



Administered by
University OF MAINE SYSTEM
Office of Strategic Procurement

REQUEST FOR PROPOSALS (RFP)

Travel and Expense Management Solution

RFP # 04-14

ISSUE DATE:
September 11, 2013

MANDATORY PRE-PROPOSAL MEETING:
Friday, September 20, 2013, at 11:00 a.m.

PROPOSALS MUST BE RECEIVED BY:
October 9, 2013

DELIVER PROPOSALS TO:

University of Maine System
Office of Strategic Procurement
Attn: Hal Wells
16 Central Street
Bangor, ME 04401

SECTION ONE

1.0 General Information:

- 1.1 **RFP Instructions:** This Request for Proposals (RFP) states the instructions for submitting proposals, the procedure and criteria by which a vendor may be selected, and the contractual terms by which the University intends to govern the relationship between it and the selected vendor.
- 1.2 **Definition of Parties:** The University of Maine System will hereinafter be referred to as the "University" or "UMS". Respondents to the RFP shall be referred to as "Bidder(s)" or "bidder(s)". The Bidder to whom the Contract is awarded shall be referred to as the "Contractor."
- 1.3 **Background:** The University is engaged at the direction of the Board of Trustee in a review of various procurement activities in an effort to reduce cost, increase service levels and reinvest administrative savings in the mission of the University. As part of that effort, the University is seeking to improve its travel management process and tools for travelers as well as administrative staff while reducing the associated costs. Further background information is available in the Strategic Procurement section of the website: thinkmissionexcellence.maine.edu.
- 1.4 **Profile of Current Travel Program at UMS:** The current UMS travel programs are outlined in Appendix A: Profile: UMS Current Travel Programs". Your proposal should directly address the challenges and opportunities identified in this document including the specific travel groups identified. Current fiscal year budget for all UMS travel activity is approximately \$10 million.
- 1.5 **RFP Scope:** The University is seeking proposals for a fully integrated Travel and Expense Management Solution (T&E) for both employees and non-employees (e.g., students, guest travelers, contractors) which include:
 - **Electronic Travel Approval and Expense Management**
 - Pre-trip authorization workflow following UMS travel policies
 - Automated travel expense reimbursement system including integrated travel booking information and electronic receipts
 - Credit card integration
 - Travel card reconciliation
 - Procurement Card reconciliation
 - Handle cash advance requests and reconciliation
 - Full integration with UMS PeopleSoft financial system
 - Standard and custom reporting including expense by travel category (e.g., airfare, lodging, meals, car rental), campus, department, and traveler
 - **Travel Booking and Support**
 - Online booking tool (OBT) with integrated itineraries to the expense solution
 - Agent assisted bookings with integrated itineraries to the expense solution
 - Travelers emergency assistance available 24/7
 - Duty- of-care including ability to report on traveler locations, monitor and inform of high risk travel locations
 - **Travel Services Contract Management (such as airfare, rental cars, lodging)**
 - Facilitate competitive contracts on behalf of UMS
 - Administer and reconcile credits, fees, benefits from various travel service providers
 - Monitor and manage travel service provider performance

- **On-going end-to-end support and maintenance for the entire solution**
 - Implementation training and on-going support for both travelers and travel administrators
 - Single point of contact for all travel products and services

1.6 Evaluation Criteria: Proposals will be evaluated on a 100 point scale with points available for each section as follows:

Category		Points	Totals
SECTION 3: CUSTOMER SERVICE AND SUPPORT			
3.1	Account Management and Support: Topics covered include: <ul style="list-style-type: none"> - company(s) profile - experience and qualifications of proposed account team - implementation and support strategy - traveler specific support 	15	
3.2	Travel Services Expense Management Topics covered include: <ul style="list-style-type: none"> - experience contracting and managing travel service providers (air, car rental, lodging) - experience analyzing travel spend and finding savings opportunities 	15	
Subtotal			30
SECTION 4: PRODUCTS AND TRAVEL SERVICES			
4.1	Fully Integrated Travel and Expense Solution Topics include: <ul style="list-style-type: none"> - ability to provide end-to-end integrated travel system - technology requirements for integrated travel system 	15	
4.2	Travel Request and Reimbursement System Functions and features including: <ul style="list-style-type: none"> - electronic travel request and approval work flow - electronic reimbursement request and approval work flow - integration with booking system 	15	
4.3	Travel Booking Services Functions and features including: <ul style="list-style-type: none"> - On-line and agent assisted bookings - travel status, trip assistance, traveler tracking - UMS Travel policy integration 	15	
			45
FINANCIAL AND ECONOMIC			
5.5	Maine Economic Impact <ul style="list-style-type: none"> - Proposal impact on the Maine economy such as # of Maine based employees 	5	
5.8	Cost <ul style="list-style-type: none"> - Detailed bid of all costs involved to implement, maintain and support proposed solution 	20	
Subtotal			25
Total Possible Points			100

Proposals receiving the top totals scores may be invited for further evaluation including, but not limited to on-site presentations, system demos, and reference checks.

- 1.7 **Communication with the University:** It is the responsibility of the bidder to inquire about any requirement of this RFP that is not understood. Responses to inquiries, if they change or clarify the RFP in a substantial manner, will be summarized as an addenda and posted on our web site, www.maine.edu/strategic/upcoming_bids.php

It is the responsibility of all bidders to check the web site before submitting a response to ensure that they have all pertinent documents. The University will not be bound by oral responses to inquiries or written responses other than addenda.

Inquiries must be made to: Hal Wells
Office of Strategic Procurement
University of Maine System
16 Central Street
Bangor, Maine 04401
hcwells@maine.edu

The deadline for inquiries is Friday, September 20, 2013.

The University will respond to written inquiries not later than close of business, September 24, 2013.

- 1.8 **Award of Proposal:** Presentations may be requested of two or more bidders deemed by the University to be the best suited among those submitting proposals on the basis of the selection criteria. After presentations have been conducted, the University may select the bidder which, in its opinion, has made the proposal that is the most responsive and most responsible and may award the Contract to that bidder. The University reserves the right to waive minor irregularities. Scholarships, donations, or gifts to the University, will not be considered in the evaluation of proposals. The University reserves the right to reject any or all proposals, in whole or in part, and is not necessarily bound to accept the lowest cost proposal if that proposal is contrary to the best interests of the University. The University may cancel this Request for Proposals or reject any or all proposals in whole or in part. Should the University determine in its sole discretion that only one bidder is fully qualified, or that one bidder is clearly more qualified than any other under consideration, a contract may be awarded to that bidder without further action.
- 1.9 **Award Protest:** Bidders may appeal the award decision by submitting a written protest to the University of Maine System's Director of Strategic Procurement within five (5) business days of the date of the award notice, with a copy of the protest to the successful bidder. The protest must contain a statement of the basis for the challenge.
- 1.10 **Confidentiality:** The information contained in proposals submitted for the University's consideration will be held in confidence until all evaluations are concluded and a vendor selected (the successful bidder). At that time the University will issue bid award notice letters to all participating bidders and the successful bidder's proposal may be made available to participating bidders upon request. After the protest period has passed and the contract is fully executed, the winning proposal will be available for public inspection. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. The University will honor requests for confidentiality for information of a proprietary nature to the extent allowed by law. Clearly mark any information considered confidential.
- The University must adhere to the provisions of the Maine Freedom of Access Act (FOAA), 1 MRSA §401 et seq. As a condition of accepting a contract under this section, a contractor must accept that, to the extent required by the Maine FOAA, responses to this solicitation, and any ensuing contractual documents, are considered public records and therefore are subject to freedom of access requests.
- 1.11 **Costs of Preparation:** Bidder assumes all costs of preparation of the proposal and any presentations necessary to the proposal process.
- 1.12 **Debarment:** Submission of a signed proposal in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal

department or agency. Submission is also agreement that the University will be notified of any change in this status.

