeeds, Bowling Green challenges and supports students, both in and out of the classroom. BGSU attracts students who balance academic excellence with involvement in more than 300 student organizations.

Section V

RFP Specifications

INTRODUCTION:

Bowling Green State University seeks to obtain proposals for a complete Travel Management Services solution. The following document has been developed to provide potential vendor with the necessary information to prepare a proposal for *BGSU*. As part of this initiative, we are identifying areas for cost reduction, improved service quality, and the establishment of long-term relationships with preferred vendors.

The objective of this RFP is to select the most appropriate vendor for our corporate travel management program for all of our travelers throughout the university for a three (3) year contract term with three (3) one (1) year renewals. By solidifying a relationship, we hope to maximize our opportunities to manage travel expenses resulting in cost savings and improved services.

CONTRACT OBJECTIVES:

To develop a partnership with a Travel Management Company to provide BGSU with corporate travel management services.

As an overview, selected vendor will provide:

- *An individual and/or pool of dedicated, consistent travel service agents assigned to the BGSU corporate account during normal business hours, Monday through Friday, 7 AM – 7 PM EST. These agents would be the first-line travel arrangers for our travelers.*
- *24/7/365 access to a toll-free phone number for BGSU travelers.*
- *Comprehensive, state-of-the-art, user-friendly on-line booking tool for the purposes of making air/hotel/car reservations as an option for the traveler.*
- *A suggested or supplied travel and expense module we can integrate with our ERP system, PeopleSoft.*
- *Quantifiable, documented cost-savings on transaction fees without sacrificing customer service or the efficiency of traveler's time.*
- *BGSU Administration must have the capability to track or be notified in real-time in the event of a travel crisis involving BGSU travelers.*
- *Vendor must have capability to notify BGSU travelers directly of changes/delays affecting their flight/hotel/car reservations.*
- *Comprehensive on-line monthly reporting, with direct access for BGSU Purchasing.*
- *Vendor must provide a knowledgeable account manager that is both capable and able to meet the needs of the BGSU account.*
- *Predetermined and guaranteed travel reservation fees for the term of the contract.*

BGSU – Company & Travel Info

Company Contact Information	
Company Name	Bowling Green State University
Company Address (Purchasing)	103 Park Avenue, Bowling Green, Ohio 43403
Company Website	www.BGSU.edu
Primary Contact	Andrew Grant
Primary Contact Address	Same as above
Primary Contact Email	agrant@BGSU.edu
Primary Contact Telephone Number	419-372-3905
Nature of company business	Education
<u># of Campuses Included</u>	# of Travelers by location
BGSU - Bowling Green, OH	Faculty/Staff Students
BGSU Firelands – Huron, OH	2225 17705
	239 2517
Total T&E volume (Includes air, hotel, car)	\$2.515 million
Travel program currently consolidated	Not consolidated - multiple TMC's currently used
Responsibility for the company's travel	Purchasing

management program																																	
Current Contract Information																																	
Current contract expiration	Can exit anytime																																
Current Contract Term	Expires 9/30/12																																
Implementation timeline for new TMC	As soon as possible.																																
Travel Policy/Department Information																																	
Overall objectives of travel department for this bid process and moving forward	Excellent customer service, reduced T&E costs, stronger relationships with travel vendors, to include easy, accurate, and efficient travel reservation process, whether it be agent assisted or via online booking tool.																																
Travel policy highlights	Copy provided see Attachment F																																
Policy mandated? How communicated?	Policy is mandated but does not mandate the use of a specific or single TMC, travelers are allowed to use whichever TMC they prefer. The current goal is to get all travelers using one centralized TMC.																																
Airline Volume *All volumes are quoted using Actual July 1 2010 – June. 30 2011 spend.																																	
Annual domestic air volume	\$642,237.10																																
Annual domestic transactions	1965																																
Domestic Average Ticket Price	\$326.84																																
Annual international air volume (orig US)	\$195,816.11																																
Annual international transactions	162																																
International Average Ticket Price	\$1208.74																																
Top airline vendors (Spend / Percentage) This is the raw spend on T&E cards. The total volume of spend in the current TMC system includes non-employees (customers, family members, etc.)	<table border="1"> <thead> <tr> <th></th> <th></th> <th>\$\$</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delta</td> <td>380,299.04</td> <td>59%</td> </tr> <tr> <td>2</td> <td>US Air</td> <td>55,540.73</td> <td>9%</td> </tr> <tr> <td>3</td> <td>United</td> <td>42,765.68</td> <td>7%</td> </tr> <tr> <td>4</td> <td>Southwest</td> <td>39,422.10</td> <td>6%</td> </tr> <tr> <td>5</td> <td>Continental</td> <td>34,974.94</td> <td>5%</td> </tr> <tr> <td>6</td> <td>All Others</td> <td>89,234.61</td> <td>14%</td> </tr> <tr> <td></td> <td>TOTAL</td> <td>642,237.10</td> <td></td> </tr> </tbody> </table>			\$\$	%	1	Delta	380,299.04	59%	2	US Air	55,540.73	9%	3	United	42,765.68	7%	4	Southwest	39,422.10	6%	5	Continental	34,974.94	5%	6	All Others	89,234.61	14%		TOTAL	642,237.10	
		\$\$	%																														
1	Delta	380,299.04	59%																														
2	US Air	55,540.73	9%																														
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4	Southwest	39,422.10	6%																														
5	Continental	34,974.94	5%																														
6	All Others	89,234.61	14%																														
	TOTAL	642,237.10																															
Additional Information	Additional \$210,000 in air travel we currently don't have data for.																																
Ticket refund rate	1.13%																																
Ticket void rate	None in fiscal year 2011																																
E-ticket percentage	93.18%																																
Who handles airline negotiations?	Travel Management Company																																
Hotel Volume																																	
Annual hotel volume	821,845.88																																
% hotel spend booked through current agency	Unknown																																
Annual room nights	1545																																
Company-specific hotel program and/or agency's generic program?	Agency's Generic Program																																
List of negotiated hotels, rate and amenities.	Only state employee discount rates on certain hotels.																																
Who handles hotel negotiations?	Travel Management Company																																

Additional Information	Additional \$306,000 in air travel we currently don't have data for.						
Car Rental Volume							
Annual car rental volume	103,106.07						
Preferred Vendors	Enterprise/National						
Who handles car rental negotiations?	IUC/ State of Ohio – BGSU to provide contract						
Service Information							
Current TMC set-up	Online Booking Tool as well as Agent Assist						
What service configurations is the company looking for now? (Status quo, alternatives, etc)	Open to all viable options.						
Company telephone system; ACD capabilities?	Example - AVAYA is our current telephone system; it has limited ACD capabilities but we can add additional lines to it, as needed.						
Provide hours of operation (per location)	7am-7pm EST desired						
Emergency support requirements after normal business hours?	Standard emergency service to call center used.						
Current booking methods	Phone = 14%; online = 86 %						
Call per ticket ratio	Unknown						
High volume times (day, week, month, year)	Unknown (assume standard)						
Current dedicated account management on this account? Where should the account manager reside?	Yes; doesn't matter where account manager is located if customer service and accessibility by phone and email are consistently strong.						
Needs for an International Rate Desk?	Necessary to get best rates.						
Visa/passport services required	Currently handled by travelers but if discount with service available, we would consider utilizing.						
Vacation/leisure travel services	Please describe options if available						
Frequent flyer management expected from the agency?	Open for recommendation						
Corporate jet management required	BGSU does use corporate charters						
Online-booking information							
On-line booking tool	Yes – required of TMC						
Current adoption rate	20%						
How is the fulfillment currently done for on-line booking? (3 rd party, agency)	Traveler books self-travel or department assistants serve as travel arrangers and book on behalf of others. The expectation with a new contract is to take this responsibility off the assistants to be travel arrangers.						
Transaction % broken down by type:	<table> <tr> <td>Online Only:</td> <td>86%</td> </tr> <tr> <td>Online/Agent Combined:</td> <td>0%</td> </tr> <tr> <td>Agent [Offline] Only:</td> <td>14%</td> </tr> </table>	Online Only:	86%	Online/Agent Combined:	0%	Agent [Offline] Only:	14%
Online Only:	86%						
Online/Agent Combined:	0%						
Agent [Offline] Only:	14%						
Profile Management							
Current method of managing profiles? (Maintained in GDS, in the online booking tool or an alternative location?)	Dedicated business database provided by TMC and travelers have the ability to update their own profiles. Other types of updates are executed by the travel administrator and/or TMC account manager. All manual by traveler via TMC or third party website						
Data Management							
Current method of receiving data	Online and email						
Reports sent to	Individual Traveler/ Travel Arranger						
Customization requirements	Unknown						

Global data requirements	Unknown
Web-based reporting	Yes
Other reporting requirements.	Depends on web-based availability
SAP/ERP Compliance	PeopleSoft 9.1
Pricing/Expense Management Information	
Current payment method	Visa Credit Card, Check, ACH, Individual Credit Card
Electronic T&E system	None; suggestions for T&E in later section
Credit card reconciliation reporting	Done by traveler – would like to use T&E
Desired pricing model travel program? (Management, transaction, cost plus)	Open to best option
Travel Technology	
Other travel technology requirements.	Open to recommendations
Company travel portal?	None

TMC Required Services

Service	Scope of Service
Reservation Process/Service Requirements	
Global reservation process	<ul style="list-style-type: none"> • Arrange reservations with air, auto, hotel, and other travel needs as requested. • Offer <u>lowest available rates on all service providers.</u> • Ensure use of <i>BGSU</i> travel provider contract ID #'s and rates. • Book preferred seating, request special meals, and other services as governed by traveler profiles and document itinerary. • Comply with situation specific <i>BGSU</i> travel policy and trip approval requirements. • Document Passenger Name Record [PNR] documentation, reason codes, and low fare comparison. • Waitlist if necessary and confirm cleared waitlists (lower fare or sold out situations), communicate results to traveler and travel planner. • Provide automatic printing of qualifying unused electronic tickets for refund/void/future exchange where applicable. • Offer use of tickets on file or voucher exchange and maintain unused non-refundable database. • Maintain active log of unused tickets (received via electronic tickets or hard copy tickets returned). • Manage unused ticket bank to maximize asset recovery.
Fare Search	<ul style="list-style-type: none"> • Provide continuous low fare search thru GDS and web/internet fares or other systems. • Provide international rate desk support. • Do not require the traveler to “price shop” – Travel portal or agent assistance should ALWAYS be quoting the best options and the best possible prices.

