

BGSU RFP #5727 Questions and Answer

- 1) Can you provide more insight into what type of subprograms for athletics and academic abroad programs you are referring to in Question 8 under Reservation Process/Service Requirements. These would be programs specifically aimed at student groups who have to travel in large groups to other countries or via charter flights.

We are currently using TravelGuard.
- 2) What is the BGSU's preferred service configuration, onsite agent or off site call center?

We are leaving this up to the respondent but keep in mind that keeping costs down is vital.
- 3) What online booking tool are you currently using?

We are currently using TravelGuard.
- 4) Your current online adoption rate is 20%, what is your goal for adoption with new TMC?

100% - We want the program to be so good it wouldn't make sense to go elsewhere.
- 5) Do you have any negotiated rates with Airlines?

Delta gives us 10% off right now, I believe that is it.
- 6) BGSU travelers are currently using several travel agencies, is it BGSU intention to mandate travel to one travel management company.

We will not be mandating, please see question 4.
- 7) What are the top 3 complaints from the Administrator(s) regarding the travel program/services?

Our users think they can find better rates, it's easier for them to just do it, no travel expense program.
- 8) What is the compelling event that has resulted in this RFP?

The amount of spend BGSU incurs for travel each year, it appears that a central program would help save the University money.
- 9) Who is the current TMC service provider for BGSU?

TravelGuard
- 10) How many other travel management companies have been invited to participate in this RFI?

We have invited a number of companies to participate as well as post on our website for anyone who sees to respond.
- 11) Is the incumbent agency provider invited to rebid?

Any company is welcome to bid on this RFP.
- 12) Are any online travel agencies (e.g. Egencia, Orbitz for Business, Travelocity for Business, etc.) invited to participate in this RFP?

Please see question 11.

13) Un-accountable airline spend is stated as both \$210K (page 9 or your RFP) and \$306K (top of page 10 of your RFP). Can you clarify the difference between the two stated figures?

The \$306,000 is for additional Hotel spend that is unaccounted for.

14) 93% ticket exchange rate (see page 9). Is this accurate?

This is the information we received from our current agency.

15) Online adoption is stated as both 86% and as 20% (see table on page 10 of your RFP)

20% refers to all of the travel, 86% refers to the travel that is recorded with our current travel agency.

16) Under Hotel Volume section , Additional Information is shown “Additional \$306,000 in air travel we currently don’t have data for” is shown. Is this actually additional hotel expenses?

Please see question 13.

17) “Total T&E volume (includes air, hotel, car) is shown as \$2,515 million. Breakdown provided includes:

Annual domestic air volume	\$642,237.10	1965 transactions
Additional \$210,000 in air travel		
We currently don’t have data for	210,000.00	
Annual hotel volume	821,845.88	1545 annual room nights
(this would average \$531.94 night		
Additional \$306,000 in air travel		
we currently don’t have data for	<u>306,000.00</u>	
Total	\$1,980,082.98	
Difference	\$ 534,917.02	

Is the difference something that would be handled by TMC?

It is our goal to be able to identify all travel through the proposed solution, whether it’s captured on the front end of a booking module or the backend of a T&E module.

18) Current booking methods is shown as “Phone = 14%; online – 86%”. However under “Online-booking information” section the current adoption rate is show as 20%

Please see question 15.

19) We carry \$2,000,000 of Errors & Omission insurance as well as Workers Compensation insurance. Does BGSU require TMC’s to carrier commercial automobile liability insurance and excess umbrella liability insurance since the providers (airlines, car rental companies and hotels) carry such insurance.

This can be determined at a later time during contract negotiations.