- 1.13 Proposal Understanding: By submitting a proposal, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions should be noted in your response.
- 1.14 Proposal Validity: Unless specified otherwise, all proposals shall be valid for ninety (90) days from the due date of the proposal.
- 1.15 Non-Responsive Proposals: The University will not consider non-responsive bids or proposals, i.e., those with material deficiencies, omissions, errors or inconsistencies.
- 1.16 Specification Protest Process and Remedies: If a bidder feels that the specifications are written in a way that limits competition, a specification protest may be sent to the Office of Strategic Procurement. Specification Protests will be responded to within five (5) business days of receipt. Determination of protest validity is at the sole discretion of the University. The due date of the proposal may be changed if necessary to allow consideration of the protest and issuance of any necessary addenda. Specification protests shall be presented to the University in writing as soon as identified, but no less than five (5) business days prior to the bid opening date and time. No protest against the award due to the specifications shall be considered after this deadline. Protests shall include the reason for the protest and any proposed changes to the specifications. Protests should be delivered to the Office of Strategic Procurement in sealed envelopes, clearly marked as follows:

SPECIFICATION PROTEST, RFP # 04-14

- 1.17 Pre-Proposal Conference: A conference will be held on September 20, 2013 at 11:00 a.m. EST via **telephone** conference call. The purpose of this conference is to answer questions and provide further clarification as may be required. Please hold all questions until this meeting. Attendance by all prospective bidders is **mandatory**. Firms planning to participate should contact Hal Wells at hcwells@maine.edu no later than September 17, 2013, with the names and titles of the individuals who will attend. Conference call numbers and meeting information will be posted on the web site.
- 1.18 Proposal Submission: A SIGNED original and one virus-free electronic copy (e.g., CD, thumb drive) must be submitted to the Office of Strategic Procurement, University of Maine System, 16 Central Street, Bangor, Maine 04401, in a sealed envelope by Wednesday, October 9, 2013 to be date stamped by the Office of Strategic Procurement in order to be considered. The RFP response and the pricing template response must be submitted as separate documents / files. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Bidders may wish to check <http://www.maine.edu/alerts/> to determine if University operations have been suspended. Proposals received after the due date will be returned unopened. There will be no public opening of proposals (see Confidentiality clause). In the event of suspended University operations, proposals will be due the next business day. Vendors are strongly encouraged to submit proposals in advance of the due date to avoid the possibility of missing the due date because of unforeseen circumstances. Vendors assume the risk of the methods of dispatch chosen. The University assumes no responsibility for delays caused by any package or mail delivery service. Postmarking by the due date WILL NOT substitute for receipt of proposal. Additional time will not be granted to any single vendor, however additional time may be granted to all vendors when the University determines that circumstances require it. **FAXED OR E-MAIL PROPOSALS WILL NOT BE ACCEPTED.** The envelope must be clearly identified on the outside as follows:

Name of Bidder
Address of Bidder
Due Date
RFP #04-14

- 1.19 Authorization: Any contract or agreement for services that will, or may, result in the expenditure by the University of \$50,000 or more must be approved in writing by the Director of Strategic Procurement and it is not approved, valid or effective until such written approval is granted.

SECTION TWO

2.0 General Terms and Conditions:

- 2.1 **Contract Administration:** The Office of Strategic Procurement or its designee shall be the University's authorized representative in all matters pertaining to the administration of this Contract.
- 2.2 **Contract Documents:** If a separate contract is not written, the Contract entered into by the parties shall consist of the RFP, the signed proposal submitted by the Contractor, the specifications including all modifications thereof, and a purchase order or letter of agreement requiring signatures of the University and the Contractor, all of which shall be referred to collectively as the Contract Documents.
- 2.3 **Contract Modification and Amendment:** The parties may adjust the specific terms of this Contract (except for pricing and/or commission) where circumstances beyond the control of either party require modification or amendment. Any modification or amendment proposed by the Contractor must be in writing to the Office of Strategic Procurement. Any agreed upon modification or amendment must be in writing and signed by both parties.
- 2.4 **Contract Term:** The Contract term shall be for a period of five (5) years commencing upon November 2014. With mutual written agreement of the parties this Contract may be extended for three (3) additional one-year periods.
- 2.5 **Contract Data:** The Contractor is required to provide the University with detailed data concerning the Contract at the completion of each contract year or at the request of the University at other times. The University reserves the right to audit the Contractor's records to verify the data. This data may include, but is not limited to, dollar volume, items sold, services rendered, and commissions paid to the University.
- 2.6 **Contract Validity:** In the event one or more clauses of the Contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of the Contract.
- 2.7 **Non-Waiver of Defaults:** Any failure of the University to enforce or require the strict keeping and performance of any of the terms and conditions of this Contract shall not constitute a waiver of such terms, conditions, or rights.
- 2.8 **Cancellation/Termination:** If the Contractor defaults in its agreement to provide personnel or equipment to the University's satisfaction, or in any other way fails to provide service in accordance with the contract terms, the University shall promptly notify the Contractor of such default and if a mutually agreeable plan of action to correct the deficiency is not in place within 48 hours, the University may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel this Contract with written notice. Except for such cancellation for cause by the University, the University may terminate this Contract by giving at least 90 days advance written notice to the other party. Cancellation does not release the Contractor from its obligation to provide goods or services per the terms of the Contract during the notification period.
- 2.9 **Employees:** The Contractor shall employ only competent and satisfactory personnel and shall provide a sufficient number of employees to perform the required services efficiently and in a manner satisfactory to the University. The contractor will provide names, contact information and profile of primary account support employees. The contractor will notify UMS if there are any changes in the account support team. If the Contract Administrator or designee, notifies the Contractor in writing that any person employed on this Contract is incompetent, disorderly, or otherwise unsatisfactory, such person shall not again be employed in the execution of this Contract without the prior written consent of the Contract Administrator.
- 2.10 **Clarification of Responsibilities:** If the Contractor needs clarification of or deviation from the terms of the Contract, it is the Contractor's responsibility to obtain written clarification or approval from the Contract Administrator.

- 2.11 **Litigation:** This Contract and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Maine without reference to its conflicts of laws principles. The Contractor agrees that any litigation, action or proceeding arising out of this Contract, shall be instituted in a state court located in the State of Maine.
- 2.12 **Assignment:** Neither party of the Contract shall assign the Contract without the prior written consent of the other, nor shall the Contractor assign any money due or to become due without the prior written consent of the University.
- 2.13 **Equal Opportunity:** In the execution of the Contract, the Contractor and all subcontractors agree, consistent with University policy, not to discriminate on the grounds of race, color, religion, sex, sexual orientation, including transgender status or gender expression, national origin or citizenship status, age, disability, genetic information, or veteran's status and to provide reasonable accommodations to qualified individuals with disabilities upon request. The University encourages the employment of individuals with disabilities.
- 2.14 **Independent Contractor:** Whether the Contractor is a corporation, partnership, other legal entity, or an individual, the Contractor is an independent contractor. If the Contractor is an individual, the Contractor's duties will be performed with the understanding that the Contractor is a self-employed person, has special expertise as to the services which the Contractor is to perform and is customarily engaged in the independent performance of the same or similar services for others. The manner in which the services are performed shall be controlled by the Contractor; however, the nature of the services and the results to be achieved shall be specified by the University. The Contractor is not to be deemed an employee or agent of the University and has no authority to make any binding commitments or obligations on behalf of the University except as expressly provided herein. The University has prepared specific guidelines to be used for contractual agreements with individuals (not corporations or partnerships) who are not considered employees of the University.
- 2.15 **Sexual Harassment:** The University is committed to providing a positive environment for all students and staff. Sexual harassment, whether intentional or not, undermines the quality of this educational and working climate. The University thus has a legal and ethical responsibility to ensure that all students and employees can learn and work in an environment free of sexual harassment. Consistent with the state and federal law, this right to freedom from sexual harassment was defined as University policy by the Board of Trustees. Failure to comply with this policy could result in termination of this Contract without advanced notice. Further information regarding this policy is available from the Director of Equity and Diversity (207) 973-3372.
- 2.16 **Indemnification:** The Contractor agrees to be responsible for, and to protect, save harmless, and indemnify the University and its employees from and against all loss, damage, cost and expense (including attorney's fees) suffered or sustained by the University or for which the University may be held or become liable by reason of injury (including death) to persons or property or other causes whatsoever, in connection with the operations of the Contractor or any subcontractor under this agreement.
- 2.17 **Contractor's Liability Insurance:** During the term of this agreement, the Contractor shall maintain the following insurance:

<u>Insurance Type</u>	<u>Coverage Limit</u>
1. Commercial General Liability (Written on an Occurrence-based form)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
2. Vehicle Liability (Including Hired & Non-Owned)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
3. Workers Compensation (In Compliance with Applicable State Law)	Required for all personnel

The University of Maine System shall be named as Additional Insured on the Commercial General Liability insurance.

Certificates of Insurance for all of the above insurance shall be filed with:

Office of Strategic Procurement
University of Maine System
16 Central Street
Bangor, Maine 04401

Certificates shall be filed prior to the date of performance under this Agreement. Said certificates, in addition to proof of coverage, shall contain the standard statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period.

As additional insured and certificate holder, the University should be included as follows:

University of Maine System
16 Central Street
Bangor, Maine 04401

- 2.18 **Smoking Policy:** The University must comply with the "Workplace Smoking Act of 1985" and M.R.S.A. title 22, § 1541 et seq "Smoking Prohibited in Public Places." In compliance with this law, the University has prohibited smoking in all University System buildings except in designated smoking areas. This rule must also apply to all contractors and workers in existing University System buildings. The Contractor shall be responsible for the implementation and enforcement of this requirement within existing buildings.
- 2.19 **Gramm Leach Bliley (GLB) Act (Confidentiality of Information):** The Contractor shall comply with all aspects of the GLB Act regarding safeguarding confidential information.
- 2.20 **Payments:** Payments for products and services may include billing by invoice with payment by Corporate Payment or Travel card, electronic payments, and/or check. The billing and payment method will be determined during the contracting process. Bidder agrees to accept payment via any or all of these methods. If an invoice is used, there must be a purchase order in place, and the invoices must include a purchase order number. Payments made from an invoice will be made to the address shown on the purchase order by the Contractor on a Net 30 basis with 2% discount if the invoice is paid within 10 business days.