Service	Scope of Service
Traveler profiles	<ul style="list-style-type: none"> • Provide timely and accurate input of traveler profiles. • Ability to link HR Data feed for Profile Building. <i>(Not used by BGSU at this time but would like to implement with new contract.)</i> • Provide Automatic Profile Sync technology. • Maintain traveler profile in the GDS and online booking system. • Profiles updated or deleted as required for terminations, transfers or new hires.
Hotel	<ul style="list-style-type: none"> • Provide lowest hotel rate options using the negotiated hotel rates of <i>BGSU</i>, TMC, or lowest rates available. • Do you have a corporate hotel program? Please describe and provide examples. • Can our hotel program be loaded in the online booking portal?
Passport and Visa	<ul style="list-style-type: none"> • Notify travelers of all passport and visa requirements. • Direct travelers to the designated passport and visa processors where applicable.
Telephone service levels	<ul style="list-style-type: none"> • Maintain service levels as defined by industry standards and/or <i>BGSU</i>. • Provide telephone text travel alerts automatically. Traveler should not have to pre-register for this service.
Groups and Meeting Planning	<ul style="list-style-type: none"> • Air/Hotel Block. • Ground Transportation Assistance. • On-Site Assistance if required.
Quality Control	<ul style="list-style-type: none"> • Provide Quality Control process for all reservations. • Comply with Policy Exceptions with Automated/Manual process. • Process customer service surveys at least quarterly, for the first year of implementation. • Perform quality audits of both database integrity and agent offline assistance at minimum bi-annually.
Personnel, Account Management, Configuration	
Travel Consultants	<ul style="list-style-type: none"> • Domestic Call center consultants should have a minimum of 3 years experience, and International consultants should have a minimum of 5 years experience booking air, hotel, car, and all other travel providers as required by their role. • Mutually agreed upon agent productivity and quality standards developed for front line consultants. • Performance monitored on an agreed upon evaluation time period to ensure productivity and quality standards are met. • Provide staffing support for scheduled and unscheduled absence for the travel counselors. • Provide qualified support staff for ticket issuance and ticket packaging. • Quality of agent performance within each respective experience level should be consistent at all times.
Regional or National configuration	<ul style="list-style-type: none"> • Provide Central Reservation Center, Dedicated call center, onsite, offsite, virtual offices or Electronic Fulfillment Centers whichever is applicable to service configuration recommended and selected.
Global, Regional or National Account Management	<ul style="list-style-type: none"> • Provide Account Manager to support and meet the needs of <i>BGSU</i> Travel Program and the <i>BGSU</i> Travel Administrator.

Service	Scope of Service
Quarterly Business Planning and Review Process	<ul style="list-style-type: none"> Meet with <i>BGSU</i> Travel Administrator at least quarterly to participate in a review of the plans/outcomes to our aligned goals and strategic partnership. Formal reviews should include a review of benchmarking with the industry as well as the agency customers and include travel counselor Performance Measurements.
Added Value Services	<ul style="list-style-type: none"> Assist Special Needs Travelers. Provide Health Dept. & Dept. of State Advisories. HR Data Feed for Profile Building. (<i>future possibility</i>) Leisure Travel Assistance if available. Non-ARC Bookings Smart Phone Capabilities Rebates/Discounts from travel affiliates, where applicable
Airline contract management	<ul style="list-style-type: none"> Provide comprehensive analysis of airline contracts and present to Purchasing for application in the reservation process. Upgrade management – receive, log, store and use all <i>BGSU</i> airline upgrades and report on cost avoidance.
Communications	<ul style="list-style-type: none"> Provide communications to <i>BGSU</i> Travel Administrator and travelers as needed via Travel Newsletters, Seminars, Surveys, Web Page or any other means mutually agreed upon. Create a “Did You Know” mini-byte of travel information for weekly broadcasting.
Customer service	<ul style="list-style-type: none"> Provide a customer response center that provides problem resolution for travelers. Track and analyze issues, errors, and process improvement. Review and follow-up on all issues in a timely basis. Provide assistance to track feedback from travelers/arrangers.
Consultative Services	<ul style="list-style-type: none"> Vendor Relations/Negotiations. Benchmarking Travel Policy Guidance/Assistance.
Consortium Programs	<ul style="list-style-type: none"> Prepare and publish an implementation project plan to add large groups of additional travelers. Provide a project leader and implementation team to support the transition. Provide experienced agency staff for the increase of business in a timely manner.
<i>Ticket Issuance and Distribution</i>	
Prepaid and Other Misc. Documents	<ul style="list-style-type: none"> Prepare and process appropriate written documents where absolutely necessary and where electronic tickets cannot meet the needs.
Ticket distribution	<ul style="list-style-type: none"> Distribute all tickets and invoices accurately and timely. Deliver customized e-ticket itineraries and receipts as needed via email. Provide distribution of paper tickets via mutually agreeable delivery service.

Service	Scope of Service
Technology services	
Point of Sale Technology	<ul style="list-style-type: none"> • Internet/web fare capability. • Point of sale technology. • Utilize any or all major GDSs. • Utilize automated pricing programs to ensure BGSU obtains the best possible rates. • PCI Compliance
Online Help Desk	<ul style="list-style-type: none"> • Provide help desk assistance with online booking at no additional fee.
Crisis management	
Emergency situations – security alert	<ul style="list-style-type: none"> • Prepare, support, publish and maintain information to quickly identify employees who: <ul style="list-style-type: none"> • May be in high risk security locations. • Have travel booked to high risk destinations. • May be requesting travel to high risk destinations and need to be informed. • Publish (or send/push) high risk security communications and updates to travelers as required and requested upon by <i>BGSU</i>.
Emergency travel assistance	<ul style="list-style-type: none"> • Provide 24/7 emergency airline, car, hotel and ground travel assistance for <i>BGSU</i> employees as needed. • Interface with third party security provider if applicable.
Disaster recovery	<ul style="list-style-type: none"> • Create, publish, maintain and deploy comprehensive disaster recovery plans for reservations, vendor disaster, world crisis, technology, information retrieval, traveler/-arranger communication plan.
Reporting	
Credit card payment and reconciliation	<ul style="list-style-type: none"> • Provide credit card reconciliation as required.
Hotel GDS audit	<ul style="list-style-type: none"> • Provide annual audit of GDS hotel rates booked vs. <i>BGSU</i> negotiated hotel rates. • Report monthly progress to goal of 100% inclusion for hotels with GDS interface.
Reporting and Back Office Processing	<ul style="list-style-type: none"> • Provide accounting support and weekly processing of all tickets issued through ARC; process refunds, ticket exchanges, voids. • Provide monthly Dashboard Reports reporting to include: all travel provider usage data (\$/#), Y/Y comparison, transaction fees (if applicable), etc. • Provide pre-trip and post-trip data handoff to third-party data manager if third-party service provided by TMC or <i>BGSU</i> (Concur) and/or to <i>BGSU</i> Travel Admin. • Maintain and/or establish dedicated ARC numbers if applicable to service configuration. • Call center performance tracking. • Electronic Ticket Tracking. • Pre-Trip Reporting for cost avoidance. • Post-Trip Reporting for enforcement of policy. • Unused Ticket Tracker. • Benchmarking.

General and Critical Information

TMC Client Base

In evaluating potential TMC providers, *BGSU* will evaluate the client base of the TMC **and** of the office servicing *BGSU* travelers.

Agency Volume Business Mix – Please provide the number of accounts your agency has in each of the following volume segments and percentage of business mix:

Size of Account	# of Accounts Serviced by entire TMC	# of Accounts Serviced by the office that would be handling the BGSU account.
<i>Under 1 M (\$\$)</i>		
1 M – 5 M		
5 M – 15 M		
15 M – 25 M		
25 M – 50 M		
50 M – 75 M		
Over 75 M		

Business Mix	% of Total Sales volume of entire TMC	% of Total Sales volume of the office that would be handling the BGSU account.
Corporate Transient		
Meetings		
Leisure		
Leisure Groups		

TMC General Information

1. Provide an Executive Summary that outlines a brief history of your company including the number of years in business and your ownership structure.
2. Provide an overview of your company's global presence.
3. Outline your company's infrastructure including role descriptions and organizational charts for the proposed service and staff configuration.
4. What have your annual air travel sales been for the past three years and the corresponding number of air transactions (breakdown as domestic, international, total)?
5. Provide a list of travel or purchasing consortiums to which your company is associated.
6. What differentiates your TMC from your competition and why should we select your company?

Reservation Process/Service Requirements

1. Does your reservation system allow and are your agents required to search for internet and web-fares? Explain in detail how this works.
2. How do the travel policy, unused tickets, and *BGSU* preferred options get displayed to agents when *BGSU* employees call in a reservation? Is this information consistent whether someone is calling your after-hours service?
3. Does your system automatically track unused tickets that can be applied to future trips and are the agents automatically prompted to offer these credits or do you use a manual system? Explain your utilization of the unused ticket process in detail.
4. Are all trips (online and by phone) and booking history displayed in the system at all times? Real-time or if they require synchronization, how long after the reservation is made is the synchronization accomplished?

