



16 Central Street
Bangor, ME 04401-5106

Main: 207-973-3200
TDD/TDY: 207-973-3262
www.maine.edu

REQUEST FOR PROPOSALS # 04-14
Travel and Expense Management Solution
University of Maine System
ADDENDUM #1

The University of Maine

University of Maine
at Augusta

University of Maine
at Farmington

University of Maine
at Fort Kent

University of Maine
at Machias

University of Maine
at Presque Isle

University of
Southern Maine

This addendum reflects responses provided during the pre-proposal conference call held on September 20, 2013. A list of participating vendors is provided on the last page of this document.

In order to provide appropriate responses to questions 4, 7, 20, 24 and 25 the University will issue a **second addendum September 26th**. The University is also **extending the due date for responses to the RFP from October 9, 2013 to October 11, 2013.**

- Q1.** Will questions and answers from the pre proposal conference be documented and distributed to participants?
- A1.** Yes, in the form of this addendum issued not later than the close of business, Tuesday, September 24, 2013.
- Q2.** We are a software service platform provider with a large amount of travel agency partners in the state, region, and across the country. Shall we just defer agency specific questions and pricing to travel agencies that may be responding to the bid?
- A2.** The University is looking for a proposal as complete as possible including both platform and travel agency partners. Vendors would be best to align themselves with partners.
- Q3.** Our company requires a separate contract given that we provide software as a service platform. Any general terms and conditions, listed in section 2, would need to be negotiated by our respective attorneys and incorporated into our agreement. Shall we just make a note of this in section 2, or, do we need a separate path with the contract administrator?
- A3.** Bidders should make a note in your response. Provide a copy of your terms and conditions with your response. Identify any of University clauses that need work.
- Q4.** How many non-employee (student and guest reimbursements) does Maine do annually?
- A4.** The University will address this question in Addendum #2.

Q5. Please explain section 5.2 and 5.3

A5. Section 5 provides instructions on what the University expects in your responses. It is saying that all elements of Section 3 and 4 shall be responded to.

Q6. Does Maine have a separate travel card and PCard program? Can you provide the number of cards in each program?

A6. Currently do not. The University does not have separate programs. The University does have a PCard program. Some campuses use the PCard for travel, others do not. The University does have an initiative to create, and is investigating the merits of a travel card program. If there are parts of your solution best served by a ghost card, etc., let us know. As a rough number, the University has 1,500 PCards across the University.

Q7. Can you provide the annual number of expense reports/reimbursements? Any additional breakdown would be helpful.

A7. The University will address this question in Addendum #2.

Q8. Can you provide further clarification on question 28 from section 4.2.b?

A8. For reimbursements – if a traveler and an approver want to know where a reimbursement is, what can they see? Provide screen shots. We are trying to get a feel of the current look.

Q9. We understand from your RFP that there is no standard process or preferred contracted travel management company used to book travel. Campuses and individual travelers use a variety of booking methods including on-line consumer sites, local and national travel agencies, and booking directly with providers. That being said is there any local or national provider that has demonstrated a good relationship with the University of Maine System that would be viewed as a benefit in working with?

A9. We do not have a single provider across the University of Maine System. Individual campuses have great relationships but cannot specifically point to one. When looking for a partner, bidders should be aware of the rating sheet.

Q10. Can the University provide an estimated number of expense reports that are processed on an annual basis? (We understand that the number of travel occurrences (3,632) and actual number of travelers will equate to a larger number of actual expense reports requiring processing.)

A10. The 3,632 number is a good indicator. It was based on PCard data. Some travel occurred outside of PCard. Athletic travel may look like there is one traveler but there may be a number of travelers (for example a sports team) behind that one. The University is faced with decreased funding. This could have an impact on future travel numbers. We ask vendors why this number is important. (This is a duplicate of Q7.)

Q11. When group travel by students is done, does each student submit an expense report or is this only done by the staff member who plans/arranges the travel?