SECTION THREE

3.0 Customer Service and Support

3.1a CUSTOMER SERVICE AND SUPPORT – Account Management and Support Structure		
Item No.	Question, Requirement, or Feature	RESPONSE
1.	Provide the profile for all companies participating in this proposal including: <ul style="list-style-type: none"> - date founded - type of business structure (sole-proprietorship, partnership, corporation, or other), - # of Employees - # of Customers - # of Higher Education Customers 	
2.	Describe the # of employees that would be utilized to support the needs of the University. Provide detail as to experience the team has with other higher education clients.	
3.	Provide an organization chart showing the structure that will be supporting the account. Provide resume(s) of primary account contacts.	
4.	Describe your contingency workforce plan and how you will manage operations when individuals dedicated to support University are not available.	
5.	Describe the normal hours of operation and holiday schedules. <ul style="list-style-type: none"> - Booking Services - Travel Reimbursement System - Emergency Traveler Assistance 	
6.	Describe your customer service infrastructure and how you will manage the processing of transactions (i.e. bookings, inquiries, service request) from University both during and after normal business hours.	
7.	Please provide a copy of the standard Service Level Agreements (SLAs) provided for the services offered. SLAs should include at a minimum: <ul style="list-style-type: none"> - travel booking response times for answering calls, confirming bookings, providing itineraries. - response times for off-hours emergency traveler inquiries - response time for support of all applications 	

	<ul style="list-style-type: none"> - turnaround time for resolution of system service calls such as booking Services, travel reimbursement system, any other systems/services supported. - Any other measurable service components that UMS should consider when evaluating proposals. 	
8.	Please describe the key points of competitive differentiation or advantage of your proposal versus your competition.	
9.	How will you ensure on-time, on-budget delivery?	
10.	Have any companies involved in this proposal been terminated from an account prior to contract end date in the past 24 months? If yes, please describe the circumstances.	
11.	Are any of the companies involved in this proposal in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, specify date(s), circumstances, and prospects for resolution.	
12.	Are any of the companies involved in this proposal currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please explain the impact both in organizational and directional terms.	
13.	Provide details of any open, current, or pending litigation or claims filed against your company and indicate how this may impact your company's performance under an agreement with University.	

3.1b CUSTOMER SERVICE AND SUPPORT – Account Management and Implementation Support		
Item No.	Question, Requirement, or Feature	RESPONSE
BACKGROUND: UMS' 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.		
1.	Describe how you would support the implementation strategy including an attachment illustrating your project flowchart with milestones and overall timeline.	
2.	Identify the implementation project team, relevant higher education experience,	

	availability of individuals and the full time equivalent percentage of their time that will be assigned to begin this project.	
3.	Identify the point of escalation for issues throughout the implementation including the executive name and contact information that will support the University.	
4.	Describe services offered for training and implementation assistance such as: <ul style="list-style-type: none"> - Informational (town hall) presentations prior to rollout to introduce services - Onsite OBT training for campus users - Web-based on-line training tools - FAQs 	
5.	Detail what training documents and/or professional services are provided to support travel administrators with how to use and configure the system.	
6.	What is the average training time needed for: <ul style="list-style-type: none"> - travelers? - travel administrators? 	
7.	Provide an estimate of the earliest starting date for this engagement following execution of an Agreement.	
8.	Describe traveler training materials available to the University after implementation for each of the following: <ul style="list-style-type: none"> - Pre-trip authorization - Travel booking - Travel reimbursement 	
9.	Describe any other implementation services that would be of value to UMS not mentioned above.	

3.1c CUSTOMER SERVICE AND SUPPORT – Traveler Support

Item No.	Question, Requirement, or Feature	RESPONSE
1.	Describe the traveler experience for booking a typical trip involving air, car, hotel and meals with an agent, on-line or mobile device from initial contact to final itinerary.	
2.	What are the advantages <u>to the traveler</u> for booking a trip through your company versus using an available on-line travel service?	

3.	Describe how you can accommodate the unique travel requirements of research faculty and students which may include travel to remote locations (e.g., arctic, Mediterranean).	
4.	What services are available to travelers while on a trip? Include a description of services in the following circumstances: <ul style="list-style-type: none"> - flight cancellation - lodging accommodations found to be unacceptable or unavailable - unexpected weather creates potentially dangerous travel conditions - reserved rental car not available - other examples of services provided that would be benefit travelers 	
5.	Describe how travelers are notified of itinerary changes while they are on a trip, and how the notifications are generated.	
6.	Describe how your system will guide travelers to travel services with negotiated rates (air, car, lodging), but allow them to select non-negotiated services if required for their particular trip (with supervisory approval).	
7.	Occasionally travels may need to book travel outside of our system (e.g., conference hotel reservations). Describe the process for integrating these travel expenses into the travel reimbursement system.	
8.	Do you have any price protection if a traveler is able to find a less expensive price for the same travel service? If yes, please describe.	
9.	Are travelers able to combine a University related trip with a personal trip involving family members? If yes, please describe the process and how University related expenses are kept separate from personal expenses.	

3.2 CUSTOMER SERVICE AND SUPPORT – Travel Services Expense Management

Item No.	Question, Requirement, or Feature	RESPONSE
1.	Explain how your partnership supports the UMS goals to: <ul style="list-style-type: none"> - Operate more efficiently and with less paper than is required today 	

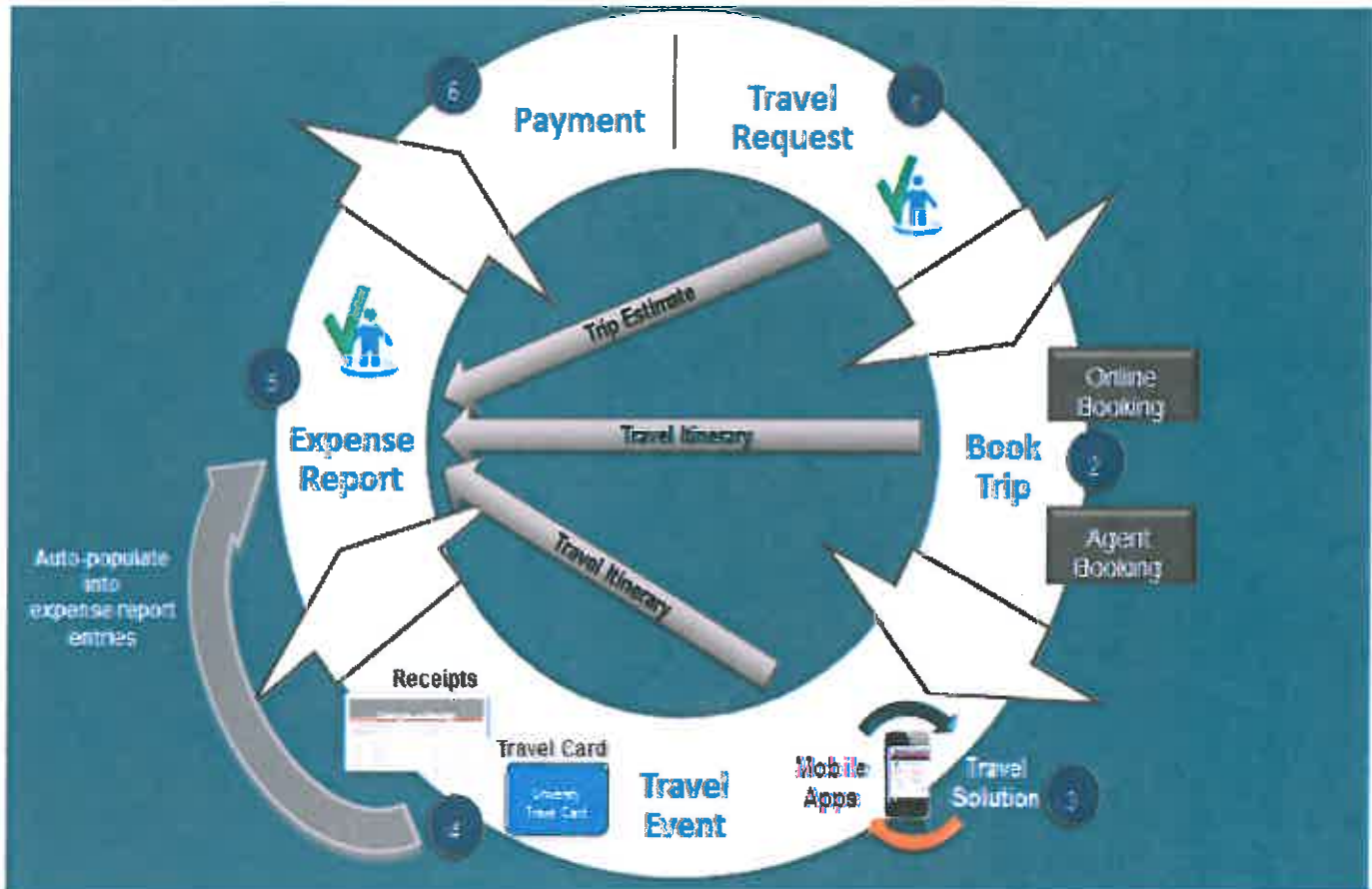
	<ul style="list-style-type: none"> - Reduce redundancy and inconsistency in procedures and practices - Improve training, communication and user support - Obtain travel services needed by the University for less total cost than they are today 	
2.	<p>What data and/or tools can you provide to help our organization assess the return on investment (ROI) from your product? Please provide an outline which includes the total cost of implementing, booking and maintenance vs. documented savings on travel agency services and travel costs. Please provide up to two case studies demonstrating the ROI claimed.</p>	
3.	<p>Give examples of ways that the Bidder has helped clients to find specific efficiencies and capitalize on them (i.e. frequent legs of travel). Discuss how you find inefficiencies and examples of converting these inefficiencies into achievements.</p>	
4.	<p>Travel Service Provider Contracts. Based on the overall client spend obtained through the solution, what services will the Bidder provide to the University to directly contract with travel service providers for air, hotel, and car rentals.</p> <p>Detail how you will participate in negotiating not only rates, but also incidentals and amenities such as, free Wi-Fi, complimentary breakfast, waiving baggage fees, etc.</p>	
5.	<p>Describe flexibility for incentives associated with cost savings through either process improvements or cost reductions. Explain the experience the Bidder has with contracts that contain both incentives and penalties on specific savings thresholds.</p>	
6.	<p>Please detail if each airport in Appendix A is available in the GDS system and what type support is provided for municipal airports that are needed to get travelers to the larger airports.</p>	

