



DEPARTMENT OF GENERAL SERVICES
STATEWIDE TRAVEL MANAGEMENT PROGRAM
TRAVEL BULLETIN

Travel Bulletin # 10-02

Effective: April 20, 2010
Expiration: April 19, 2012

SUBJECT: DGS Travel Bulletin: Mandatory Statewide Contract DGS TMS 2010

PURPOSE: Travel Management Service Provider (formerly Travel Agency Agreement)

REFERENCE: RFP DGS TMS 2010 / Travel Bulletin 09-06 expires June 30, 2010

Background, Travel Agency Agreement & Information

As part of Governor Arnold Schwarzenegger's direction to obtain transparent, cost effective travel, the Department of General Services (DGS) established a method to effectively reduce travel costs by designating one travel agency for the State of California, now called Travel Management Service (TMS) provider.

This Travel Bulletin announces the new mandatory contract for travel agency services with one vendor, TravelStore. The TravelStore will provide a one-stop, self-serve site for all government business travel needs.

The contract is effective April 20, 2010, through April 19, 2012, and supersedes all other state travel contracts after June 30, 2010. All government offices must transition to the new TMS by July 1, 2010 in order to obtain state contracted fares and rates.

Implementation

An implementation plan has been created to provide a smooth transition for all state agencies, departments, boards and commissions in utilizing the contracted vendor.

Complete the Department Fact Sheet (DFS) located at www.travel.dgs.ca.gov and submit it to TravelStore as referenced on the DFS form by Friday, May 14, 2010. The DFS form provides information to set up your department's new TMS provider account for travel effective July 1, 2010 and after. In addition, each department has been assigned a new Business Travel Account (BTA) for their department travel.

It is essential to ensure existing BTAs are current, especially during the transition period. Failure to have a current BTA could delay your department travel.

Online Booking Tool Software

TravelStore will utilize Concur Cliqbook software. It is the industry's most comprehensive and innovative online travel booking tool, delivering the broadest selection of travel content through an intuitive and easy-to-use online travel booking experience that includes state policy and procedures for business travel. Concur Cliqbook provides unrestricted access to the widest selection of air, hotel, rental car, rail inventory, dining and ground transportation services.

Online Booking Fee

All government offices will incur a \$5 online booking fee. This fee will be charged to the applicable department, agency or entity's BTA.

Internet Airfares - Southwest Airlines' SWABIZ Portal	<p>State departments that make their reservations directly through Southwest Airlines' SWABIZ portal incur no booking fees.</p> <p>Departments without an established SWABIZ BTA must complete the enrollment process immediately. Enrollment instructions and forms are available at www.travel.dgs.ca.gov. The SWABIZ portal will be accessible on the new TravelStore website and notification will be sent to all Program Administrators upon completion of the site.</p>
Travel Management	<p>Concur and iBank reporting allows full travel management to each government office by delivering specific travel content that business travelers' need, while providing compliance benefits, reduced travel costs, robust global capabilities and increased visibility through real-time reporting. Each department will be able to access their own concise, online reconciliation statements for accurate and timely payment of their American Express invoice.</p>
Benefits	<p>Additional benefits for government offices include;</p> <ul style="list-style-type: none"> • Establish a cost model that reduces per transaction costs for all government offices, • Offer a one-stop, self-serve site for all travel needs, • Provide accountability through simplified and enforceable travel policies across government, • Assist state departments in reducing their travel spend by providing immediate assistance, control, efficiency, and monitoring, • Attain immediate access to all government traveler itineraries during disasters and/or catastrophes.
Training	<p>Ongoing training will be provided. Check training dates and locations for implementation of the new TMS at www.travel.dgs.ca.gov.</p>
DGS Contact Information	<p>For additional information or assistance, please contact: Lori Wasson, Travel Program Specialist DGS Statewide Travel Program (916) 376-3992 lori.wasson@dgs.ca.gov</p>