5. What communications do you offer to advise travelers of last minute changes, delays, cancellations, etc. to their trip?
6. Provide a detailed outline of your international services including average international ticket savings, average agent experience, and any special international services that you provide.
7. Does your company offer a meeting planner and/or incentive travel program planning? If so, describe the services that you offer and any related costs.
8. Do you offer any other programs (subprograms for athletics, academic abroad programs)? Provide list of all services and any related costs.
9. What traveler security/alert programs/tool do you offer for domestic and international travelers? Is there a cost for this service?
10. What are your current Quality performance measurements? Please provide a detailed sample report for managing these measurements.
11. Please provide a copy of your written Quality Program.
12. Do you provide a Service Level Agreement with proven key performance indicators that measure quantifiable outcomes? If so, please provide a copy of this SLA.

Personnel, Account Management, Configuration

1. Describe the role of the account manager and anyone else who will provide account management services to the *BGSU* Travel Administrator. Include the reporting hierarchy of this role and if this person is not the sole contact for all customer service/account management issues, provide the additional personnel roles and hierarchy. Include what percentage of time will be allocated to service the *BGSU* account.
2. How do you track unused refundable and non-refundable tickets and what assistance will you provide to *BGSU* to ensure maximum utilization of these assets?
3. If not already provided, describe all automated programs that are utilized by your TMC for booking, tracking, and/or reporting.
4. Does your company provide benchmarking data and if so, what sources do you use?
5. Describe the approach your company would take to assist us in achieving significant program enhancements and cost control. Include vendor negotiations, policy enforcement and monitoring compliance, tracking negotiated program utilization, online booking adoption, best practices, counselor effectiveness, industry trends, benchmarking opportunities, traveler satisfaction, and any other cost reduction initiative you would provide.
6. Does your company track and analyze issues, error and process improvement? If so, please provide a flowchart and/or documentation of the process.

Technology Services On-Line Booking Tool

1. What type of on-line booking tools do you offer your clients? If you do not provide a propriety online booking tool, then please indicate what interface/portal you would provide.
2. Provide complete capabilities and pricing for your recommended on-line booking tool. Please make sure that you also answer these questions:
 - a. Does your on-line tool search various travel internet sites and include these options in the availability display for the traveler to see and book?
 - b. Can your system identify alternate airports for origination and/or destination?
 - c. Can the availability display options be limited by *BGSU* if so desired?
 - d. Does the traveler have the ability to change just certain fields in their travel profile?
 - e. Can an employee book for multiple travelers?

- f. Is there a limit to the number of negotiated rates and policies that can be loaded in the system?
 - g. Is your booking tool customizable? If so, is there a cost?
 - h. Do you provide a 24/7 help desk for the on-line tool? Your employees or a 3rd party?
 - i. Describe in detail the transition and training process that you recommend to move our travelers from our current online booking tool to your recommended on-line tool. Provide sample training material. Do you provide a mass upload template from one system to the other? If so, please provide samples of what software is used – (i.e. excel, access, other).
3. What is the adoption rate of your on-line booking tool/s for all of your clients?
 4. Can trip templates be created by the *BGSU* Travel Administrator as well as the traveler?
 5. Describe your ability to secure special airline services for travelers, including preferred seating, waitlist clearance, and automated frequent flyer upgrade processing. If applicable, clearly describe the automation of this.
 6. Do you provide/recommend a specific travel expense module that works seamlessly with the online booking tool? If so, please provide pricing options.

Crisis Management

1. Please provide a copy of your written Disaster Recovery Programs that cover reservations, vendor disaster, world crisis, technology, information retrieval, traveler/-arranger communication plan, etc.
2. Provide emergency/after hours servicing capabilities. Include how you will access current traveler information. If applicable, is your 24-hour emergency service contracted or wholly owned?

Reporting

1. What type of travel reports do you provide and at what frequency? Provide samples.
2. Does your company provide pre-trip reporting for policy compliance and cost avoidance opportunities? Provide samples.
3. Do you provide ad-hoc reporting and what is a typical turn-around time for an ad-hoc report?
4. Do you offer on-line reporting – direct access for the *BGSU* Travel Administrator? Is there a cost for this service? Provide capabilities and sample reporting.
5. Describe the detail of the breakdown you can achieve with your reporting system (location, department, project, individual, etc.)
6. How will you maintain profiles for both *BGSU* and its individual travelers? Please describe how you will maintain our specific information such as cost center/department numbers, employee numbers, and associated manager's names.

References

TMC Client References - Please provide below the contact names of ***three current clients*** whose accounts you service who have similar size and scope to our company and who will serve as references.

<u>Name of Company</u>	
Contact Name and Title	
Contact Telephone	
Contact Email Address	
Contact Address	
Length of time servicing account	

<u>Name of Company</u>	
Contact Name and Title	
Contact Telephone	
Contact Email Address	
Contact Address	
Length of time servicing account	

<u>Name of Company</u>	
Contact Name and Title	
Contact Telephone	
Contact Email Address	
Contact Address	
Length of time servicing account	

Please provide below the contact names of ***two former clients*** whose accounts you service who have similar size and scope to our company and who will serve as references even though they no longer use your TMC.

<u>Name of Company</u>	
Contact Name and Title	
Contact Telephone	
Contact Email Address	
Contact Address	
Length of time servicing account	

<u>Name of Company</u>	
Contact Name and Title	
Contact Telephone	
Contact Email Address	
Contact Address	
Length of time servicing account	

Service Configuration

Based on our volume of travel and service requirements, recommend the best option (s) for the service configuration for our travel program.

If you recommend On-Site:

1. Provide the specific number of agents, experience level, management team, resources for agents, coverage for sick/vacation days, etc.
2. What resources will you require from us?
3. How will you measure on-site agent(s)' performance? Will you require input from us?
4. How frequently will you report on on-site staff performance: call returns, customer comments/issues, agent productivity, etc.?
5. What type of metrics do you have in place to ensure quality standards of performance are being consistently provided? Please provide samples of these metrics.

If you recommend Off-Site:

1. Will it be a dedicated team and how many agents are in the team?
2. Provide specific experience level, management team, resources for agents, coverage for sick/vacation days, etc.
3. During peak call times, what will happen to our calls when all agents on the dedicated team are not available?

4. What is your average call wait time?
5. How will you measure agent(s) performance? Will you require input from us?
6. How frequently will you report on dedicated staff performance: phone performance, phone monitoring, agent productivity, customer comments/issues, etc.?
7. What type of metrics do you have in place to ensure quality standards of performance are being consistently provided? Please provide samples of these metrics.
8. Do you use an Interactive Voice Response [IVR] Call System? If so, can it be bypassed or turned off for travelers when calling in for agent assistance?

If you recommend any other configuration, please ensure that you describe the set-up completely. Location, staffing, management, etc.

TMC Implementation Plan

If your TMC is successful in being awarded *BGSU'S* business travel contract, explain how you would implement your services by providing an implementation plan that:

- Outlines major action items for TMC and *BGSU*
- Provides the implementation timeframe
- Outlines the transition from existing travel vendors
- Includes staff responsible for the implementation at each location, if applicable
- Contingency plan during transition
- Provides agency process for creating traveler profiles
- And any other pertinent information
- Provide the number of training sessions/tools available and at what cost to effectively transition our travelers over to a new platform.
- Assist in the creation and implementation of a new campus travel policy

Section VI

Financial Proposal

TMS Pricing

Based on our volume of travel and service requirements, recommend the best pricing structure for the service configuration(s) that you are recommending for our travel program.

Submit a proforma to include all costs and revenue streams whether these avenues are shared with *BGSU* or not. Include current service pricing as well as optional services fees. List all fees that are considered start-up fees and mark them appropriately. Also include the subsequent costs if applicable.

Include definitions where necessary especially in describing a “transaction.”

All options will be considered, we encourage respondents to be as creative as possible.

Section VII

RFP Directives

Vendors are cautioned to read this entire document carefully and to prepare and submit their response providing all requested information in accordance with the terms and conditions set forth herein. To be considered, Vendors must submit a complete response to this RFP in the format detailed by the specifications. Proposals must be dated, signed by an official authorized to bind the Vendor to the terms of the proposal and submitted to Bowling Green State University in accordance with the instructions, terms and conditions of this RFP.

Award Timeline

BGSU intends to award the contract on or about **February 20, 2012** with performance beginning on **March 1**, or as soon after that date as is operationally feasible.

This RFP states the instructions for submitting proposals, the procedures and criteria by which BGSU proposes to govern the relationship between it and the selected Vendor.

Only information contained in this RFP, or supplemental written information supplied by BGSU, should be considered in preparing proposals. No verbal interpretations, changes or modifications should be considered. All assumptions made by the respondent must be clearly stated in the proposal and qualifiers must be placed in context.

The Vendor understands and agrees that it has the duty to explain and clarify any and all conditions imposed on, or included in, its responses to this RFP. Vendor further understands and agrees that it has an affirmative duty to inquire about, and clarify, any RFP statement that the respondent does not fully understand or that respondent reasonably believes may be susceptible to more than one interpretation.

Any respondent who does not follow the above prescribed methods of contact through the appropriate contact person, may be disqualified and its proposal rejected, regardless of its value to BGSU.

No Proposal Requirement:

If the Vendor is unable to provide a proposal, date and sign the proposal, indicate "NO PROPOSAL", provide a brief explanation and return the price inquiry before Proposal Closing Date. This response will ensure Vendor will be considered for future RFP solicitations.

