



## DEPARTMENT OF GENERAL SERVICES

### Office of Fleet and Asset Management

707 Third Street, 6<sup>th</sup> Floor MS-600 • West Sacramento, CA 95605 • (916) 928-2550 • Fax (916) 928-9895 • [www.ofa.dgs.ca.gov](http://www.ofa.dgs.ca.gov)

## 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)

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**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.

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### 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

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# STATE OF CALIFORNIA REQUEST FOR QUALIFICATIONS TRAVEL AGENCY SERVICES

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## SECTION I

### GOALS, BACKGROUND, OVERVIEW, AND BENEFITS

**Goals:** The State's primary goal in issuing this Request for Qualification (RFQ) is to extend the travel dollars it spends by increasing the efficiency and economy of its travel expenditures. The State seeks to obtain the most economical rates currently available from travel suppliers, particularly by using those travel suppliers that have contracts with the State. Authorized travel agencies will be required, when applicable, to utilize airlines and rental vehicle contracts awarded by the State to reduce travel expenditures.

**Background:** The State of California's annual expenditure for official travel and related services is estimated to be \$200 million of which \$60-\$70 million is spent for airlines; \$20 million is spent for commercial car rentals and the remainder for allowances for meals, lodging, and business expenses.

Owing to this volume, the State seeks to obtain the best value for the State of California, including receiving considerations and benefits for its annual expenditures from travel providers normally available to volume purchasers of travel.

**Overview:** The State seeks to work with travel agents providing services to state agencies, California State University System (CSU), University of California System (UC), California Community Colleges and local government through the coordinated efforts of the Statewide Travel Program in the Department of General Services, Office of Fleet and Asset Management and the State's travel card provider, American Express Travel Related Services.

As the State's travel card provider, American Express can furnish state employees with travel charge cards and can establish centrally billed airfare accounts or "Business Travel Accounts (BTAs)." A BTA is designated to consolidate a state department's airline charges into one centrally billed "cardless" account controlled by the state department and the department's travel agency. In addition, the car rental business travel account is designated to consolidate a state department's rental car charges into one centrally billed "cardless" account. These projects aim to use the American Express Corporate Travel System as a comprehensive travel information reporting system. Consequently, the State and American Express will work together with travel agencies throughout the State of California to establish such a system. The State intends to centralize its travel information gathering, yet keep the purchasing of travel services decentralized.

This collaborative effort will begin with the issuance of State Authorizations to travel agencies serving the State. This RFQ will establish a pool of travel agencies to provide service to state employees. Any travel agency agreeing to the terms of this RFQ will receive a State Authorization. All travel agencies agreeing to meet the standards set forth in this RFQ will be eligible to provide business travel services to state departments. The State makes no guarantee of business to any recipient of an authorization. Terms of the RFQ Response will be binding on the authorized travel agency when that agency provides services to the State.

Once a state agency, CSU, UC, Community College or local government agency choose an authorized travel agency, they must execute a formal agreement. For state agencies, it is required that a zero dollar amount agreement be entered into with the authorized travel agency via a Std. 213. All terms and conditions of this RFQ must be incorporated by reference into the agreement.

Vendors seeking first-time authorization will be required to participate via a telephone online presentation with American Express and the Statewide Travel Program.

This RFQ solicits travel agencies to provide services to officers and employees of the Executive Branch of California State Government and the California State University System (CSU), the University of California System (UC), California Community College System and local government. **Additional Users** of Authorized travel agencies shall be: **Non-Salaried** – Persons who are on official state business and whose travel expenses are paid by the State (this includes volunteers, members of official task forces, consultants and members of some commissions and boards, and wards of the State); **Elected Constitutional Officers** – Governor, Lieutenant Governor, State Controller, Attorney General, Secretary of State, Superintendent of Public Instruction, State Treasurer, Insurance Commissioner, members of the Board of Equalization, and members of the staff of the above constitutional officers; **State Legislative Branch** – Members of the State Senate, Members of the State Assembly, and Legislative staff members; **State Judicial Branch** – Justices, officers, and employees of the Supreme Court of California, the Courts of Appeals, the Judicial Council, and Trial and Superior Courts; and **Executive Protection** – Persons providing executive protection to anyone authorized to use an authorized travel agency. All mentioned above may request services from authorized travel agencies under the terms and conditions of this agreement.