SECTION FOUR

4.0 Products and Travel Services

The University of Maine System (UMS) desires a fully integrated travel and expense solution, as illustrated in the below diagram.

Travel and Expense Life Cycle



4.1a PRODUCTS AND TRAVEL SERVICES - Fully Integrated Travel and Expense Solution: OVERVIEW

Instructions: Please refer to the above diagram for the questions below. For each question, indicate if the feature is:

(I) Included: The integration exists within the standard application with no additional cost or integration required

(A) Available: The integration is available but is not part of the standard applications. If additional cost is billable to the University, please include in the Cost section of the RFP.

(R) Integration required: The integration requires technical development during the University project. Please note whether the integration would be billable to the University. If the integration is billable to the University, please include in the Cost section of this RFP.

(E) Enhancement required: The integration does not currently exist. If an enhancement is required, identify if the enhancement will be available within a 6 month period from your RFP response.

IN ADDITION: Provide details when indicated or appropriate. **NOTE:** do not leave any response cells blank.

Item No.	Integration elements (# from diagram)	University Requirement or Feature	(I) Included (A) Available (R) Integration required (E) Enhancement required
1.	All	The application will provide a cohesive and seamless booking and reservation component with pre-approval and expense transactional life cycle.	
2.	1 → 5	Pre-trip authorization estimate is available for approver during expense approval.	
3.	1, 2, 3	Visibility to pre-trip information is available for duty of care.	
4.	2 → 3	Booked trip itinerary is available via mobile apps for itinerary management.	
5.	2 → 5	Booked trip itinerary is available for traveler/delegate for expense reporting purposes.	
6.	3 → 5	Mobile devices provide trip itinerary management, receipt management, and approvals.	
7.	3 → 2 → 5	Mobile devices provide booking, expense reporting capabilities.	
8.	4 → 5	Travel card and Procurement Card integration and reconciliation.	
9.	4 → 5	Electronic receipt delivery from vendor to traveler's portal for drop and drag into expense report	

Item No.	University Requirement or Feature	RESPONSE
10.	Integration. Detail the user experience and if it will appear as a single tool or system to them, or as partnered tools and systems. Describe the user experience from the inception of a travel request through to expense reimbursement, detail login options for each tool, and the support for travelers throughout each part of the process.	
11.	Integration. Detail how the tool integrates trip details, business purpose, and evidence of approval from a travel request into the travel booking process. Options include: <ul style="list-style-type: none"> - request and booking are not connected - booking creates request - request creates booking 	
12.	Integration. Explain how agent-assisted and online booking transactions integrate to the proposed expense solution. If not integrated, will integration be provided at no-charge to the University?	

4.1b PRODUCTS AND TRAVEL SERVICES - Fully Integrated Travel and Expense Solution: MOBILE APPLICATIONS

Item No.	University Requirement or Feature	RESPONSE
1.	Describe the mobile application capabilities for the following activities: <ul style="list-style-type: none"> - pre-trip authorization - booking of air, hotel, and car - itinerary management - receipt management - approvals - expense report creation - expense report allocations - expense report submission 	
2.	Describe any additional mobile technology capabilities.	
3.	Identify which smart-phone and tablet devices your mobile application is currently available.	
4.	Identify future release enhancements (within the upcoming 6 months) for your mobile devices.	
5.	Are there any features using a mobile device which are NOT available via a PC or speaking with an agent? If yes, please describe.	

4.1c PRODUCTS AND TRAVEL SERVICES - Fully Integrated Travel and Expense Solution: REPORTING

For each feature below, indicate if the feature is:

(I) Included: The integration exists within the standard application with no additional cost or integration required

(A) Available: The integration is available but is not part of the standard applications. If additional cost is billable to the University, please include in the Cost section of the RFP.

(R) integration required: The integration requires technical development during the University project. Please note whether the integration would be billable to the University. If the integration is billable to the University, please include in the Cost section of this RFP.

(E) Enhancement required: The integration does not currently exist. If an enhancement is required, identify if the enhancement will be available within a 6 month period from your RFP response.

IN ADDITION: Provide details when indicated or appropriate. **NOTE:** do not leave any response cells blank

Item No.	University Feature/Requirement	RESPONSE
1.	The application will provide a detailed audit trail for traveler, delegates, approvers, internal audit, and back office personnel to reference. If applicable, describe how this works and include report samples in your response.	
2.	The application should allow for online reviews and approvals with the traveler being able to track the request for reimbursement through payment. If applicable, describe how this works and include screen shots in your response.	
3.	The application will accept User selections and populate a User specific view with each trip listed separately. Functionality will include a display of: <ul style="list-style-type: none">- current trips- all approved trips- all completed but non-reimbursed trips If applicable, describe how this works and include screen shots in your response.	
4.	Describe the capability to archive completed and reimbursed trips, and how the user can access archived trips.	
5.	The application has the ability to gather data that reflect vendor (airlines, lodging chains, etc.) information (volume/spend), traveler trends (volume/spend) and policy violations and exceptions. If applicable, describe how this works and include report samples in your response.	
6.	Application has ability to export reports to Excel and PDF format. If applicable, list other formats supported.	

7.	Inquiries. Provide ability to easily query travel history, retrieve electronic documentation, and produce routine and ad hoc reports. Users should have ability to pull data by traveler name/ID, dates, account numbers, and/or destination.	
8.	Report. Spend Analytics by travel category, campus, department, etc. is a key requirement. Please describe what is standard provided and what are some examples of customized report development that is common for existing higher education clients.	

4.1d PRODUCTS AND TRAVEL SERVICES: Fully Integrated Travel and Expense Solution: TECHNOLOGY AND SECURITY

For each feature below, indicate if the feature is:

(I) Included: The feature or requirements exists within the standard application with no additional cost or integration required.

(A) Available: The feature or requirement is available but is not part of the standard applications. If additional cost is billable to the University, please include in the Cost section of the RFP.

(R) Integration required: The feature or requirement requires technical development during the University project. Please note whether the integration would be billable to the University. If the integration is billable to the University, please include in the Cost section of this RFP.

(E) Enhancement required: The feature or requirement does not currently exist. If an enhancement is required, identify if the enhancement will be available within a 6 month period from your RFP response.

IN ADDITION: Provide details when indicated or appropriate. **NOTE:** do not leave any response cells blank.

For Technology and Security detailed requirements, please refer to:
Appendix C: UMS Standards for Safeguarding Information

Item No.	University Feature/Requirement	RESPONSE
1.	<p>Provide name of the vendor system(s), modules, or service(s) that will be used to pre-authorized travel, book travel (online or with agent), provide travelers with in-travel tools, expense the travel, and reimburse the travel.</p> <p>Please note whether the system, module, or service is:</p> <ul style="list-style-type: none"> - On premise module - Software as a Service - Service - Mobile app 	
2.	Employee Reimbursement. Confirm ability to interface to UMS Payroll system (PeopleSoft) for employee reimbursement. Provide details of implementation process.	