Proposal Submittal:

Proposals should follow the chronology of this RFP.

- a) Vendors may return Proposals to BGSU prior to the Proposal Closing Date/Time (as determined by the date stamp clock in Bowling Green State University's Purchasing Department) by first class certified mail, return-receipt requested, express mail, and/or hand-delivery.
- b) Proposals will be accepted only if the signature page is signed and dated.
- c) Any proposal that does not include price/discount, payment terms, date and a reasonable service schedule delivery may be considered an incomplete proposal and rejected.
- d) Receipt of a proposal by Bowling Green State University's mail system does not constitute receipt by Bowling Green State University's Purchasing Department. Proposals received after the Proposal Closing Date/Time will not be considered. Office hours for receipt of proposals are Monday through Friday, 8 AM through 5 PM, ET.
- e) Requests for extension of Proposal Closing Date/Time will not be granted unless BGSU determines, at its sole discretion, that the original Proposal Closing Date/Time appears impractical. Notice of any extension will be provided in the form of an Addendum to all Vendors.

Proposal Preparation and Submissions Requirements:

In order to be considered for selection, Vendors must submit a complete response to this Request for Proposal. **One original, five (5) copies and one (1) electronic format** of each proposal (total 7) must be submitted to the designated administrative contact at BGSU's Purchasing Department. The Vendor shall not make any other distribution of the proposal. Copies may be duplexed to reduce paper usage.

1. Proposals should be prepared simply and economically, providing a straight-forward, concise description of Vendors capabilities to satisfy the requirements of the Request for Proposal. Emphasis should be on completeness and clarity of content. Vendor may include any optional data not provided for elsewhere and considered to be pertinent to this RFP as an addendum to the proposal.

2. Each proposal should be bound in a single volume, with the original marked **“original”** and the copies marked **“copy”**. All documentation submitted with the proposal should be bound in that single document.
3. Modifications, additions, or changes to the terms and conditions of this solicitation may be cause for rejection of proposal.
4. Vendor signature on this Request for Proposal certifies that their proposal is in all respects fair and without collusion or fraud. Vendor agrees to abide by all conditions of this RFP and certifies that the signatory is authorized to sign this proposal for the Vendor.
5. For good cause and as consideration for executing this contract the Vendor, acting herein by and through the person signing this solicitation on its behalf as duly authorized agent, hereby conveys, sells, assigns and transfer to BGSU all rights, titles and interests in and to all causes of the action it may now or hereafter acquire under the antitrust laws of the United States and the State of Ohio, relating to the particular services purchased by BGSU.

Specifications Information:

Proposals are requested on the materials and/or services specified. Instructions, manufacturer's model or catalogue numbers, etc., where shown herein, are for descriptive purposes only and to guide the Vendor in interpretation of the quality, design and performance desired, and shall not be construed to exclude proposals offering other types of material or service unless otherwise noted. If the description of your offer differs in any way, you must give complete detailed description of your proposal, including pictures and literature, where applicable. Vendor must provide proposal exactly as specified on this RFP. Vendor may also offer alternatives. Respondent may include any additional data not provided for elsewhere and considered to be pertinent to this RFP as an addendum to the proposal. Respondents may submit any number of proposals, but if more than one proposal is submitted, they must be included in the same document. For each distinct alternate proposal, add an appendix containing only those sections that differ from the main proposal. For each such instance, include an identifier such as Appendix A at the center top of the appendix.

Use of Designs, Data, Etc

The Vendor may not use any registered trademark of BGSU, on any item provided under this contract, without express approval and manufacturer designation of the appropriate licensing officials. Vendor agrees that it will keep confidential the features of any equipment, tools, gauges, patterns, designs, drawings, engineering data or other technical or proprietary information furnished by BGSU and use such items only in the production of items awarded as a result of this inquiry and not otherwise, unless Bowling Green State University's written consent is first obtained. Upon demand or completion of resultant purchase order, Vendor shall return all such items to Bowling Green State University or make other disposition thereof as may be directed or approved by BGSU.

Pricing

Firm prices, and/or discounts, for the full term of the price agreement are preferred by Bowling Green State University, and offers of guaranteed price stability will be a consideration in award. Price changes will not be granted which include additional Vendor markup. Price decreases due to market changes, manufacturing costs, etc. will be accepted anytime during the contract term. Requests for price increases may result in cancellation of the contract, or specific items from the contract. The Vendor must honor original pricing on all purchase orders mailed prior to the effective date of the approved increases. Any price change granted will be in a written addendum format.

Evaluation

If an award of contract is made, the Vendor whose proposal, in the sole opinion of Bowling Green State University, represents the best overall value to BGSU will be selected. Factors which determine the award are detailed more fully in the specifications, including but not limited to: the proposal's responsiveness to all specifications in the inquiry; quality of the Vendor's products or services; ability to perform the contract; and general responsibility as evidence by past performance. Price/Discounts, although a factor, will not be the sole determining factor in award of the agreement.

Award

Unless the Vendor states otherwise, Bowling Green State University reserves the right to award by items, groups of items, or as a whole, whichever is deemed most advantageous to BGSU. The Vendor deemed to be fully qualified and best suited among those submitting written proposals and/or oral presentations will be identified on the basis of the evaluation factors stated throughout the specification section. Negotiations may be conducted with any or all Vendors. After negotiations are completed with Vendors, BGSU shall select and notify the Vendor which has, in BGSU's opinion, made the best proposal, and award the contract to take effect on the dates negotiated with Vendor. Any agreement entered into as a result of this inquiry may be awarded to one Vendor or to several as multiple awards, whichever is in the best interest of the purpose and intent of Bowling Green State University. BGSU reserve the right to judgment concerning quality of product, service and the Vendor(s) capability to service the agreement.

Freight Terms

All prices quoted must be F.O.B. Destination. Unless clearly stated otherwise by the Vendor, prices quoted shall include all charges for transportation, packaging, crate containers, etc., necessary to complete delivery on an F.O.B. Destination basis.

Tax Exemption

Bowling Green State University, as an instrumentality of the State of Ohio, is exempt from Ohio sales tax and Federal excise tax, including Federal transportation tax. An exemption certificate will be furnished by BGSU issuing a purchase order upon request.

Invoicing

Award recipients must match Bowling Green State University's purchase order and invoice on a line-by-line basis. The invoice must be identical in terms of cost; units specified; quantity ordered; and item descriptions. Unless specifically exempted, unit prices must be entered and item total extended on each invoice.

Cash Discount

Any cash discount offered will be accepted and BGSU will endeavor to use same; however, only 30 days or more discounts will be considered in computing the net figure of Vendor proposal for award decisions. Requests for plus discount for non-payment of invoice beyond due date will become a consideration in proposal awards.

Samples

Any samples required for award evaluation must be furnished as requested, free of any expense to BGSU. Unless destruction of sample is necessary for testing purposes, or retention of sample is required as a quality standard for future items shipped, samples will be returned to Vendor, at Vendor's expense, upon request. Unless otherwise requested or necessary, samples become the property of Bowling Green State University.

Compliance

Vendor warrants that both in submission of its proposal and performance of any resultant purchase order or contract, Vendor will comply with all applicable Federal, state and local laws, regulations, rules, or ordinances.

Advertising

No Vendor providing products or services to BGSU shall appropriate or make use of the name or other identifying marks or property in its advertising.

Proprietary Information

All evaluation criteria for proposals is non-proprietary and subject to public disclosure after contract award. All proposals, except for items reasonably identified by Vendor as trade secrets or proprietary information, are subject to public disclosure under Ohio Revised Code Section 149.43. Vendor shall be solely responsible for protecting its own trade secret or proprietary information, and will be responsible for all costs associated with protecting this information from disclosure. Bowling Green State University shall keep one (1) copy of proposal in accordance with its records retention schedule.

Incurred Expenses

The Vendor(s), by submitting a proposal, agree that any cost incurred by responding to this RFP, or in support of activities associated with this RFP, shall be born by the Vendor(s) and may not be billed to Bowling Green State University. BGSU will incur no obligation of liability whatsoever to anyone resulting from issuance of, or activities pertaining to, this RFP. Respondents submit proposals at their own risk and expense.

Section VIII

Terms and Conditions

Please note: the awarded vendor must be in compliance with the following terms and conditions:

Insurance

As a condition of being granted this contract, the Vendor must agree to hold the University harmless from any and all claims, demands or causes of action arising from its use of University facilities and be able to provide "Proof of Insurance" in the form of an insurance certificate which meets the following minimum insurance requirements:

Commercial General Liability, written on an occurrence form, including but not limited to bodily injury, property damage, contractual liability, products/completed operations, fire legal liability and liability for bodily injury, sickness or disease caused by the consumption or use of any article or food product produced or distributed by the vendor, [and Liquor Liability Insurance] in the minimum amount of:

\$1,000,000 per occurrence/\$2,000,000 aggregate

Commercial Automobile Liability

\$1,000,000 per occurrence/\$2,000,000 aggregate

Excess/Umbrella Liability Coverage

\$10,000,000 minimum

Workers Compensation Insurance – statutory limits covering all employees of Proposer

Property Insurance – to protect business personal property and food inventory used or stored on the University's premises.

The insurance shall name the University as an additional insured; be primary over any other existing insurance or self-insurance carried by the University; be issued by a carrier [licensed in the State of Ohio] with an AM Best's rating of A-VI or higher and include a waiver of all rights of subrogation against the University, its subsidiaries, officers, directors, trustees, volunteers and employees. Said insurance shall remain in full force and effect for the duration of the contract and provide a minimum of (30) days written notice in the event of cancellation or termination. Certificates of Insurance evidencing that such insurance has been procured will be issued prior to the commencement of any work. The failure to provide adequate proof of insurance does not excuse Proposer from its obligation hereunder.