Most state agencies have their headquarters in Sacramento and the majority of state travel is arranged and controlled in Sacramento. The state estimates that official travel booked in four metropolitan areas as follows: 77 percent in Sacramento, 8 percent in San Francisco, 6 percent in Los Angeles and 4 percent in San Diego. Approximately 5 percent is booked throughout central and northern California. This does not account for the CSU, UC, Community Colleges and local government.

**Benefits:** By granting State Authorizations to travel agencies for travel services, the State intends to:

1. Provide state agencies with a choice of qualified travel agencies statewide.
2. Encourage the use of available technology provided by travel agencies.
3. Effectively demonstrate compliance by state travelers on contract airfares by obtaining consolidated management information reports through the cooperation of American Express and travel agencies servicing the State.
4. Assist State employees to use the most efficient and economical airline reservation services.
5. Simplify travel agency reporting.
6. Provide state agencies with cost effective travel agency alternatives.

## SECTION II

### STATEMENT OF WORK

By responding to this Request for Qualifications and receiving a State Authorization, travel agencies (Vendors) desiring to do business with the State agree to comply fully with the following policies and practices.

**A. Policy:** The State seeks to obtain the most economical rates for official State government travel. Methods the State requires of vendors holding State Authorization are:

1. Use of any State or agency negotiated contract rates for common carriers, car rental agencies and hotels.
2. If no common carrier contract applies, use of lowest available airfares to include lesser fares that may become available through wait-list procedures, use of least expensive routing and ticketing practices, use of delays en route not greater than two (2) hours.
3. With regard to type of airline ticket, use of standard coach under the following terms only: if only standard coach is available by virtue of weekday travel or the date requested, before accepting this class of service, travelers should investigate alternate routings or alternate dates of travel, if such change would not prove detrimental to the conduct of the State's business.
4. Use by the state agencies and state travelers of charter airlines service in coordination with the needs of the State upon request of the client agency, following the provisions of the State Administrative Manual (SAM), Section 0743, to be provided to authorized vendors.
5. Use of conference negotiated airfares only if less than any contract airfares or less than any other available airfares at time of making reservations.
6. Use of conference negotiated lodging rates if preferred by traveler, use of lodging rate afforded by any in-state travel lodging lists or other property identified by the traveler.
7. Use of the Statewide Travel Program rules and the State's fiscal rules on travel shall be provided by the Statewide Travel Program via management memo or website.
8. Services to be provided to state agencies are available to all eligible officers and employees of those agencies. Services will also be made available to persons traveling on behalf of the State when ordered directly by a state agency and paid by the State.
9. Use of available technology to further automate the ordering of travel services.

**B. Procedures:** Vendors doing business with the State are expected to have the capacity to conform to standard industry practices and procedures. These capacities at a minimum include:

10. Vendors must have an online reservation form and/or online booking tool and issue electronic tickets. Only under certain circumstances will hard copy tickets be issued.
11. At time of reservation, vendor must be able to accept online special accommodation requests and include in travelers' profiles. The Statewide Travel

Program will assist vendors to meet the needs of all state travelers by collecting and distributing information about companies that provide hard to find special accommodations.

12. If the State so requires, the vendor, prior to ticketing, must obtain accounting information from the traveler or the travelers' agency and enter this information into the Passenger Name record (PNR).
13. Vendors must make adjustments for any changes in airline, train, ship or bus schedules. Tickets and billings must be modified to reflect these changes.
14. Vendors must agree to set up through the State and American Express a separate centrally billed account, a **Business Travel Account (BTA)**, for air and rail travel, and car rental for each state agency they serve.
15. The travel agency must send a monthly reconciliation statement/report with charges and/or credits to every state agency served. These reconciliation reports must meet each state agency's information specifications and must be reconciled with and adjusted to a statement from the provider of the centrally billed account (American Express) and the travel agency's own records. If a travel agency has no activity for a State agency, it must nonetheless send a reconciliation report so indicating.
16. For credits due, vendors must refund in the form of a credit card refund notice or other industry accepted methods with the refund applied to the State agency account. Vendors must credit any cancellation for travel services charged against a state agency's BTA account on the day of cancellation so that invoices reflect all charges and credits up to the date of the billing from American Express.
17. Vendors shall work with state agencies and American Express to support fiscal year accounting. For the month of July, reconciliation reports should reflect to the greatest extent possible travel that occurred through that last day of June of that particular year.
18. Vendors agree to exercise their best efforts and cooperation to effect an orderly and efficient transition to a successor. At the request of a state agency, vendors will furnish phase out services for up to 30 working days and negotiate in good faith a plan with a successor to determine the nature and extent of phase in, phase out services required. At its discretion, the State may reduce, but not extend, the transition period. Travelers profiles are the property of the State and must be provided in both written and data form upon request.
19. At vendor's cost, vendor will obtain and keep in force all licenses and permits required to provide travel agency services. In addition to the bond or letter of credit necessary for accreditation by the Airline Reporting Corporation (ARC), vendor should carry bonding to protect against misuse, fraud, error or omission by travel agency employees. Vendors, who carry bonding in addition to the requirements of the ARC, will provide proof of this bonding to a state agency at the time they agree to provide services and on an annual basis.
20. Without exception, vendors must provide E-Tickets to any state agency as prescribed by that state agency adhere to that state agency's payment procedures and defer to that state agency's judgment in all matter of travel policy.
21. Vendors must book travel services with airlines and car rental vendors with which the State has negotiated contract rates instead of using preferred providers agreements. Vendors shall book contract car rental rates whenever possible because the rates are inclusive of Loss Damage Waiver and Third Party Liability