3.	Student and Guest Reimbursement. Confirm ability to interface to UMS Accounts Payable system (PeopleSoft) for reimbursement.	
4.	Student and Guest Reimbursement. Please explain the process if you are able to provide reimbursement to students and guests without having a "Vendor Record" created within UMS vendor master file. Currently this is a cumbersome process and often it is for small reimbursement amounts to students.	
5.	Confirm that the hosted application must not require any client level software to be installed on the end-user's computer. If this is not the case, explain.	
6.	Confirm that the system web interface supports Internet Explorer, Chrome, Safari and Firefox. List any other interfaces supported.	
7.	Confirm that the web interface is compatible with Microsoft, Linux, MAC operating systems and mobile platforms	
8.	<p>Confirm that the hosted application must have the ability to interface via data import/export with the PeopleSoft Finance and HR software applications. UMS currently using:</p> <ul style="list-style-type: none"> - PeopleSoft Financial 9.0 - PeopleTools 8.49 - Oracle 11.2 <p>If not supported, provide details.</p>	
9.	Confirm that flat file transfers must be available using Secure File Transfer Protocol (SFTP). List any other options for file transfers	
10.	<p>Real time web services calls for:</p> <ul style="list-style-type: none"> - Budget check - Combo edit check <p>Confirm that this is supported.</p>	
11.	Confirm ability to export travel and expense data for import to a data warehouse. Describe how this works.	
12.	Describe the ports required by the application for communication with the host or user.	
13.	All system upgrades for the application must be seamless to the end users because University may not be able to deploy end user impacts each time the software provider introduces changes to the solution. Can you comply? If not, please explain. Provide details as to how upgrades are scheduled including changes to the user interface.	

14.	<p>As a minimum, the vendor Information Technology systems must have the following characteristics:</p> <ul style="list-style-type: none"> - All servers will run anti-virus software - All server transactions will be logged - No direct connection to the database server will be allowed - All database servers should provide near real time failover capability - Data storage will provide bi-directional replication to redundant SAN devices - All Web, Mail, DNS and Batch servers must have mirrored disk drives, with onsite spares to replace failed drives - Acceptance of a vendor may be contingent upon an on-site security review of the data center IT and physical security systems conducted by University. - Change management of the application must be conducted using separate development servers (or test instances) and incorporate system testing prior to movement of the proposed change to the production environment <p>Confirm that you can comply. If not, please explain.</p>	
15.	<p>Do your application and hosting facilities meet the following standards as applicable:</p> <ul style="list-style-type: none"> - Current SSAE 16, SOC 1, Type 2 report available on request. - ISO 20000 - IT Infrastructure Library (ITIL) or equivalent - Privacy regulations: Adherence to PII – Personally Identifiable Information Laws or equivalent - ISO 27001:2005 – Information Security Management System (formerly ISO 17799 / BS 7799 Part II) or equivalent - PCI-DSS – Payment Card Industry Data Security Standard - The application must integrate with Single Sign On (state which version of SSO) - SSO authentications with Shibboleth or CAS <p>Can you comply with the above standards? If not, please explain.</p>	
16.	<p>Confirm ability to take a data feed from the UMS PeopleSoft HR system to establish initial profiles. Describe process for receiving updates including process and frequency.</p>	
17.	<p>Confirm that the following data elements are available from your application. Please provide listing of any additional elements available:</p> <ul style="list-style-type: none"> - User profile - Default password options - Travel preferences, frequent traveler program 	

	<p>information, TSA information</p> <ul style="list-style-type: none"> - Expense preferences - Authorized approvers - Travel arrangers for booking - Delegates for expense report creation - Credit card assignment details - Department - Respective Fund, Organization Code and Account - Employee level data - Report level data - Pre-trip authorization data - Entry level data - Credit card data - Journal level data - Car mileage data - Cash advance data - Allocation data - Travel allowance (Per Diem) data - Tax data - Images of receipts and attachments - Pre-trip authorization, booking, and expense data for import into data warehouse 	
18.	<p>Detail your security and role based options for defining who can access inquiries / reports, i.e. traveler vs. manager vs. administrator. In addition, describe how is security set up to only allow authorized travelers?</p>	
19.	<p>Are you're applications ADA, Section 508, or WCAG compliant? Describe available features to assist travelers with accessibility needs.</p>	

**4.2a PRODUCTS AND TRAVEL SERVICES - Travel Request and Reimbursement System:
PRE-AUTHORIZATION**

Instructions: For each question below, indicate if the request is feature is:

(I) Included: The feature or requirements exists within the standard application with no additional cost or integration required.

(A) Available: The feature exists within your standard application. No integration or development required. Describe any configuration activity required.

(R) Integration/Development Required: The feature requires technical development during the University project. Please note whether the integration/development would be billable to the University. If the integration is billable to the University, please include in the Cost section of this RFP.

(E) Enhancement Required: The feature does not currently exist. If an enhancement is required, identify if the enhancement will be available within a 6 month period from your RFP response.

IN ADDITION: Provide details when indicated or appropriate. **NOTE:** do not leave any response cells blank.

Item No.	University Requirement or Feature	RESPONSE
1.	Policy. Ability to set policy rules/limitations with flag indicators. Describe how these are initiated.	
2.	Profile. Accept initial and ongoing updates of traveler profile data feed upload capability for all employees, students, etc. (as defined) and enable the user/administrator to change records or restricting changes as required by TSA and other regulatory authorities. If not available, please explain.	
3.	Approval. Ability to establish a dollar threshold for pre-trip authorization approval. Are there any limitations? Please describe.	
4.	Approval. Ability to require pre-authorization for some types of traveler profiles. Must recognize and include specific workflow assignment by user information or account code. Describe process. Attach workflow diagram if available.	
5.	Approval. Ability to route to multiple levels of approval. This should be both serial and parallel workflow, with user configurable rules (e.g. route based on authorized approver, specific dollar limits, account codes, exceptions). Describe how this works.	
6.	Request. Ability for traveler to request a cash advance, route for approval, fulfill in the back office, and track expenses against the cash advance during the expense process. Describe the process and required interfaces to the UMS financial system.	
7.	Request. Create travel request from booking tool reservation as described in Section 4.3 of this RFP.	

8.	Request. Ability to encumber estimated expenses in the University financial system (PeopleSoft). Describe process and required interfaces to the UMS financial system.	
9.	Request. Clone/copy a travel request (each copy/clone assigned its own unique value). How many steps are required? Please describe.	
10.	Request. Create blanket travel requests for mileage/parking/tolls. Describe process.	
11.	Request. Provide mileage and per diem calculators for estimate calculations based on reliable government resources. List sources used.	
12.	Request. Provide ability to select accounts and expenditure codes via look-up through the University financial system and/or pre-populated fields. Describe process, and required interfaces to UMS systems if applicable.	
13.	Request. Provide selection of destinations from drop-down list of all cities/countries worldwide from trusted, reliable, frequently updated resource. List resources used.	
14.	Request. Provide custom field capabilities for data capture related to the type of business travel, and enables differentiation of student, group, grant, employee recruiting or relocation travel. Describe process for setting this up.	
15.	Request. Provide free-form comment field for all users that stores comments (at least 250 characters) and records user ID and date/time. Ability to add subsequent comments after approval that records user ID and date/time.	
16.	Request. Provide single entry field for overall trip estimate total and/or entry fields for itemized expenses under established categories (meals, transportation, lodging, etc.).	
17.	Request. Discuss the traveler's ability to update/modify expenses after approval. What is and is not editable by the traveler?	
18.	Notify. Provide automated email notifications to prompt user action for a trip on hold to prevent cancellation.	
19.	Notify. Detail capability to send reminders to secure a seat assignment, check in prior to flights, and/or send alerts with flight status updates.	
20.	Notify. Provide ability for administrators to add custom on-screen messages and/or generate customized email notifications to system users in real time. Describe	

	process for doing this.	
21.	Approval. Depending on nature of the compliance issue, describe how the booking may be blocked and/or routed to approvers with appropriate access/authority.	
22.	<p>Explain the approval process for a department that does not require pre-trip authorization, however does require approval of the to-be-booked travel. Can the booking approval workflow be built in to system with the ability to route to direct manager, department head, or campus level approval?</p> <p>Can the booking approval and pre-trip authorization approval exist within the same University solution?</p>	

4 2b PRODUCTS AND TRAVEL SERVICES - Travel Request and Reimbursement System: Reimbursement

Instructions: For each question below, indicate if the request is feature is:

(I) Included: The feature or requirements exists within the standard application with no additional cost or integration required

(A) Available: The feature exists within your standard application. No integration or development required. Describe any configuration activity required.

(R) Integration/Development Required: The feature requires technical development during the University project. Please note whether the integration/development would be billable to the University. If the integration is billable to the University, please include in the Cost section of this RFP.

(E) Enhancement Required: The feature does not currently exist. If an enhancement is required, identify if the enhancement will be available within a 6 month period from your RFP response.

IN ADDITION: Provide details when indicated or appropriate. **NOTE:** do not leave any response cells blank.

Item No.	University Requirement or Feature	RESPONSE
1.	Expense Report. Ability to create an expense report from an approved Pre-trip Authorization report. Header information would be pre-populated from the pre-trip authorization form. A link of the two reports would be created for visual comparison during approval and for reporting purposes. Provide additional details regarding how this works.	
2.	Expense Report. Ability to enter/process expenses, as a delegate, on behalf of UMS travelers or guests.	
3.	Travel Allowance/Per Diems. Automatically calculate per diems based on the dates of the trip, location, flight start and end times per leg, etc. Describe how this works.	

