



**Date:** July 31, 2008  
**To:** All Prospective Participants of **RFQ-DGS-OFA-TA-08**  
**From:** Department of General Services  
Office of Fleet and Asset Management  
**Subject:** Addendum 1, TO **RFQ-DGS-OFA-TA-08**

The Department of General Services (DGS), Office of Fleet and Asset Management (OFAM) are issuing an addendum with two (2) revisions to contract solicitation **RFQ-DGS-OFA-TA-08** to include: Please note changes in highlighted areas.

**Revision #1**

**RFQ-DGS-OFA-TA-08 page 1 currently reads:**

TRAVEL AGENCY  
REQUEST FOR QUALIFICATIONS

**Date:** July 24, 2008  
**Request No:** RFQ DGS OFA TA 08  
**Request Return Deadline:**  
August 27, 2008 at 3:00 p.m.  
at Office of Fleet and Asset Management

**RETURN RESPONSE TO:**  
Department of General Services  
Attn: Robert Horsley  
707 Third Street, 6<sup>th</sup> Floor MS-600  
West Sacramento, CA 95605  
Phone: (916) 928-6857  
E-mail: [Robert.horsley@dgs.ca.gov](mailto:Robert.horsley@dgs.ca.gov)

**REQUEST RETURN INFORMATION:** Request for Qualifications (RFQ) responses must be submitted in envelopes properly marked in the lower left corner with the Request Number and the Return Deadline Date and Hour. The RFQ responses will be subject to the stipulated Terms and Conditions and in accordance with the specifications set forth and or/attached. The RFQ responses will be accepted at the Department of General Services (DGS), 707 Third Street, 6<sup>th</sup> Floor MS-600, West Sacramento, CA 95605, prior to the Request return Date and Hour of August 27, 2008 at 3:00 p.m.

**Complete Description of Travel Agency Services**

This RFQ is a solicitation by the State of California for travel agencies interested in providing services for use by state employees for official government travel. It is the State's intention to issue authorizations to qualified travel agencies agreeing to the terms of this Request for Qualifications. This solicitation is not a competitive procurement, and the State makes no guarantee of business to any recipient of an authorization certificate.

**Participating travel agencies may only charge a \$10.00 maximum ticketing fee and must provide an online reservation process. No origination or set-up fees may be charged. Please see Section III, letter I for more details.**

The period of this authorization will be upon October 1, 2008 – September 30, 2009. At the expiration of the authorization period resulting from this RFQ, the State may request two (2) one (1) year extensions of the authorization period. All other terms and conditions and rates shall remain the same.

**From this solicitation, an authorized travel agency listing will be developed, published and distributed to all state agencies, California State University System (CSU), University of California System (UC), California Community Colleges and local government.**

Primary Contact:  
**Robert Horsley**  
Department of General Services  
Contracts Unit  
(916) 928-6857

Secondary Contact:  
**Donna Carey**  
Department of General Services  
Statewide Travel Program  
(916) 376-3998

**Replace RFQ-DGS-OFA-TA-08 page 1 with the following:**

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**Participating travel agencies may only charge a \$10.00 maximum ticketing fee and must provide an online reservation process. No origination or set-up fees may be charged. Please see Section II, letter I for more details. In the case of an Agent Assisted Fee for Emergency Ticketing can be defined as the following; employee medical condition which requires immediate action, fire, flood, disaster or other acts of nature. This RFQ will set a maximum Agent Assisted fees for Emergency Ticketing amount of \$15.00.**

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Revision #2

**RFQ-DGS-OFA-TA-08 Section II, I, page 12 currently reads:**

6. Is your product capable of pre-populating with traveler name, email address, telephone, location, employee number, and accounting information?
7. Explain how users make changes to their profiles through your product and what fields they can change. Does this automatically synchronize with travel agency-held profiles?
8. How does the travel agency get the profile change information?
9. How many upgrades has your product had the past 2 years?
10. Describe how upgrades are implemented and made transparent to state travelers.
11. Walk through a booking and provide screen prints for same.
12. Provide an outline of the implementation process and indicate the typical amount of time it would take to implement a government agency on this booking tool.
13. Provide the maximum number of accounts your booking tool is capable of maintaining.
14. Provide link to current DGS/OFAM Travel Portal website. Information will be given to all certified travel agencies.

**Failure to provide this information will result in non-compliance to this RFQ causing the response to be rejected.**

#### **I. MAXIMUM Ticketing Fee**

1. Online Reservation Form and/or Online Booking Tool Ticketing Fee: The Department of General Services, which administers the Travel Agency Request for Qualification, will set a maximum Ticketing Fee amount of \$10.00 for Domestic and International Travel. The maximum Ticketing Fee consists of a one-time fee including, but not limited to, processing, canceling, changes and exchanges either online, email or by phone. *Vendors must charge no more than the maximum Ticketing Fee for multiple reservations (for example, a traveler "bundles" hotel, car and airline reservations), nor may an additional Ticketing fee be charged for cancellations, changes and exchanges for previous reservations.* The Travel Agency cannot charge the State any other fees. This Ticketing Fee must be billed through the Business Travel Account (BTA) at the time of ticket purchase.
2. Agent Assisted fees for Emergency Ticketing: Agent Assisted Fee for Emergency Ticketing can be defined as the following; employee medical condition which requires immediate action, fire, flood, disaster or other acts of nature.

**Replace RFQ-DGS-OFA-TA-08 Section II, I, page 12 with the following:**

6. Is your product capable of pre-populating with traveler name, email address, telephone, location, employee number, and accounting information?
7. Explain how users make changes to their profiles through your product and what fields they can change. Does this automatically synchronize with travel agency-held profiles?
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**J Just Cause for Cancellation:** The Statewide Travel Program approves State Authorizations for vendors. The travel card provider advises the Program of all centrally billed airfare accounts. The Program has identified five areas of non-performance which would lead to a cancellation of centrally billed airfare accounts with the travel card supplier by the Program.

1. Failure to follow charging procedures established through the Program and the travel card supplier, particularly in the use of centrally billed airfare/car rental accounts to assure that charges do not accrue to another travel agency.