insurance. Vendors shall confirm the pick-up and drop-off locations, the time, date and rate at which a reservation is made and include this information on the travelers' itinerary. State agencies may require appropriate documentation on traveler itinerary for exceptions to the booking of contract car rental rates.

22. If a preferred provider agreement yields an airfare lower than a State contract fare an exception is allowable only if the rate is available to the general public. Such exceptions require appropriate documentation on traveler itinerary. Some state agencies may request that vendors provide documentation on the traveler itinerary for each traveler that refuses the lowest available fare, and the reason for that refusal.
23. State contracted airfares are subject to change annually on July 1. Vendors must book at the contract fare as detailed in official Management Memorandum, of which copies will be distributed to authorized vendors in June for airfares effective July 1. If no Management Memorandum is issued, vendors may view contract information on a website.
24. If no contract airfare applies, vendors must use the lowest applicable fare to be defined as the lowest available fare for the particular destination sought and within the travelers required time frame at the time of booking and subsequently at the time of ticketing.
  - An alternate route or delays in route resulting in lower cost fares shall be chosen only if the traveler is delayed no more than two (2) hours actual travel time.
25. Upon one week prior written notice, the State reserves the right to audit the airline transactions of any travel agency holding a State Authorization to establish whether, under State policy, the State is obtaining lowest applicable fares from public carriers.
26. Vendors must have or obtain the following types of general business insurance: **Commercial General Liability**, and **Workers' Compensation Insurance**. Specifically, vendors shall procure, at their own expense, and maintain for the duration of the work, the following insurance coverage:
  - a. Commercial General Liability Insurance:  
Combined single limit \$1 million written on an occurrence basis;
27. Any aggregate limit not to be less than \$2 million; Vendor must purchase additional insurance if claims reduce the annual aggregate below \$500,000. The State of California, its officers, agents, employees, and servants must be included as additional insureds, but only insofar as the operations under this Agreement are concerned.
  - b. Standard Workers' Compensation and Employer's Liability Insurance:  
This insurance shall comply with the State of California's workers' compensation statutes.
28. Certificate of Insurance will be provided as evidence of insurance for each of the coverage's listed above. Each certificate shall provide that the State of California receives thirty (30) days advance notice of cancellation. Travel agencies shall submit the required certificates as an attachment to the Vendor Response Form. The required certificate must be on file with the Statewide Travel Program prior to the travel agency providing services to the State. The following statement must be included in the description section of the Certificate of Insurance: "**The State of California, its officers, agents, employees, and servants are added as additional insureds, but only insofar as the operations under this Agreement are concerned**". Questions that vendors have concerning insurance coverage should

be directed toward insurance brokers or carriers.

29. Vendors shall provide lodging reservations upon request. This service shall include initiating and confirming the reservation and room rate, and including this information on the traveler's itinerary.
30. The State requires mandatory reporting of city-pair data to include day and date of departure, car rental reservation information by vendor and location, and hotel reservation information by vendor and location from vendors with the capacity to supply such data in a format (i.e. Microsoft Excel Spreadsheet) on a quarterly base and must be accepted by the State. Additionally, the State requires other types of feedback including response to surveys, and/or attendance at teleconferences/meetings.
31. Vendors shall keep the information related to all contracts and subcontracts in strict confidence. Other than the reports submitted to the State and client agencies, vendor shall not publish, reproduce or otherwise divulge such information, in whole or in part, in any manner or form, or authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to the information, while in vendors possession, to those employees or vendors staff who must have the information on a need-to-know basis, and vendor determines, or has reason to suspect, a breach of these requirements.