4.	Travel Allowance/Per Diems. A link to the GSA rates per city to automatically calculate the daily per diem based on the traveler's location for the day.	
5.	Cash Advances. Ability to reconcile actual travel expenses against an issued cash advance. Describe how this works.	
6.	Personal Expense Designation. Ability to itemize and reconcile business versus personal expenses.	
7.	Expense Accounting. Ability to associate the expense to the natural account via a combination of Type of Travel (In-state, out-of-state, international) and the Expense Type (airfare, hotel, etc.).	
8.	Expense Accounting. Ability to provide the following features: <ul style="list-style-type: none"> - Split by % or amount to multiple accounts - Default line item accounting from the expense header while allowing overrides 	
9.	Approvals. Ability to route to multiple levels of approval. This should be both serial and parallel workflow, with user configurable rules (e.g. route based on authorized approver, specific dollar limits, account codes, exceptions). Describe the process.	
10.	Approval Worklist. Ability to establish multiple approvers for a specific workflow step (i.e. cost center approvals).	
11.	Mileage and Parking. Ability to accommodate mileage/parking-only claim processing. Mileage should be based on reliable resource (Google Maps, MapQuest, etc.) based on beginning/ending address. List resources used.	
12.	Supporting Documentation. Ability to add comments and attachments, such as scanned/imaged/faxed receipts to the expense report. <ul style="list-style-type: none"> - At the header level - At the expense line level Please note other receipt capabilities that would streamline the receipt process for travelers.	
13.	Foreign currency translation. Ability to convert currency as of the transaction date. Describe resources used and any limitations.	
14.	Comments. Provide free-form comment field for all users that stores comments (at least 250 characters) and records user ID and date/time. Ability to add subsequent comments after approval that records user ID and date/time.	

15.	Missing Receipt Affidavit. Please explain how your solution addresses missing receipts in a manner that will easily highlight this exception for the back office during audit.	
16.	Submit Report. Provide employee's certification indicator (check box) and approval button to adhere to policy requirements. Describe process for integrating UMS travel policies into the application.	
17.	Audit Rules. Ability to flag policy non-compliance, provide policy reminders, and informational system messages and/or pop-up boxes with University-specific language.	
18.	Audit Rules. Ability to ensure claims flagged for policy compliance can be routed to approvers with appropriate access/authority and/or denied.	
19.	Approvals. Ability for the traveler/delegate to add an ad hoc approver prior to the original workflow approver.	
20.	Approvals. Ability for an approver to add an ad hoc approver during the approval workflow.	
21.	Approvals. Visual of the approval workflow for traveler, delegate, and approvers to view progress. Please provide screen shot showing how this works.	
22.	Proxy approvers. Ability to designate an individual(s) as a proxy approver for a specified time period. This could be indefinite or for vacation time period. Describe the process and any limitations.	
23.	Approval emails. Ability to send an email to the approver with an active link to begin the approval process. Describe mail system interface.	
24.	Payment Process. Ability to capture information for amounts owed to the University (such as personal expenses not reimbursed) via administrative interface with University's HR/Payroll system.	
25.	After-the-fact attachments. Ability to add subsequent attachments after approval for audit records.	
26.	Email Notifications. Provide module generated email notifications to prompt for user action (ready for approval, rejected for specific reason, etc.) and/or alert with status updates.	
27.	Email Notifications. Provide ability for administrators to add custom on-screen messages and/or generate customized email notification to system users in real time.	
28.	Inquiries. Provide an overview of the available online inquires for travelers, delegates, and approvers.	

	Include screen shots if applicable.	
29.	A summary of the trip with calculated reimbursement by cost type including any cash advance payments resulting in a balance due to the traveler or a balance due to the University as a bottom line.	
30.	Remarks sections for the traveler to make notes regarding specific costs.	
31.	The ability to scan and attach receipts manually. Please describe process.	
32.	The application will accept electronic receipts from participating hotels, airlines and automobile rental agencies. Please provide a listing of participating travel service providers.	

4.3a PRODUCTS AND TRAVEL SERVICES – TRAVEL BOOKING SERVICES

Instructions: For each question below, indicate if the request is feature is:

(I) Included: The feature or requirements exists within the standard application with no additional cost or integration required

(A) Available: The feature exists within your standard application. No integration or development required. Describe any configuration activity required

(R) Integration/Development Required: The feature requires technical development during the University project. Please note whether the integration/development would be billable to the University. If the integration is billable to the University, please include in the Cost section of this RFP.

(E) Enhancement Required: The feature does not currently exist. If an enhancement is required, identify if the enhancement will be available within a 6 month period from your RFP response.

IN ADDITION: Provide details when indicated or appropriate. **NOTE:** do not leave any response cells blank.

Item No.	University Requirement or Feature	RESPONSE
1.	Access. Ability to book airfare, car rental, rail and hotel within a real-time, web-based tool (i.e. similar to capabilities of Kayak, Expedia, Travelocity). Describe features and any limitations.	
2.	Access. University requires 24/7 availability. Understanding that regular maintenance is necessary, explain your process for advanced notification (included method of notification) of scheduled down-times. Also explain the notification process for emergency down-times.	

3.	Profile. Describe capability for traveler profile set-up that contains secured personal information (passport number, gender, date of birth, emergency contacts, etc.), travel preferences (window/aisle seat, smoking/non-smoking, etc.), payment information (credit card numbers), and other features that can be maintained by the traveler or assigned arranger.	
4.	Controls. Describe how the booking tool can be configured to highlight University contracted or otherwise preferred suppliers (airlines, rental car agencies, hotel chains, etc.) to the end user. Describe process for traveler to select a non-preferred travel supplier.	
5.	Controls. Describe on-screen markers that guide travelers toward best-value, in-policy selections (e.g. color coded flags and/or other distinct display features). Provide screen shots if applicable.	
6.	Controls. Ability to clearly indicate policy compliant options in search results, filter non-compliant content, provide policy reminders and deny or flag specific non-compliant bookings (e.g. air class codes). Describe options for guiding compliance, while maintaining flexibility for unique travel situations.	
7.	Controls. Explain the capability to configure informational system messages and/or pop-up boxes with University-specific language.	
8.	Booking. What GDS system do you utilize (i.e. Sabre, Worldspan)?	
9.	Booking. Ability to define specific trip search parameters, including; <ul style="list-style-type: none"> - round trip, one-way, and multi-segment travel - surrounding airport choices - searching by price - searching by schedule - allow for hours +/- flexibility - alternate days of travel 	
10.	Booking. Explain how the bidder accomplishes the inclusion of low-cost carriers such as Southwest, JetBlue, etc. in the options provided to travelers.	
11.	Booking. Airfare search results should provide a matrix that includes nonstop, 1 stop, and multi-stop options with price display to permit selection of the most efficient and compliant options. Provide screen shot example if applicable.	
12.	Booking. Describe the capability of the automation to allow user to split the cost of a ticket to more than one department during the pre-authorization process and/or when booking.	

13.	Booking. Describe the Hold functionality and include how the process functions with and without pre-authorization.	
14.	Booking. Describe how the University could enable comments for user feedback on travel destinations. Explain how travelers could share previous experiences with a hotel (for example) and document their feedback so other travelers could review the feedback prior to booking the same hotel.	
15.	Booking Assistance. Confirm ability to book travel on behalf of another person, utilizing the existing travel profile of the University traveler.	
16.	Booking Guests. Describe how the Bidder would recommend the University book travel for guests, and what is the recommended method of payment based on your experience with other universities.	
17.	Booking Student Group Travel. Describe the process to support student group travel on University sanctioned trips and with university funds. Explain how: <ul style="list-style-type: none"> - a delegate can book for the student - students could use the tool 	
18.	Booking Athletics Travel. Describe your process and support for athletic travel (large groups), but also for smaller (less than 10 people groups). Explain the process of making a combined reservation that identifies each person traveling within the group, the quantity of travelers, and reportable cost per person information. Give examples of Athletic programs that you support for other Higher Education organizations.	
19.	Booking Groups. Describe process to initiate and/or finalize reservations for multiple travelers with same itineraries (e.g. copy trip information). Similarly, confirm that users may create template to reduce effort with reoccurring travel to the same destination.	
20.	Booking Meetings. Describe any tool or support provided to facilitate the invitation, response tracking and ability to communicate with a group of meeting participants. Please include if the meeting management tool or services provided can support both employee and non-employee attendance.	
21.	Inquiry and Reports. Detail your security and role based options for defining who can access inquiries / reports, i.e. traveler vs. manager vs. administrator.	