Property

Personal Property - Replacement cost fire, and extended coverage insurance, with vandalism, malicious and mischief.

- Bowling Green State University, its subsidiaries, officers, directors, trustees, volunteers, and employees shall be named as additional insured under the Commercial General Liability insurance policy and the Automobile Liability policy.
- The certificate must indicate that the liability insurance is written on an "occurrence" form. Claims made on policy forms are not acceptable.
- The certificate must state that BGSU (Certificate Holder) will receive thirty (30) days written notice from the insurer in the event of any policy cancellation or termination.
- The insurer shall agree to waive all rights of subrogation against Bowling Green State University and its subsidiaries, officers, directors, trustees, volunteers and employees.
- Certificates of Insurance shall be delivered to BGSU within thirty (30) days following the date of execution of an agreement or prior to the selected Vendor beginning work.
- In case of failure to deliver adequate or appropriate insurance as described above, BGSU reserves the right to secure such policies or services as described above and hold Vendor responsible for the costs of said policies or services or to terminate the agreement.
- BGSU makes no representation that the limits or forms of coverage of insurance specified in this agreement are adequate to cover BGSU property or obligations under this agreement.

Compliance with Laws

The Vendor and BGSU shall comply with all applicable federal, state, county and local laws, ordinances, rules and regulations in the performance of their obligations under an agreement, including the procurement of permits and certificates where required, and including, but not limited to, laws related to sanitation, worker's compensation, occupational safety and health and the environment. Failure to comply with the following specific laws of the State of Ohio and the Federal Government will result in your submission to not be considered:

Governing Law

The contract shall be construed according to the laws of the State of Ohio. Any legal proceedings against BGSU by Vendor shall be brought in administrative or judicial forums within the State of Ohio.

The Parties acknowledge that BGSU is subject to the terms and provisions of the Ohio Public Records Act, R.C. §149.43 (the "Act"). The Parties further acknowledge that the Act requires BGSU to permit the public to inspect and copy those records defined as public records, not subject to exceptions provided therein. The Parties further acknowledge that in connection with the performance of the agreement, Vendor may deliver to BGSU certain information ("Trade Secret Information"), which it deems, and shall have designated in writing as proprietary and confidential. In the event BGSU receives a request under the Act for the inspection of any Trade Secret Information; BGSU shall promptly notify Vendor of such request and shall refuse to disclose the Trade Secret Information. BGSU shall have such rights under the Act as are available to prevent the public inspection of the Trade Secret Information. In no event shall BGSU be required to commence or defend any action to prohibit the inspection and copying of any Trade Secret Information. Vendor shall defend, indemnify, and hold harmless BGSU and each of its trustees, officers, employees and agents from and against any claim, suit, demand, or expense (including reasonable attorneys' fees and investigation expenses) that arises out of or relates to Vendor's request that BGSU refuse to divulge any Trade Secret Information. Vendor, for itself and its employees and agents, hereby waives any claim or cause of action of whatever nature, against BGSU and each of its trustees, officers, employees, and agents that arises out of or relates to a request to inspect or copy any Trade Secret Information. In no event, shall BGSU be liable to any person for any expenses or damages, including, but not limited to, consequential, special, or incidental damages or lost profits, in connection with the inspection or copying of Trade Secret Information.

There may be conditions where BGSU obtains access to confidential information of Vendor which may be subject to one or more of the following federal rights to privacy acts ensuring the privacy of information contained in University records. The following identifies several such acts and laws that information or data may be categorized into:

Family Educational Rights and Privacy Act (FERPA)

Federal law protecting the privacy of student educational records. This law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

20 U.S.C. § 1232g -- Privacy of All Student information maintained by BGSU

Gramm-Leach-Bliley (GLB) Act

The Financial Modernization Act of 1999, also known as the GLB Act, is intended to protect personal financial information held by financial institutions. Regulated financial institutions include Universities that process federal student loans and accept payments. It governs the collection and disclosure of customers' personal financial information.

FTC 16 CFR Part 313 -- Privacy of Consumer Financial Information

FTC 16 CFR Part 314 -- Standards for Safeguarding Customer Information

Health Insurance Portability and Accountability (HIPAA) Act of 1996

National standards for protecting the privacy of personal health information for all faculty, staff and students either current or previously employed or enrolled.

Privacy Act of 1974

The Privacy Act of 1974 attempts to regulate the collection, maintenance, use, and dissemination of personal information.

ORC 9.24

Ohio Revised Code (O.R.C.) Section §9.24, prohibits the State from awarding a contract to any offeror(s) against whom the Auditor of State has issued a finding for recovery if the finding for recovery is "unresolved" at the time of award. By submitting a proposal, offeror warrants that it is not now, and will not become subject to an "unresolved" finding for recovery under O.R.C. Section §9.24, prior to the award of any contract arising out of this RFP, without notifying the Agency of such finding.

Declaration Regarding Material Assistance/Nonassistance To A Terrorist Organization (D.M.A.)

The Declaration is a part of Senate Bill 9, which is Ohio's homeland security and anti-terrorism legislation. The revised version of the bill was signed into law by Governor Taft on January 11, 2006. Sections 2909.32, 2909.33, and 2909.34 of the Ohio Revised Code officially defined and created the DMA.

Public Records and Confidentiality of Information

"Records" includes any document, device, or item, regardless of physical form or characteristic, including an electronic record as defined in section 1306.01 of the Revised Code, created or received by or coming under the jurisdiction of any public office of the state or its political subdivisions, which serves to document the organization, functions, policies, decisions, procedures, operations, or other activities of the office. All such requests for documents pursuant to this Section ORC will be addressed by the Office of General Counsel for BGSU as to the suitability of the request and action required.

Ohio Revised Code Title I Chapter 149.01 (G)

All data made available to the Vendor by the University are, and remain, the property of the University and must be treated as confidential information. All listings that may reveal names or identification numbers of individuals or employees, etc., if not returned to the University, must be properly destroyed so as to keep such information confidential, and such action shall be reported in writing to the University.

All records received from a Vendor will be deemed public record presumed to be open. If the Vendor submits with the proposal any information claimed to be exempt under the Revised Statutes of Chapter 610, this information must be placed in a separate envelope and marked with the following declaration:

"This data shall not be disclosed outside the University or be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the proposal; however, if a contract is awarded to this Contractor as a result of or in connection with the submission of such information, the University shall have the right to duplicate, use, or disclose this information to the extent provided in the contract. This restriction does not limit the University's information contained herein if it is obtained from another source."

Availability of Funds

BGSU may upon written notice to the Proposer receiving the contract, suspend or terminate the unpaid balance of this contract, if the Ohio General Assembly, in a biennium, fails to appropriate funds making possible the continuation of such payment.

Provisions

If any provisions in the resultant agreement are held to be invalid, void, or unenforceable, the remaining provisions shall nevertheless continue in full force and effect without being impaired, or invalidated, in any way.

Award of Contract Criteria

The Vendor deemed to be fully qualified and best suited among those submitting written proposals and/or oral presentations will be identified on the basis of the evaluation factors stated throughout the specification section. Negotiations may be conducted with any or all Vendors. After negotiations are completed with Vendors, BGSU shall select and notify that Vendor which has, in BGSU's opinion, made the best proposal, and award the contract to take effect on the dates negotiated with Vendor.

It is understood that the Vendor, if awarded an order or contract, agrees to protect, defend, and save harmless the buyer from any suits or demands for payment that may be brought against it for use of any patented material, process, article or device that may enter into the manufacture or construction, or form a part of the works covered by either order or contract.

Employed Personnel

All personnel of Vendor involved in the performance of this contract shall be directly employed by and supervised by the Vendor or subcontracted to an entity identified in Vendors response.

Personnel of Vendor shall observe all regulations of BGSU while on the premises and carry a visible photo ID indicating employer, employee's name, project name and possible time frame while on campus at BGSU. This photo ID should be readily available by vendor's employee to show upon request by Campus Police.

The Vendor shall bear any loss from dishonest acts on the part of the Vendor or Vendor's employees.

Ethical Conduct

It is expected that once an agreement is issued, Vendors (awarded or not awarded) will not undertake any actions that might interfere with, or be detrimental to, the contractual obligations of Bowling Green State University. BGSU reserves the right to take any and all actions deemed appropriate in response to unethical conduct by a Vendor. Such actions include, but are not limited to, establishing guidelines for campus visits by a Vendor, and/or removal of a Vendor from Bowling Green State University's Vendors list(s).

Labor and Employment Practices

- Vendor's employment practices shall conform to all laws, statutes, regulations or ordinances whether issuing from federal, state or local authorities. No one under the age of 18 may be employed on the project.

- Vendor's employees shall be skilled in their trades. Any employee(s) of Vendor may be refused admittance to the site or may be requested to leave the site at any time by BGSU. In the event that any employee(s) of Vendor are so barred from the project, Vendor shall immediately replace such employee or employees with employees satisfactory to BGSU.
- All labor employed in the performance of the Vendor's work shall be acceptable to BGSU and Vendor and of a standing or affiliation that will permit the work on the project to be carried on harmoniously and without delay and that will in no case or under any circumstances cause any disturbance, interference, conflict or delay to the project or any other work being carried on by BGSU.