**C. Customer Service:** The Statewide Travel Program now seeks to maximize the opportunity of all travel agencies in the State to compete for State business while maintaining fiscally responsible policies and reporting requirements. At the same time, State agencies and State employees are sensitive to a customer service orientation not only in the services they provide but also in the services they receive. In fashioning plans to serve State agencies, travel agencies are encouraged to reflect on the service nature of their industry.

1. State agencies have varying priorities in selecting travel agencies; therefore, the selection criteria may vary. Some common criteria are:
  - Geographic location
  - Corporate experience
  - Availability of dedicated agent, agents or departments
  - Ticket deliveries: daily, emergency and overnight
  - Telephone services: multiple line, faxes, toll free
  - Quality control procedures
  - Backroom accounting and reporting capabilities
  - Assistance in American Express Reconciliation (disk/electronic data transmission)
  - Familiarity with lowest air fare policies, State objectives and culture
  - Ability to track unused tickets monthly and cancel as appropriate.
  - Availability of branch offices in various strategic locations
  - Ability to collect: data identifiers (employees numbers, billing codes and exception codes)
  - Training opportunities for travelers and/to travel coordinators
  - Automated CRT information downloads and automated fare audits
  - Computerized corporate (State) and individual traveler profiles
  - Toll-free after hours services
  - Hours of operation
  - Availability of standard and specialized management reports
  - Experience of travel management personnel
  - On-site or contracted service and satellite ticket printer
  - Bonding to protect against misuse, fraud or omission by travel agency employees

2. While certain standards have been established by the Statewide Travel Program, additional standards may be imposed by a state agency. Additionally, vendors will use ticketless air travel, electronic access to reservation information via personal computers and other means to reduce ticket distribution costs and agent assisted bookings
3. Authorized vendors may be required to assist state agencies (i.e., Department of Corrections, Department of Justice, California Highway patrol, etc.) with arrangement requiring a high level of security and confidentiality. For instance, vendors should be familiar with the Federal Aviation Agencies rules for prison escorts (armed and unarmed) and vendors should be willing to cooperate in client agency's internal security programs.

**D. Travel Agency Selection:** The Statewide Travel Program will publish a list of vendors with State Authorizations to all accounting and business services offices, as well as all contract airlines and contract commercial car rental companies. Each state agency, the CSU, UC and Community College campuses and local government will then select the vendor(s) that best serve their travel needs. Each state agency is to establish consistent evaluation criteria and procedures in selecting its vendor(s). Such evaluation may employ location as a factor as well as other factors involving service and/or delivery. Within these constraints, each state agency will follow an evaluation process equitable to all vendors that can fulfill the state agency's needs.

1. The Statewide Travel Program will advise state agencies to select one travel agency.
2. The Statewide Travel Program will provide guidelines to state agencies that recommend the selection of only two vendors if their annual purchase of airline tickets is expected to exceed \$500,000. Reasonable exceptions include a need for vendors in particular areas or cities. For agencies with more then \$500,000 in common carrier charges per year, the Statewide Travel Program will recommend that state agencies exercise restraint such that those vendors selected have a reasonable opportunity for enough business to make their efforts worthwhile.
3. During the selection of a travel agency or agencies, all other things being equal or approximately so, state agencies may give preference to vendors having automated reservations and ticketing equipment or back office accounting, providing a direct interface between the reservation, ticketing and accounting elements such that passenger reports and summary data may be automatically generated from point of sale information.
4. Once an authorized travel agency is chosen, a formal agreement must be entered into between the state agency/CSU/UC/Community College/local government and the authorized travel agency. For state agencies, it is required that a zero dollar amount agreement be entered into with the authorized travel agency via a Std. 213. All terms and conditions of this RFQ must be incorporated by reference into the agreement.