22.	<p>Payment. Note which payment methods are available for payment of bookings:</p> <ul style="list-style-type: none"> - ghost card - corporate travel cards, or - personal credit cards - other? Please describe. 	
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4.3b PRODUCTS AND TRAVEL SERVICES - Travel Booking Services: DUTY OF CARE

Item No.	University Requirement or Feature	RESPONSE
1.	Warning of High Risk Travel. Describe process for foreign travel information such as requirements for vaccinations, passport nationality, specific visa and/or insurance requirements and acknowledgement of Department of State warning.	
2.	Communicate. Describe process for communicating instructions or information to travelers during emergency situations.	
3.	Communicate. Process for recording "okay" responses from travelers and track who has not responded to an emergency.	
4.	Communicate. Describe process for traveler to request information or assistance while traveling.	
5.	Communicate. Provide UMS with pre-trip destination information (based on their itineraries), including risk assessment that will enable the University to make informed decisions on how best to protect travelers.	
6.	Notify. Describe capabilities for notifying internal University contacts (i.e. Risk Management) when users book international travel.	
7.	Notify. Describe ability to convey alerts regarding health warnings, immunization needs and other medical-related information prior to travel.	
8.	Locate. Describe options for tracking traveler location during a trip including mobile devices.	
9.	Inquiries. Describe process for locating travelers through reporting systems (based on travel request entries or booking tool itineraries) that will enable the University to quickly locate and communicate with travelers in the event of an emergency.	

SECTION FIVE

5.0 Proposal Content

Bidders shall ensure that all information required herein is submitted with the proposal. All information provided should be verifiable by documentation requested by the University. Failure to provide all information, inaccuracy or misstatement may be sufficient cause for rejection of the proposal or rescission of an award. Bidders are encouraged to provide any additional information describing operational abilities. Responses to each requirement below should be in order and clearly marked with the section number to which they respond.

The vendor may need to provide a demonstration of the product in person or via a web-based conference call to answer any questions from the prospective executive, technical and functional end-users of University.

5.1 Business Profile:

5.1.1 No financial statements are required to be submitted with your proposals, however, prior to an award the University may request financial statements from your company, credit reports and letters from your bank and suppliers.

5.1.2 Please submit with your proposal a detailed history and description of your company and any published reports about your company.

5.2 Responses to Customer Service and Support Section 3

Section 3.1 – Account Management and Support

Section 3.2 – Travel Services Expense Management

5.3 Responses to Products and Travel Services Section 4

Section 4.1 – Fully Integrated Travel and Expense Solution

Section 4.2 – Travel Request and Reimbursement System

Section 4.3 – Travel Booking Services

5.4 EPP Commitment

The University has made a commitment to purchase Environmentally Preferred Products (EPP) to the extent possible and to buy from vendors who are being good stewards of the environment as well. To that end we ask that you provide us with information that will help us to do that in the future. Please submit with your proposal the ways in which your company is working to be better stewards of the environment. If that information is on your website, please provide us with the web address. Include:

5.4.1 Technology that reduces the need for paper printed during the travel process or for receipt capture capability

5.4.2 Technology that enables tracking and measurement of the carbon footprint of selections made by travelers

5.4.3 Any credentials or awards you have received for being good stewards of the environment.

5.5 Maine Economic Impact

In addition to all other information requested within this RFP, each Bidder must dedicate a section of its proposal to describing the economic impact upon and within the State of Maine if the submitted proposal is accepted.

For the purposes of this RFP, the term “economic impact” shall be defined as any activity that is directly performed by or related to the Bidder and has a direct and positive impact on the Maine economy and public revenues within the State of Maine. Examples may include, but are not limited to, employment of Maine residents, subcontracting/partnering with Maine businesses, payment of State and Local taxes (such as corporate, sales, or property taxes), and the payment of State licensing fees for the Bidder’s business operations.

To complete the "economic impact" section of the Bidder's proposal, the Bidder shall include no more than one page of typed text, describing the Bidder's current, recent, or projected economic impact with the State of Maine, as defined above. The Bidder may include all details and information that it finds to be most relevant for this section.

5.6 Payment Method

Indicate your ability accept payment terms as outlined in Section 2.20.

The University shall pay for each segment of work upon completion and acceptance, by the University.

5.7 Standards for Safeguarding Information

Indicate your acceptance and willingness to sign the University of Maine System's Standards for Safeguarding Information in Appendix C.

5.8 Company Experience

Provide a listing of at least three (3) Higher Education references which your company has had a relevant contractual relationship with at any time in the past five (5) years. At least one (1) of the references should be using the same configuration being proposed for UMS. Reference listing should include:

5.8.1 Name of the college, University or other entity.

5.8.2 Explain in general terms what was provided.

5.8.3 Contact person from that organization in charge of the contract agreement. Include name, title, telephone number and e-mail address of this person.

5.9 Cost and Pricing

Please complete the included pricing spreadsheet for all pricing and costs related to implementing, supporting and maintaining a fully integrated travel services program as described in this document. Pricing should be kept as a separate file / document and the pricing elements should not be included anywhere else in the proposal.

SIGNATURE PAGE

COMPANY NAME: _____

By: _____
(Signature)

(Print Name)

(Title)

(Phone)

Cell Phone)

(E-mail Address)

(Date)

APPENDIX A



The goal of this Administrative Review for Strategic Procurement is to improve procurement efficiency and services and to identify procurement-related cost savings so they may be invested in teaching, research and public service.

1. Procurement of Specific Goods and Services

A. Travel and Expense Management

From the perspective of an individual traveler, the University of Maine System operates a paper-based travel reimbursement system. Campuses and the System Office have attempted, through training and on-going process improvements, such as direct electronic direct deposit of traveler reimbursements, to provide a user-friendly process. Financial controls are, necessarily, provided by after-the-fact paper reviews, prior to administrative offices keying the data into the financial system.

In August, 2012, the Strategic Procurement Administrative Review Team formed the Travel and Expense (T&E) Working Group to conduct an in-depth review of travel policies and practices as part of the overall administrative review process. The working group was formed from participants in a “webinar” offered by a Maine-based travel management company that illustrated how other organizations are supporting and managing travel. Since its inception the group has held 9 (as of 1/30/13) teleconference meetings in addition to the dozens of meetings held by the Review Team itself. During these meetings the Working Group has:

- Discussed the current travel-related policies, procedures, and practices across the University of Maine System.
- Considered what was learned from teleconferences with staff from Temple University and the University of Colorado, that had been identified as having reengineered travel management practices and procedures to improve services to travelers, gain behind-the-scenes efficiencies, and achieve financial savings.
- Reviewed information from team members who participated in webinars offered by two different electronic travel management tool vendors.
- Identified and reviewed reports describing current travel management practices, with emphasis on those in higher education.
- Acquired and read travel management requests for proposals (RFPs) issued by five different institutions of higher education.

1. Current State

a. Spend Analysis

There is no consistent method or standard for booking or paying for travel across the University system. Payment data resides on several systems. Much of the spend detail is on paper and not captured electronically on any system. As a result, only a rudimentary spend profile could be developed by analyzing spend data from travel reimbursements. Data captured included the total travel cost, the travelers name and the campus being charged. Detail about specific expenses (i.e., airline tickets, vehicle rentals, lodging costs, or mileage reimbursements) is not easily accessed. While University policy requires that all trip costs be reported, it is likely that some reports only include the amount of reimbursement being requested. For example, if airline tickets were charged directly to a University account or paid with a purchase card (Pcard), there is no way of assuring that the amount of the ticket is in the total reported. Despite these limitations, the data is able to show that at least \$9.3 million was spent on travel during FY 2012. There were 3,632 occurrences of individual or group travel. Group travel, especially for athletics, means the actual number of travelers is much higher. Further analysis of this data set shows that:

- almost half of all travelers spend less than \$1,000 a year, accounting for about 7% of the total spend (Chart 1),
- travelers spending between \$1,000 and \$10,000 a year make up over 46% of all travelers and accounts for over 50% of the total spend (Chart 2),
- Over 25% of travel spending is charged to 2% of the University community. This includes travel by athletic teams, classes, and other groups (Charts 1 and Chart 2) and
- University of Maine and University of Southern Maine combined account for almost 75% of all travelers and almost 85% of total spend (Chart 3).

University of Maine Systems: Annual Travel Spend Analysis

All Travelers by Spend Category
Total # of Travelers = 3,632

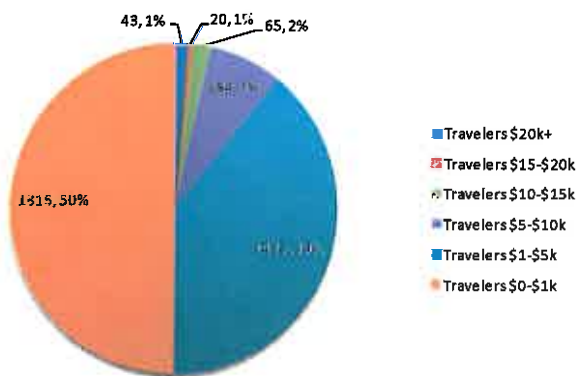


Chart 1

All Travelers by Spend Category
Total Spend = \$9,276,488

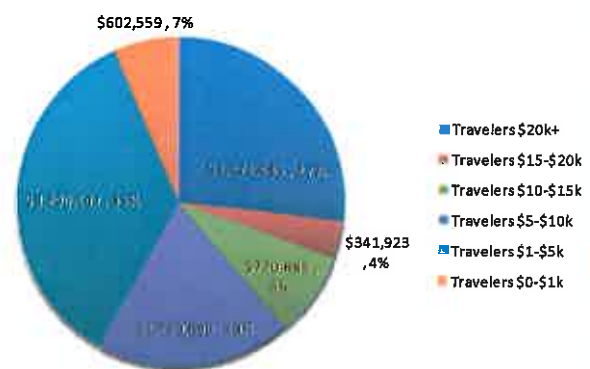


Chart 2

Annual Expense by Campus
Total T&E Reimbursements = \$9,276,488



Chart 3

b. Traveler Profiles

Based on spend analytics and feedback sessions conducted at all seven campuses and University of Maine System offices, there appear to be distinct traveler groups. These groups have both shared and particular needs and requirements.