Non-Discrimination

Pursuant to R.C. §125.111, and Executive Order 11246, Laws and Regulations of the State of Ohio, the Vietnam Era Veterans Readjustment Assistance Act and policy of Bowling Green State University, the Vendor agrees that Vendor, and any Sub-vendor thereof, or any person acting on behalf of Vendor or a Sub-vendor, will not discriminate, by reason of race, creed, color, religion, sex, age, handicap, national origin, or ancestry, or status as a disabled veteran or Vietnam era veteran against any citizen of this state in the employment of any person qualified and available to perform the work under the agreement. The successful Vendor further agrees that every sub-contract for parts and/or service for any ensuing order will contain a provision requiring non-discrimination in employment as specified above. Any breach thereof may be regarded as material breach of contract or purchase order. The Vendor further agrees that Vendor, any Sub-vendor, and any person acting on behalf of Vendor or its Sub-vendor, shall not in any manner, discriminate against, intimidate, or retaliate against any employee hired for the performance of work under the agreement on account of race, creed, color, religion, sex, age, handicap, national origin, or ancestry, or status as a disabled veteran or Vietnam era veteran. Vendor represents that it has a written affirmative action program for the employment and effective utilization of economically disadvantaged persons and annually will file a description of that program and a progress report on its implementation with the Equal Employment Opportunity Office of the Department of Administrative Services.

Indemnification of BGSU

The Vendor shall defend, hold harmless, and indemnify BGSU and each of its trustees, officers, employees, and agents (each of which shall be referred to as a "University Indemnitee") from and against any and all claims, actions, judgments, damages, liabilities, and expenses, including but not limited to, reasonable attorneys' and investigative fees imposed upon, incurred by, or asserted against a University Indemnitee arising from or relating to, directly or indirectly, the Vendor's performance or breach of the terms of the agreement and any transaction contemplated hereby, including, but not limited to, the acts or omissions of the Vendor's officers, employees or agent; provided, however, that the Vendor shall not be liable under such indemnity for any portion of such claims, actions, judgments, damages, liabilities, or expenses resulting from BGSU Indemnitee's intentional, willful, or wanton acts or failure to act. The obligations under this section shall survive the termination of an agreement.

Assignment

No contract may be assigned, sublet or transferred without the written consent from the authorized agent, or designee, of BGSU. Any delegation or assignment attempted to be made in violation of this section shall be void. Absent the consent of all the Parties to an agreement, an assignment or delegation shall not release the assigning or delegating Party from its obligations to the other Parties under the agreement.

Consent and Approvals

All consents or approvals required under the terms of an agreement shall be in writing in order to be enforceable and shall be signed by the party to be charged with such consent or approval.

Cancellation/Termination

Continued failure to meet delivery requirements is cause for cancellation of the agreement (Uniform Commercial Code Section(s) 2-712 and 2-713). In the event of documented repeated delay, failure to make replacement of any rejected articles, or any other failure to perform or comply in accordance with the terms and conditions of this proposal and resultant agreement, shall allow BGSU, at its sole discretion, to rescind or cancel the agreement and purchase in the open market articles or services of comparable grade to replace those rejected or not delivered. BGSU may at its option, terminate this Agreement without penalty upon two (2) days prior written notice. BGSU, at its option, may desire to give Vendor fifteen (15) days' written notice to rectify any items that do not comply with the Terms and Conditions of this Agreement. If the aforementioned notice is given and Compliance with the terms of this agreement has not been completed within the prescribed time to BGSU's reasonable satisfaction, Vendor agrees to reimburse Bowling Green State University for any expense incurred in excess of the original contract price on all such purchases or BGSU, at its discretion, may deduct the amount from any sum owed to Vendor.

The successful Vendor must be prepared to furnish continual top quality service to BGSU. Failure to do so may be considered just cause for cancellation of the agreement.

Consistent failure of Vendor(s) to meet Bowling Green State University's terms and conditions, deemed by Bowling Green State University at its sole discretion to be a material breach, including but not limited to: delivery, required service levels, quality, invoice inaccuracies, etc., will constitute a default of the agreement by the Vendor. In the event that the said default continues for a period of thirty (30) days after the Vendor's receipt of the notice of default, Bowling Green State University reserves the right to immediately terminate the agreement. Termination shall in no way limit Bowling Green State University's right to recover damages that arose as a result of the Vendor's breach.

The resultant agreement may be canceled without any further obligation on the part of BGSU in the event that sufficient appropriated funding is unavailable to assure full performance of its terms. The Vendor(s) shall be notified in writing of such non-appropriation at the earliest opportunity.

Contract Term

The contract term will commence on the date of award and continue for a period of three (3) year, with the potential of three (3), one (1) year renewable terms. Pricing and discounts must remain firm for the length of each one (1) year term of the agreement and any renewals.

Records and Audit

The Vendor that is awarded a contract with BGSU shall maintain reasonably complete and accurate records of the operations associated with this contract and all fees and expenses charged to BGSU, or paid on behalf of BGSU, with respect to goods and/or services secured by this contract. The Vendor will retain such records for the period of the contract plus three years from the ending date or termination of the contract and shall make all such records available to BGSU during normal business hours upon reasonable advance written notice. The Vendor shall cooperate in any audit request of such records that BGSU may desire to undertake or request; provided, that (i) any such audit shall be at the expense of BGSU, (ii) any such audit will occur no more than once per calendar year, (iii) that the auditor shall have full and unrestricted access to such records, facilities, and staff as required for the audit, and (iv) that BGSU shall have full control over the selection of the auditor and staff, the audit plan, the criteria, and shall have full and complete ownership of the audit report, management letters and all supporting documentation created by the auditor.

Quantity and Commitments

Bowling Green State University does not obligate itself to procure the volume of material projected, but discounts or prices offered must remain for the full term of the agreement. The requirements may exceed the volume estimated and the Vendor(s) will be required to furnish all requirements as shown on purchase orders issued that are dated prior to termination date of the agreement (by mailing date). The resulting price agreement does not preclude competitive bidding for the acquisition of any item(s) or products(s) that may be included herein.

Orders, Delivery and Billings

Orders will come from BGSU as the need occurs. Delivery must be prompt and as directed by Bowling Green State University. Billing must also be as directed by BGSU.

Attachment A

Schedule of Required Submittals and Signature Sheet

The following Submittals **must** be included in the proposal-response package by the proposal due-date/time; failure to do so may invalidate the proposal response.

- Attachment A. Schedule of Required Submittals and Signature Sheet**
- Attachment B. Consortium Sales Authorization**
- Attachment C. Compliance Form**
- Attachment D. D.M.A. Form**
- Attachment E. Contact Information**

I affirm that the above listed documents are completed and present in this submission for RFP #5727 and provided in the sequential order as identified above. There is **one original** of each submittal with the requested number of copies provided in the same sequential order.

Bowling Green State University reserves the right to request, at its sole discretion, from some or all of the respondents, any further information or documentation that it deems necessary for the issuance of an agreement.

In compliance with Request for Proposal #5727 and after carefully reviewing all the terms, conditions and requirements contained therein, the undersigned agrees that the response to this Request for Proposal is a legal and binding offer and the authority to make the offer is vested in the signer. Minor differences and informalities will be resolved by negotiation prior to acceptance of this offer.

By signing this document, I am agreeing on behalf of my firm, to the specifications of this RFP and accepting, without exception or amendment, Bowling Green State University's RFP Directives, Agreement Terms and Requirements (Sections VI and VII), and in the process of responding, acknowledge that the original content of this RFP has not been altered. All purchase orders resulting from this RFP shall be subject to these instructions, terms and requirements that shall be incorporated therein.

Company

Date

Address

Company Federal Tax ID Number

Signature (Required)

Telephone

Printed Name

Fax

Title

Email

State of Company Incorporation

Website

(If not an Ohio Company, must submit Secretary of State Certificate of Authorization to bid in Ohio)

Should a Vendor take exception to Bowling Green State University's instructions (Sections VI and VII cited above), the Vendor must submit such exceptions and/or amendments in writing to the contact above within at least five (5) business days prior to the Proposal Closing Date. Bowling Green State University reserves the right to reject some, all, or none of the proposed exceptions and/or amendments

Attachment B

Consortium Sales Authorization

If awarded an agreement, please indicate if you will extend these prices and terms to members of the

Inter University Council:	Yes _____	No _____
Ohio Association of Community Colleges:	Yes _____	No _____

Describe regional or geographical restrictions:

Signature of Company Official Agreeing to this extension:

Signature

Date

Attachment C - Compliance Form - Ohio Law requires the following notarized affidavit be obtained from a respondent before certain contracts can be awarded or certain purchase orders issued. Please complete and return.

Minority Business Enterprise – Certification Form

State of Ohio Certified Minority Business Enterprise (check one and attach current certification):

Yes _____ No _____

A minority business enterprise is defined as an individual, partnership, corporation, or joint venture of any kind that is owned and controlled by United States citizens, who are one of the following economically disadvantaged groups: Black, American Indians, Hispanics or Orientals.

A requirement for an MBE is that the business must be certified by the State of Ohio as a minority respondent. To become certified, one must apply for certification with the Department of Administrative Services Division of Equal Opportunity Employment, State Office Tower, at 30 East Broad St., Columbus, OH 43215. <http://das.ohio.gov/eod/eodmbeoff.htm>

(EDGE) Encouraging Diversity, Growth and Equity

State of Ohio Certified EDGE (check one and attach current certification):

Yes _____ No _____

An EDGE business enterprise is defined as a small socially and economically disadvantaged business enterprise owned and controlled by U.S. citizens who are Ohio residents. A business enterprise may qualify if it is located in a qualified census tract (Census tracts qualify based on household income level, unemployment level and/or poverty level) or, if not located in a qualifying census tract, the business may qualify if the owner meets both criteria for socially disadvantaged and economically disadvantaged.

A requirement for EDGE is that the business must be certified as an EDGE respondent. To become certified, one must apply for certification with the Department of Administrative Services, Division of Equal Opportunity Employment, State Office Tower, 30 East Broad Street, Columbus, Ohio 43215. <http://www.das.ohio.gov/Eod/Edge/Index.htm>

Buy American

The goods are produced or mined in the United States of America, its possessions, or Puerto Rico.