**E. Qualification of Vendors:**

1. Vendors seeking to be authorized to do business with the State must have been in business as a travel agency providing services using a Computer Reservations System (CRS) for a minimum of two (2) years effective April 1, 2006.
2. Vendors seeking to be authorized to do business with the State must show evidence of their capacity to serve the State by furnishing the following on the Vendor Response Form with attachments as indicated:

- a. Business name, "doing business as" (dba) or "trade name", if any, and the mailing address, telephone number and fax number of their office, and number of years in business as a travel agency providing services using a CRS.
  - b. Federal Employer identification Number (alternatively called Taxpayer ID number) by completing, signing and attaching a Payment Data Record (Attachment 1).
  - c. Authorization to do business by attaching a copy of current business license issued in California.
  - d. Location (address), telephone, fax and tollfree numbers for their home office, branch, or satellite offices, if any.
  - e. Vendors must designate and provide contact information of at least one (1) contact for the State and American Express and must inform the Statewide Travel Program in writing in the event of any changes in designation within 14 business days.
  - f. Evidence of Airlines Reporting Corporation (ARC) accreditation in good standing and include ARC number for all offices.
  - g. Evidence of a Certificate of Endorsement from the International Airlines Travel Agent Network (IATAN). The State requires membership in IATAN to forestall complications, refunds and acceptance regarding any foreign airline ticket.
  - h. Certificate of insurance as required on Section II, Statement of Work, of this RFQ.
3. The above items of information must be provided on the Vendor Response Form or its attachments to it. An RFQ Response consists of the completed Vendor Response Form and required attachments. Each RFQ Response must have on top a Vendor Response Form signed in ink by the individual with authority to bind vendor contractually. The signature must indicate the title or position that the individual holds in the firm. Place the response in an envelope marked in the lower left corner "RFQ DGS OFA TA 08". The return deadline is August 27, 2008, 3:00 p.m. The RFQ Response may be sent by mail, courier service or in person, but the Response must be received prior to the Return Deadline. Send the RFQ responses with signatures in ink to:

Statewide Travel Program  
Department of General Services  
707 Third Street, 6th Floor MS-600  
West Sacramento, CA 95605  
Attn: Robert Horsley

5. The RFQ is not to be altered or changed. Keep a copy of the RFQ and the RFQ Response for your file. Upon approval, a vendor will receive a State Authorization Certificate.

**F. Implementation:** The Statewide Travel Program will then provide information to each authorized vendor concerning the following:

1. **MANDATORY INITIAL TRAINING:** Vendors seeking first-time authorization will be required to participate via a telephone online presentation with American Express and the Statewide Travel Program.
2. Contract Analyst: **Robert Horsley (916) 928-6857**
3. American Express Program contact person: **Doug Browne (877) 462-7956**
4. Centrally billed airfare and car rental accounts procedures.

Please note: By way of information to vendors, state agencies contact American Express, the travel card provider, to set up a centrally billed airfare and car rental account. American Express coordinates the set up of new accounts with the Statewide Travel Program and issues the account number to the state agency for use by its authorized travel agency.

5. All additional procedures required to serve state agencies.

**G. Technology:** The Statewide Travel Program supports all manner of new technology.

- *Automated Booking System:* The State is poised for electronic commerce on the internet. With few exceptions, all State agencies are connected to the internet. Further, the State has adopted an open architecture with regard to its internet arrangements. Travel agencies are, then, encouraged to obtain automated booking systems so long as there is no cost to the State. If automated booking systems become available that offer benefit to the State, the State may enter into one or more agreement(s) with the best provider(s) for such services.

**H. Web Capabilities - Online Reservation Process:** The authorized travel agency must provide an online reservation process to the traveler. The booking tool must already be implemented by the travel agency, and in use and ready to accept use of the State Travel Cards (Business Travel Account (BTA) and Car Rental Business Travel Account (CRBTA)). The State will not incur any additional cost for this application. At the State's option, the travel agency may be required, at the travel agency's own expense, to provide a demonstration to the State of the booking tool being offered prior to Department of General Services' authorization.

1. Please provide the name of the tool offered, describe the process involved, typical response time and the length of the time the tool has been in use by your travel agency.
2. Describe the control mechanisms that will be made available to the government agency. Of particular importance, describe your ability to adapt these mechanisms to accommodate a variety of internal travel compliance issues throughout the various government agencies.
3. Provide a comprehensive description of the core line product you offer and any optional supplements or components.
4. Describe on-line booking tools that include the state's price agreement vendor's fares and rates as well as the response time.
5. Describe how your product is simple in design for non-technical personnel to use and explain how your product improves and expedites the process for the traveler, travel coordinator, and travel manager.

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.

**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.
2. Failure to provide timely and accurate reconciliation reports to state agencies.

