

MANAGEMENT MEMO**SUBJECT:****TRAVEL AGENCY AGREEMENT****REFERENCES:****SUPERSEDES MANAGEMENT MEMO 04-12**

NUMBER:

MM 05-07

DATE ISSUED:

MAY 20, 2005

EXPIRES: JUNE 30, 2006

ISSUING AGENCY:

DEPARTMENT OF GENERAL
SERVICES

This Management Memo announces the State's agreement with authorized travel agencies effective July 1, 2005, through June 30, 2006. The new requirements state that travel agencies may only charge a \$10 maximum ticketing fee and must provide an on-line reservation or booking tool to all State departments. All departments will now order their travel in this manner and should work with their authorized travel agency to transition to the new system immediately. This approach helps all State departments to conserve travel funds by reducing travel costs by an estimated \$1.4 million annually.

The Department of General Services (DGS) administers the Travel Agency Contract and has set a maximum ticketing fee in the amount of \$10 for domestic and international travel. The ticketing fee must be billed through the American Express Business Travel Account (BTA) at the time of ticket purchase.

There are only a few State departments that do not have access to computers when making travel arrangements. The DGS also realizes that during disasters, floods, fires, homeland security, travel for special needs children and adults, and inmate travel that there may be a need to speak with someone directly. Direct travel agent assistance will be available for these types of situations for a fee of \$15. For the most part, all travel will now be processed using the on-line reservation and booking system.

To facilitate services under this program, each State entity should complete a standard state form STD 213 with a selected authorized travel agency from the qualified agency list which is attached. These contracts are exempt from bidding if they are entered into pursuant to the terms of this Management Memo. The STD 213 agreement must include the following:

- State on-line reservation or booking tool
- Maximum ticketing fee not to exceed \$10 domestic or international
- Agent assisted fee for emergencies of \$15
- Travel Agency Request for Qualification (RFQ DGS OFA TA 05) dated July 1, 2005 to June 30, 2006
- Contractor Name: travel agency, address and projected cost for services
- Payee Name: American Express and payment address
- 30 day cancellation provision or negotiated timeframe with your travel agency

It is each State department's responsibility to pay their BTA in full each month. If there are reconciliation issues, it is the responsibility of the department to assemble the details and make adjustments with the travel agency as soon as they are discovered. The travel agency will not be responsible for a State traveler not following State department travel policy.

STATE ADMINISTRATIVE MANUAL

For a detailed text of the contract, view the Office of Fleet Administration's website at www.ofa.dgs.ca.gov. If you need additional information or assistance, please contact Donna Carey, Statewide Travel Program Administrator, Department of General Services, Office of Fleet Administration, 802 Q Street, CA 95814, (916) 327-2068, facsimile (916) 327-1159 or by email at donna.carey@dgs.ca.gov.

Original SAM Management Memo signed by Ron Joseph, Director

Ron Joseph
Director

Attachment

July 1, 2005 through June 30, 2006

SM/MB	Travel Agency	Contact Name	Address	City	Zip	Telephone
	APF Travel, Inc.	Regina Cheng-Sheu	1721 W. Garvey Ave 2nd Floor	Alhambra, CA	91803	626-2829988
	Arbor Travel Associates, Inc.	Michael Madison	335 West Arbor Vitae Street, Suite I	Inglewood, CA	90301	310-419-0235
SB/MB	Away We Go Travel, Inc.	Rickie M. Hanamoto	2908 Westminster Avenue	Seal Beach, CA	90740	562-596-5501
	Balboa Travel	Denise Jackson	5414 Oberlin Drive	San Diego, CA	92121	858-678-3374
	Boersma Travel Service	John Fuller	3368 Washtenaw Ave	Ann Arbor, MI	48104	734-971-3148
	Brooke's Travel, Inc.	Brooke Phayer	1229 J Street	Sacramento, CA	95814	916-442-3233
	Bulldog Travel	Keith Johnson	2225 W. Shaw Avenue, Suite 101	Fresno, CA	93711	559-224-8900
	Corporate Travel Planners	Travis Blount	7550 IH-10 West Suite 1300	San Antonio, TX	78229	210-293-8603
	Davisville Travel	Judith Smith	420 Second Street	Davis, CA	95616	530-758-4510
	Fell Travel	Thomas Fell	400 Oyster Point Blvd	So. San Francisco, CA	94080	650-827-7300
	Giselle's Travel	Steven S. Oates	3 Parkcenter Dr. #100	Sacramento, CA	95815	916-922-5500
SB/DVBE	House of Travel	Anita Vanderzanden	1107 L Street	Sacramento, CA	95814	916-442-0743
SB/MB	Norwalk Travel Center	Nada Holder	11983 E. Firestone Blvd.	Norwalk, CA	90650	562-868-1703
	Palo Alto Village Travel	Martin Liu	105 Town & Country Village	Palo Alto, CA	94301	650-326-0510
	Patterson TravelStore	Trudy Flores	855 Howe Avenue, Suite 5	Sacramento, CA	95825	916-929-3661
	Plaza Travel	Steve Orens	16545 Ventura Blvd.	Encino, CA	91436	818-990-4053
	Rainbow Tours & Travel	Maria Pritkin	P.O. Box 803398	Santa Clarita, CA	91380	888-571-3999
SB/MB	Sacramento Travel Service	Vivian Hawkins	3121 Arden Way	Sacramento, CA	95825	916-974-6855
	Santa Barbara Travel Bureau, INC.	David M. de L'Arbre	1028 State Street	Santa Barbara, CA	93101	805-966-3116
SB/MB	Stiles In Travel	Judith Ann Stiles	4945 Hillhurst Drive	Fair Oaks, CA	95628	916-864-4302
	Sundancer Travel	Joann Ritter	3805 Taylor Rd Ste 7	Loomis, CA	95650	916-652-2533
	Sunward Adventures	Gary Davis	14420 Elsworth Suite 103	Moreno Valley, CA	92553	909-697-6895
	TQ3 Navigant	Mark Aday	10860 Gold Center Drive	Rancho Cordova, CA	95670	916-638-3935
	Travel Consultants	Patrick Moore	1245 Market St.	San Francisco, CA	94103	415-558-9796
	Uniglobe Golden Empire Travel	Ray W. Watson	1820 Chester Ave.	Bakersfield, CA	93301	661-323-1213