Yes _____ No _____

Buy Ohio

The Vendor is considered an "Ohio Vendor" or a Vendor from a "Border State".

Yes _____ No _____

Note: Economic preference shall be awarded to Ohio Vendors and Vendors from "Border" (Michigan, Kentucky, Indiana, Pennsylvania, New York and West Virginia) states, provided those states do not impose economic restraints on products produced or mined in Ohio. An "Ohio Vendor" describes one who offers Ohio products (defined to mean products which are mined, excavated, produced, manufactured, raised, or grown in the state by a person where the input of Ohio products, labor, skill or other services constitutes no less than 25 percent of the manufactured cost) or a Vendor who demonstrates significant Ohio economic presence (defined to mean business organization that: have sales offices, divisions, sales outlets or manufacturing facilities in Ohio or facilities demonstrate a significant capital investment in Ohio; pay required taxes to the state of Ohio; and are registered and licensed to do business in the state of Ohio with the office of Secretary of State).

Conflict of Interest

- a. The Vendor certifies that none of the company's directors or principal officers are employed by, or affiliated with, Bowling Green State University.
- b. Should any of the respondent's directors or principal officers also be employed by, or be affiliated with, Bowling Green State University, **the respondent will so certify by listing their name(s) and title(s) below:**

Officer Affiliated With or Employed by BGSU Title

Officer Affiliated With or Employed by BGSU Title

Note: The provisions of this form are based upon State (Chapter 125 of the Ohio Revised Code), and Federal regulations and requirements, and the policies and practices of Bowling Green State University.

Non Collusion Affidavit

State of _____ County of _____

_____,
being of lawful age, and first duly sworn, under oath says, that she/he is the agent authorized by respondent to submit the attached contract to Bowling Green State University. Affiant further states that respondent has not paid, given or donated, or agreed to pay, give, or donate, to any officer or employee of the State of Ohio, any funds or other item of value, either directly or indirectly, in the procuring of the contract.

Company Name Authorized Signature

Federal Tax ID# Title

Subscribed and sworn to before me this _____ day of _____, 2007.

(SEAL) Notary Public, Clerk or Judge _____

My Commission expires _____

Attachment D

D.M.A. Form

*******FOR INSTRUCTIONAL USE ONLY*******

Forms not conforming to the specifications listed below or not submitted to the appropriate agency or office will not be processed.

- To complete this form, you will need a copy of the Terrorist Exclusion List for reference. The Terrorist Exclusion List can be found on the Ohio Homeland Security Web site at the following address:

<http://www.homelandsecurity.ohio.gov/dma.asp>

- Be sure you have the correct DMA form. If you are applying for a state issued license, permit, certification or registration, the "State Issued License" DMA form must be completed (HLS 0036). If you are applying for employment with a government entity, the "Public Employment" DMA form must be completed (HLS 0037). If you are obtaining a contract to conduct business with or receive funding from a government entity, the "Government Business and Funding Contracts" DMA form must be completed (HLS 0038). The Pre-certification form (HLS 0035) should only be completed if you are specifically instructed to do so by the agency or office requesting the form.
- Your DMA form is to be submitted to the issuing agency or entity. "Issuing agency or entity" means the government agency or office that has requested the form from you or the government agency or office to which you are applying for a license, employment or a business contract. For example, if you are seeking a business contract with the Ohio Department of Commerce's Division of Financial Institutions, then the form needs to be submitted to the Department of Commerce's Division of Financial Institutions. Do NOT send the form to the Ohio Department of Public Safety UNLESS you are seeking a license from or employment or business contract with one of its eight divisions listed below.
- Department of Public Safety Divisions:

Administration	Ohio Homeland Security*
Ohio Bureau of Motor Vehicles	Ohio Investigative Unit
Ohio Emergency Management Agency	Ohio Criminal Justice Services
Ohio Emergency Medical Services	Ohio State Highway Patrol
- **DO NOT SEND THE FORM TO OHIO HOMELAND SECURITY UNLESS OTHERWISE DIRECTED. FORMS SENT TO THE WRONG AGENCY OR ENTITY WILL NOT BE PROCESSED.**

*******FOR INSTRUCTIONAL USE ONLY*******



GOVERNMENT BUSINESS AND FUNDING CONTRACTS

In accordance with section 2909.33 of the Ohio Revised Code

DECLARATION REGARDING MATERIAL ASSISTANCE/NO ASSISTANCE TO A TERRORIST ORGANIZATION

This form serves as a declaration of the provision of material assistance to a terrorist organization or organization that supports terrorism as identified by the U.S. Department of State Terrorist Exclusion List (see the Ohio Homeland Security Division Web site for reference copy of the Terrorist Exclusion List).

Any answer of "yes" to any question, or the failure to answer "no" to any question on this declaration shall serve as a disclosure that material assistance to an organization identified on the U.S. Department of State Terrorist Exclusion List has been provided. Failure to disclose the provision of material assistance to such an organization or knowingly making false statements regarding material assistance to such an organization is a felony of the fifth degree.

For the purposes of this declaration, "material support or resources" means currency, payment instruments, other financial securities, funds, transfer of funds, and financial services that are in excess of one hundred thousand dollars, as well as communications, lodging, training, safe houses, false documentation or identification, communications equipment, facilities, weapons, lethal substances, explosives, personnel, transportation, and other physical assets, except medicine or religious materials.

COMPLETE THIS SECTION ONLY IF YOU ARE AN INDEPENDENT CONTRACTOR

Form for Independent Contractor with fields: LAST NAME, FIRST NAME, MI, HOME ADDRESS, CITY STATE, ZIP, COUNTY, HOME PHONE, WORK PHONE.

COMPLETE THIS SECTION ONLY IF YOU ARE A COMPANY, BUSINESS OR ORGANIZATION

Form for Company, Business or Organization with fields: LAST NAME, FIRST NAME, MI, BUSINESS/ORGANIZATION NAME, PHONE, BUSINESS ADDRESS, CITY STATE, ZIP, COUNTY.

DECLARATION

In accordance with section 2909.32 (A)(2)(b) of the Ohio Revised Code For each question, indicate either "yes," or "no" in the space provided. Responses must be truthful to the best of your knowledge.

- 1. Are you a member of an organization on the U.S. Department of State Terrorist Exclusion List?
2. Have you used any position of prominence you have with any country to persuade others to support an organization on the U.S. Department of State Terrorist Exclusion List?
3. Have you knowingly solicited funds or other things of value for an organization on the U.S. Department of State Terrorist Exclusion List?
4. Have you solicited any individual for membership in an organization on the U.S. Department of State Terrorist Exclusion List?
5. Have you committed an act that you know, or reasonably should have known, affords "material support or resources" to an organization on the U.S. Department of State Terrorist Exclusion List?
6. Have you hired or compensated a person you knew to be a member of an organization on the U.S. Department of State Terrorist Exclusion List, or a person you knew to be engaged in planning, assisting, or carrying out an act of terrorism?

In the event of a denial of a government contract or government funding due to a positive indication that material assistance has been provided to a terrorist organization, or an organization that supports terrorism as identified by the U.S. Department of State Terrorist Exclusion List, a review of the denial may be requested. The request must be sent to the Ohio Department of Public Safety's Division of Homeland Security. The request forms and instructions for filing can be found on the Ohio Homeland Security Division Web site.

CERTIFICATION

I hereby certify that the answers I have made to all of the questions on this declaration are true to the best of my knowledge. I understand that if this declaration is not completed in its entirety, it will not be processed and I will be automatically disqualified. I understand that I am responsible for the correctness of this declaration. I understand that failure to disclose the provision of material assistance to an organization identified on the U.S. Department of State Terrorist Exclusion List, or knowingly making false statements regarding material assistance to such an organization is a felony of the fifth degree. I understand that any answer of "yes" to any question, or the failure to answer "no" to any question on this declaration shall serve as a disclosure that material assistance to an organization identified on the U. S. Department of State Terrorist Exclusion List has been provided by myself or my organization. If I am signing this on behalf of a company, business or organization, I hereby acknowledge that I have the authority to make this certification on behalf of the company, business or organization referenced on page 1 of this declaration.

X _____ **DATE** _____
APPLICANT SIGNATURE

Attachment E

Contact Information

To assist in making this request for proposal as efficient and effective as possible, please complete the following schedule of contacts. This information will provide a condensed and efficient form to be used to ensure that each has the correct name, phone numbers, fax numbers, titles and addresses of the lead members associated with this project. Please ensure that you include this attachment when submitting your reply.

**Request for Proposal #5727
Travel Management Services**

Bowling Green State University Contact:

**Andy Grant
Purchasing
103 Park Avenue Warehouse
Bowling Green State University
Bowling Green, Ohio 43403
419-372-3905 phone
419-372-8416 fax
agrants@bgsu.edu**

Respondent's Contact:

Name: _____

Title: _____

Business Address: _____

Line one: _____

Line two: _____

City: _____

State: _____

Zip: _____

Telephone Number: _____

Fax Number: _____

Email Address: _____

University Travel Expense

Applicability	University-wide
Last Revised	September 9, 2009
Policy Owner	Vice President for Finance and Administration
Governing Body	Varies, see detail

Number	To Be Assigned
---------------	----------------

Introduction

The purpose of this policy is to provide guidance and direction for University employees traveling on University-related business. It is not intended to address every travel-related issue, exception or contingency that may arise in the course of University travel. Specific issues not covered should be directed to the Office of the Vice President for Finance and Administration for clarification and resolution.