3. Failure to make appropriate use of all State contracts for travel services, particularly airlines, lodging, and rental cars.
  4. Failure to provide itineraries to state agencies, if so required.
  5. Failure to provide mandatory reporting or feedback as requested by the Statewide Travel Program.
  6. Cancellation of a centrally billed airfare account as a result of vendor failure is grounds for the Statewide Travel Program to rescind the vendors State Authorization.
- K. Travel Agency Customer Listing:** The Statewide Travel Program is requesting from each Travel Agency a listing of their government agencies. Indicate which State Agency, Court, UC, CSU, Community College or local government your Travel Agency provides service for.
- L. Small Business Application:** We encourage you to apply to become a California certified small business. We have attached a link the Small Business Certification website <http://www.pd.dgs.ca.gov/smbus/certapps.htm>. The link provides information on the benefits, eligibility, and application process to become a California Certified Small Business.

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**SECTION III  
VENDOR RESPONSE FORM for RFQ DGS OFA TA 08**

This Vendor Response Form is designed to assure that vendors provide all requested information in order to be authorized to provide travel agency services to state agencies. If the space provided on the form is insufficient check the attachment box and furnish the requested information on an attachment with an appropriate heading.

1. Business Names: \_\_\_\_\_ DBA, if any: \_\_\_\_\_  
 Street: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ FAX: \_\_\_\_\_ E-Mail: \_\_\_\_\_  
(All fields mandatory)

Number of year's firm has been in business providing travel agency services using a Computer Reservations System (CRS): \_\_\_\_\_

2. ( ) Check here for attachment of completed Contractor Certification Clauses (CCC-307). The Contractor's Certification Clauses are available at the following website:  
[www.dgs.ca.gov/contracts](http://www.dgs.ca.gov/contracts)
3. ( ) Check here for attachment of current business license.
4. ( ) Check here for satellite offices, no more than 2 satellite offices may ticket YCAL fares. (List office locations and Airline Reporting Corporation (ARC) numbers on separate sheet.
5. ( ) Check here for attachment of designated contact information for the State and designated contact information for American Express. Note: May be same contact person for both.
6. ( ) Check here for attachment of evidence of accreditation of good standing with the Airline Reporting Corporation (ARC and your ARC number). Copies of ARC Agency Code Number Notice or ARC membership document will suffice for the State's purposes.
7. ( ) Check here for attachment of Certificate of Endorsement or your Letter of Appointment/Endorsement from the International Airlines Travel Agent Network (IATAN).
8. ( ) Check here for attachment of insurance as required on page 8 (Section III) of this RFQ.
9. ( ) Check here for online booking process description (Section III, Letter H, pg. 12). Failure to provide this information will result in non-compliance to this RFQ causing the response to be rejected.
10. ( ) Check here if you are new to the Statewide Travel Program (training purposes only).

**By filling out and signing this form, I/we agree that we met all requirements contained in RFQ DGS OFA TA 08, and agree that when services are rendered to state agencies those services will be rendered pursuant to the requirements of RFQ DGS OFA TA 08 for one (1) year with two (2) one(1) year options to extend effective October 1, 2008 – September 30, 2009.**

**This form must be signed and contain all of the above information to be considered responsive.**

_____	_____	_____
Typed or printed signature	Handwritten signature of vendor or agent Must be signed in ink	Date

**SECTION IV**

**GENERAL TERMS AND CONDITIONS (GTC 307)**

PLEASE NOTE: This page will not be included with the final contract. The General Terms and Conditions will be included in the contract by reference to Internet site:

[www.ols.dgs.ca.gov/Standard+Language/default.htm](http://www.ols.dgs.ca.gov/Standard+Language/default.htm)

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## SECTION V

### SPECIAL TERMS AND CONDITIONS

#### **A. Excise Tax**

The State of California is exempt from federal excise taxes, and no payment will be made for any taxes levied on employees' wages. The State will pay for any applicable State of California or local sales or use taxes on the services rendered or equipment or parts supplied pursuant to this Agreement. California may pay any applicable sales and use tax imposed by another state.

#### **B. Agency Liability**

The Contractor warrants by execution of this Agreement, that no person or selling agency has been employed or retained to solicit or secure this Agreement upon agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the State shall, in addition to other remedies provided by law, have the right to annul this Agreement without liability, paying only for the value of the work actually performed, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

#### **C. Funding Availability**

This contract is valid and enforceable only if sufficient funds are made available by the Budget Act of the appropriate fiscal year for the purpose of this program. In addition, this contract is subject to any additional restrictions, limitations or conditions enacted by the Legislature which may affect the provisions, terms, or funding of this contract in any manner.