A11. Generally it is the staff member. There are a few exceptions. Class travel is one, and the University is reimbursing mileage – for the students at the Law School. It would be a benefit for the new solution to be able to accommodate this.

- Q12.** Is the University planning on implementing the Travel & Expense system on a limited basis initially and then expanding to cover the entire University system? If initial deployment is on a limited basis, what is the timeline for expanding for general use within the entire University System?
- A12.** This was addressed in the RFP on page 11 at paragraph 3.1b. University of Maine System travel services implementation strategy is to start with a small campus or department, finalize program configurations and procedures, and then roll-out campus-by-campus over a period of 3-6 months.
- Q13.** How will the University monitor and manage travel service provider performance? What are the measurable criteria being used?
- A13.** The University is looking for an integrated end-to-end solution. The RFP asks what your service level agreement should look for.
- Q14.** Does the University have a travel agent currently?
- A14.** Our campuses have many – the System does not have a single agency..
- Q15.** Does the University have a preference on an on-line travel company they want to use for integration?
- A15.** No. The University's decision will be based on functionality and cost structure.
- Q16.** Do you post summary or detailed information to your G/L?
- A16.** We post summary information into the G/L but there is always a pointer back to more detailed information. The quality of the information we have now is less than satisfactory. We want very detailed information available for audit purposes.
- Q17.** What are your audit criteria for an expense report (dollar amount, vendor, etc.)?
- A17.** We want the ability to drive approval work flow (destination, country, value). Want to be able to pull reports based on a wide variety of data elements. Let us know how reports can be configured. Now, we have paper based system and 100% audit. We do not allow for sales tax, no alcohol, reimbursements, we limit tipping to 15% - ideally the system will flag exceptions.
- Q18.** Do you want expense report submissions based upon a fixed schedule or "at will?"
- A18.** The expectation is for a certain number of reports, and some at will.
- Q19.** Will participants in today's conference call get a listing of all travel agencies participating?
- A19.** Yes, the list is at the end of this document.
- Q20.** Can the University provide spend for hotel, car, air, international travel; pockets of heavy travel?
- A20.** The University will address this question in Addendum #2.
- Q21.** Any preference on how the system will be hosted?
- A21.** The University does not have a preference. We understand there are benefits to either solution.
- Q22.** On page 7, Section 2, paragraph 2.4 says the contract will commence November 2014. Is this correct?
- A22.** That is incorrect. It should read November 2013.

- Q23.** One difficulty is compliance. What is the University's strategy for control? Mandated or suggested program?
- A23.** We have thought about it and are looking for "best practices". An all-out mandate often scuttles the program. We are working hard to get a blend. There will have to be some exceptions. The current system is paper based and very labor intensive. The automated reporting and record keeping available is the carrot. We will work with our partner to make a great carrot. Looking for a big carrot and convenience.
- Q24.** Any internal metric for compliance rate down the road?
- A24.** The University will address this question in Addendum #2.
- Q25.** Group travel information? Any idea how much there is?
- A25.** The University will address this question in Addendum #2.
- Q26.** Will we be open to mandating that group travel go through the travel management company?
- A26.** We want to be careful about mandates without flexibility. Athletics is an example. There will be legitimate exceptions. We are not willing to mandate that all group travel go through the travel management company.
- Q27.** Page 9 paragraph 2.20 Payments requires an option for the University to pay on a Net 30 basis with 2% discount if the invoice paid within 10 business days. Is there any flexibility?
- A27.** The University is looking for prompt payment discount. Bidders should address any issues in their response. We understand that the solution needs to make sense with your relationships.



Hal Wells
University of Maine System
Assistant Director of Strategic Procurement

September 24, 2013

ATTENDEES

Apptricity

Bangor Travel Services

Christopherson Business Travel

Chrome River

Concur

Dube Travel / Travel Leaders

Hurley Travel Experts

Milne Travel American Express

Oracle

Short's Travel Management

Travizon Travel Management – GlobalStar

US Travel