Policy

Bowling Green State University shall conduct its business-related travel activities in an efficient and cost-effective manner that supports the mission of the University while maintaining compliance with applicable state and federal laws and regulations. All University travel reimbursement requests shall be administered through the Division of Finance and Administration (and not through a department's petty cash account) and will be conducted in a manner that is compliant with applicable federal and state regulations and best practices.

Employees who travel on University business are encouraged to incur the lowest practical and reasonable expense while still traveling in an efficient and timely manner. Those traveling on University business are expected to avoid impropriety, or the appearance of impropriety, in any travel expense. Employees should conduct University business with integrity, in compliance with applicable laws and Ohio Ethics guidelines, and in a manner that excludes consideration of personal advantage. Should an expense be incurred that is subsequently determined to be improper or in excess of normal costs of travel, the traveler may not be fully reimbursed.

More restrictive policies and procedures may apply to travelers receiving funding from restricted sources (e.g., federal, private and/or state grants) or from departments, programs or centers that have chosen to enact more restrictive travel reimbursement practices.

Employees are responsible for following this policy and, if applicable, the policy of their particular program or department.

University Approved Travel

University approved travel is generally defined as transportation on University business in excess of one's normal commute. University approved travel includes any travel on official University business from home or primary work location to another, secondary destination, and return to home or primary work location from a secondary location. Per IRS regulations, University approved travel does not

include commute between home and primary work location and thus is not considered eligible for mileage reimbursement.

Restricted Fund Programs (e.g., Grants & Contracts)

This policy applies to all restricted fund programs. However, if specific agency guidelines for a restricted fund program are more restrictive than University policy, the agency rules apply. Principal investigators and others traveling on restricted funds should be familiar with the allowable cost provisions of their funded program. In no case will an amount larger than that allowed under the University's policies be reimbursed. Travel expenses that do not conform with both this policy and the grant funded program guidelines will not be reimbursed or charged to the sponsoring agency.

Travel Authorization

All travel must be authorized in advance and approved by the traveler's supervisor. Please note that individual departments may have chosen to delegate travel authorization to the applicable Budget Administrator. If the Budget Administrator or any department head is the traveler, the travel must be authorized by his/her next level of supervision.

The approval of the Travel Expense Report by the traveler and his/her supervisor constitutes certification to the accuracy and appropriateness of all expenses and allowances listed as actually necessary in the performance of official University business and in conformity with University travel policy and procedures.

Travel Expenditures

Generally, travel expenses should not be paid in advance (e.g., hotel, meals). However, allowable travel items charged to a University purchasing card (e.g., airfare, conference registration) may be charged in advance. Any unused airline or train ticket purchases remain the property of the University. Advances of University funds for individual travel purposes are not permitted.

Generally, no personal travel expenditures will be reimbursed without a receipt. The IRS permits the following exceptions: 1) *De minimis* expenditures (individual small dollar purchases less than \$25 for items such as bridge tolls, short term parking, cab fare, etc.) and 2) meal per diem.

Air Travel

Common Carrier

University employees are expected to take advantage of the lowest airfare available and to obtain the lowest possible fare by booking travel tickets well in advance of planned travel times, whenever possible.

No reimbursement will be made for first-class or premium rates where other options are available. Expenses claimed under this section must be supported by a ticket stub, receipt, confirmation, or similar evidence of expense showing the details (destination and cost) of travel.

Private or Chartered Aircraft

The use of private or chartered aircraft requires written authorization by the President or a Vice President. Reimbursement shall not exceed the equivalent of the lowest available common air carrier

rate available at the time the travel was authorized plus necessary commercial ground transportation to the travel destination.

The employee must submit with his/her Travel Expense Report a copy of the written authorization to use a private or rented aircraft (receipts are required for rental) indicating a private or chartered aircraft was used.

Note that the University's general travel risk insurance covering employees while in travel status does not provide coverage to employees while piloting an aircraft. Consistent with the way travel is managed for personal autos, it is understood that the primary insurance for aircraft hull and liability shall be the responsibility of the owner of the aircraft or the employee if the employee is the owner. The cost to maintain this insurance is not recoverable beyond the mileage allowance that is paid.

Frequent Flyer Miles

In accordance with Ohio Ethics Commission Advisory Opinion 91-010, University employees are prohibited from accepting, soliciting or using the authority or influence of their position to receive discounted or free "frequent flyer" airline ticket for personal travel if the ticket or benefits were obtained through the purchase of airline tickets for the use on official University travel. Any rebates or commissions earned based on University business and paid to a University employee offered by any source, including but not limited to credit card issuers, can only be applied to University approved travel.

Airport Transportation and Parking

Airport parking and airport transportation will be reimbursed based on actual receipt (unless *de minimis*). Other services that may be available at a parking facility such as car washing, detailing, oil changes, are personal in nature and are not reimbursable.

Miscellaneous Transportation and Expenses

If the traveler is required to use other transportation (bus, taxi, subway, ferry, etc.) between airports, between home and the departure point, at a destination or overnight lodging, the actual cost of the transportation will be reimbursed. Receipts must be obtained and provided for any fare that exceeds twenty-five dollars (\$25.00).

Personal Automobile

The use of a privately owned vehicle will be reimbursed at the current IRS rate <http://www.irs.gov/newsroom/article/0,,id=232017,00.html> The IRS-specified mileage rate is intended to cover all expenses incurred for using a privately owned vehicle except parking fees and tolls.

Mileage reimbursements for a traveler who chooses to drive rather than fly should not exceed the lowest round trip coach airfare available at the time travel was authorized. The traveler must supply documentation to support what the airfare would have been at that time.

It is the responsibility of the owner of the vehicle being used for business to carry adequate insurance coverage. The owner's personal insurance on the vehicle is considered primary at all times. It is the responsibility of the vehicle owner to maintain insurance in an amount sufficient to pay for any loss and as required by the laws of the state of Ohio. The University does not provide coverage for loss of or

damage to personal vehicles of employees when used in conjunction with University travel. Likewise, the University is not responsible for the loss of or damage to any personal property stored in the vehicle.

Expenses for the maintenance and repair of privately owned vehicles used for University business are the responsibility of the traveler.

Car Rental

Rental cars are authorized if their use is as economical as any other type of transportation. Additionally:

1. Reimbursable expenses. Travelers may be reimbursed for a rented vehicle and for the gasoline purchased for official University business in the rental vehicle.
2. Vehicle Class. University guidelines do not provide for the reimbursement of luxury vehicles. The University standard is an intermediate size car or comparable vehicle.
3. Insurance. The employee should waive the rental company's loss/damage supplemental liability and/or personal accident insurance. This insurance adds to the cost of the rental and duplicates coverage already carried by the University. (*See exception for international rentals*)
4. International rentals. An international driver's license or permit may be needed in addition to your U.S. driver's license, in which case, the cost can be reimbursed with receipt. For travel outside the United States and Canada, the employee should accept the liability and collision damage insurance offered through the rental company.

Meals

The University will reimburse meals at the IRS standard per diem rate (revised annually). When travel is to a location designated by the IRS as a high-cost area, the traveler may be reimbursed at the higher per diem rate. The per diem allowance includes incidental expenses such as fees and tips for porters, baggage carriers, housecleaning and bell staff, therefore, requests for reimbursements of these types of expenses will be disallowed.

Current standard, high cost city, and foreign per diem rates can be found at the U.S. General Services Administration website: <http://www.gsa.gov/portal/category/21287>. IRS per diem rates are provided as a total daily rate. For purposes of calculating partial days, breakfast represents 20 percent of the daily per diem total, lunch represents 31 per cent of the daily per diem total, and dinner represents 49 percent of the daily per diem total.

University travelers do not qualify for personal meal reimbursement during same-day travel. IRS regulations require that an employee be away from home substantially longer than an ordinary day's work AND during the time away from home, need sleep or rest (referred to as the "overnight rule" – i.e., overnight stay is required).

No alcoholic beverages of any kind can be reimbursed from University funds.

For partial days of travel, meals will be reimbursed for one day prior and one day after an overnight stay as shown below:

Breakfast: Travel beginning prior to 6 am and continuing until after 9 am

Lunch: Travel beginning prior to 11 am and continuing until after 1 pm

Dinner: Travel beginning prior to 5 pm and continuing until after 8 pm

Conference Meals

No reimbursement will be made for a meal that is provided as part of a conference registration fee. Reimbursement may be made for meals in excess of per diem allowances, when such meals are an integral part of the conference or seminar and are listed separately on the registration materials or are included in the cost of the conference or seminar. Supporting documentation such as the registration receipt or printed material showing which meal(s) are covered is required. Conference meals will be reimbursed regardless of the overnight stay requirement.

Lodging

Travelers will be reimbursed at the actual, reasonable single room rate for University business that is 50 miles or more from the traveler's primary work assignment. The reasonableness of the hotel will be determined by the immediate supervisor of the employee. Hotel stays in Toledo are not reimbursable unless part of a conference. Exceptions to the 50 mile rule will only be granted for exceptional circumstances.

When travel on official business requires overnight lodging more than fifty miles from the traveler's home or headquarters, reimbursement will be made for the actual and reasonable cost plus taxes per night. When in the State of Ohio, the traveler should inquire as to the availability of a state tax exemption due to the tax exempt status of the University. A copy of the University's tax exemption certificate may be obtained at <http://www.bgsu.edu/downloads/finance/file8713.pdf>

Personal expenses such as in-room movies, non-business telephone calls, in-room beverage or snack bars, child care, recreational activities, and other similar expenses will not be reimbursed.

Additional Information:

Once printed, this policy may be outdated. The official policy can be found at <http://www.bgsu.edu/downloads/finance/file8699.pdf>.

Additional statements related to Travel Expense may be found in other policies issued by Finance and Administration or individual Divisions, Colleges or Departments.

Related Policies: [Business Entertainment Expense](#).