- In-State Travel

These travelers are primarily driving within Maine. The primary cost is mileage. Rental cars, tolls, food and lodging are lesser costs. The current manual, paper-based reimbursement process can be very efficient. However, it sometimes takes weeks as paper moves through the approval process with delays created by incomplete forms, insufficient documentation and/or lacking appropriate approvals.

- Infrequent Out-of-state Travel

These travelers attend out-of-state events such as professional development or association conferences, accreditation training, and/or academic meetings once or twice a year. Event organizers often obtain group rates for lodging and food. Discounts for early registration may be provided. This group has concerns about travel policies relating to per diem meal allowances, tipping policies, and reimbursement/cash advance timing for early bookings, and procurement card approval requirements and limits. This may involve foreign travel.

- Frequent Out-of-state Travel

These travelers take multiple trips throughout the year for activity such as consulting engagements, academic presentations, and research. Travel is often supported by external grants or other restricted funds and may have specific requirements. This may also involve foreign travel to challenging locations with unique requirements. Travelers in this category include, but are not limited to, faculty and staff from USM's Muskie School of Public Service and University of Maine researchers. This group has concerns about travel policies, for per diem meal allowances, tipping policies as well as procurement card approval requirements and limits.

- Group Travel: Students

Student groups travel as part of courses, volunteer activity, and/or University-sponsored athletic events. A single staff member typically books group travel. Trip arrangements may involve travel agents and/or companies who specialize in student or group travel. Group travel may have specific requirements for items such as insurance, complying with athletic tournament regulations, and special ground transportation (vans, buses).

- Other Travel

Non-University travelers may have their travel expenses covered if related to University business. Examples include candidate interviews for faculty positions, as well as guest lecturers, researchers, and some students. Guest travel is generally reimbursed using the same process as university employees. This necessitates the creation of a "vendor account". This process is seen as cumbersome, particularly by students traveling to volunteer in court as part of their legal studies.

c. Process Analysis

i. Travel Approval

The travel approval process is separate from the actual travel booking process. Travelers are currently supposed to have a completed and signed Request for Travel before making travel arrangements. Reportedly, some travelers book their travel while gathering the request form trip details. Because there is no standard booking process or electronic workflow linking approvals to bookings, systematic support is weak for helping travelers ensure travel approval occurs in the intended workflow and not after travel already is booked.

ii. Bookings

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. All campuses except UM allow travelers to utilize the University procurement card (Pcard) when booking travel. Travel booking fees are not captured separately in the travel reimbursement system. Therefore it's not possible to systematically discern how much is spent annually on travel booking fees. By reviewing a sample of approximately 250 travel related Pcard transactions in FY2012 the following was documented:

- fees for travel bookings ranged from \$0-\$120 per booking ,
- on-line consumer sites charged \$7 per transaction,
- the most common agent-assisted booking fee was \$42, and
- the approximately 250 transaction sample reviewed contained 19 different fee rates

The University of Maine at Orono (UM) generally does not allow the use of Pcard for booking travel. Travel at UM is booked with one of eight approved Maine based travel agencies and the travel vendor then submits an invoice to UM for payment. An analysis of accounts payable (AP) data for UM found annual spend for agency-based travel bookings at approximately \$1.1 million with fees ranging from \$20-\$43 and about half the travel spend with one local agency. AP data does not capture spend detail so it's not possible to determine how much was spent for agency services versus pass-thru payments for travel providers such as airlines.

In summary, there is a significant range of services and fees being charged by multiple vendors with no mechanism for tracking, standardizing or negotiating favorable fee structures.

There are some concerns about the economic impact of a managed travel solution on local / Maine based businesses as well as on the need to ensure substantial expenditures by the University are being competitively bid and awarded. Similar feedback was given during campus visits about other items. Consequently a detailed discussion of local preference including statutory public procurement requirements is included in the Procurement Process section of the report

iii. Reimbursement Process

As shown in the travel process mapping example from UMF (Chart 6), the travel and reimbursement process is a paper-based system requiring at least nine steps. Duplicative travel information is filled out or entered at least four times: travel request form, travel booking, travel reimbursement request, PeopleSoft Finance system plus additional forms as needed for cash advances and/or exception requests. Reimbursement forms and receipts are manually collected and prepared for submission, approval and payment or to document the use of approved cash advances for travel expenses. There is no electronic tracking of travel requests or reimbursements.

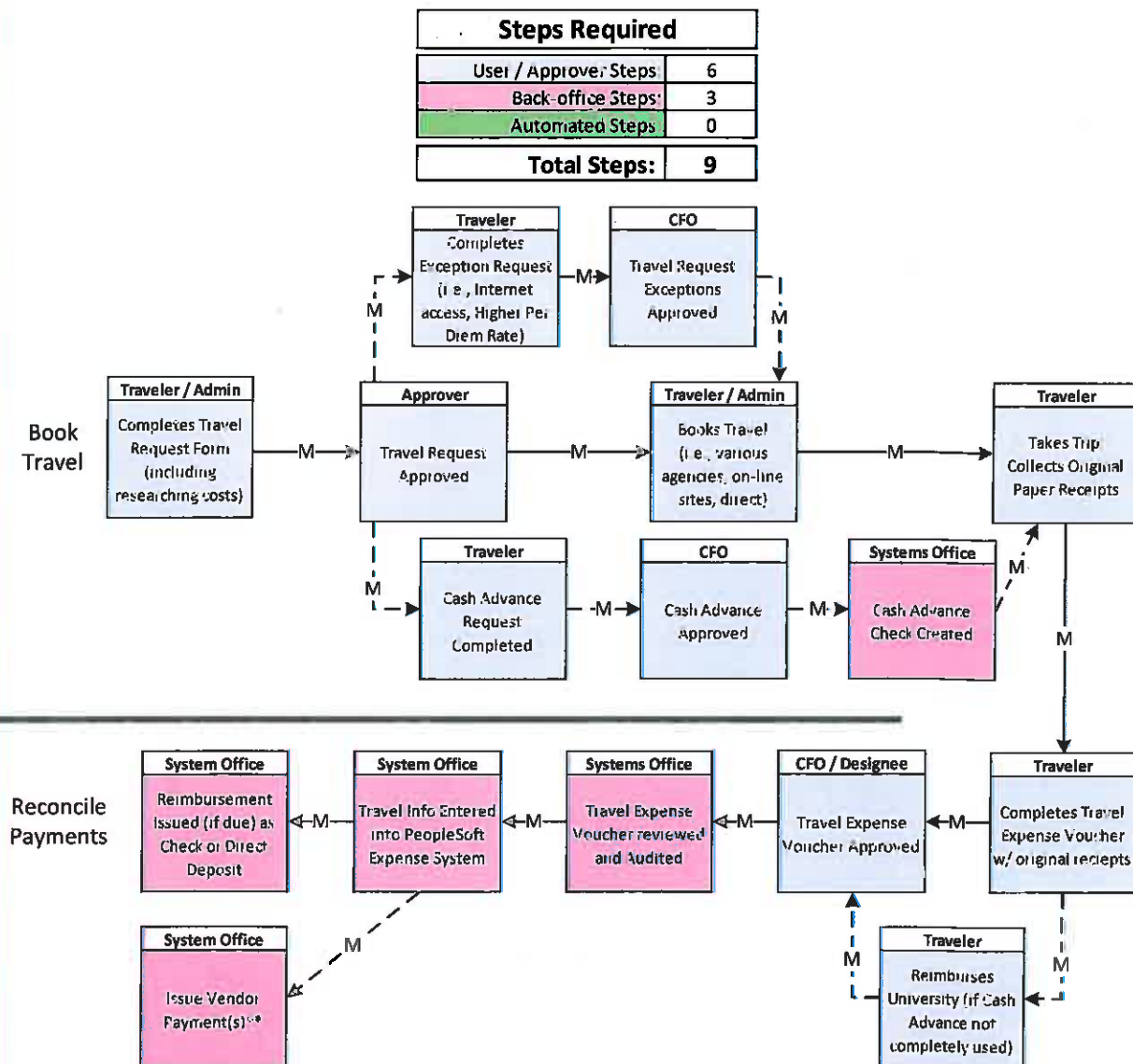
Submission of incomplete forms, insufficient documentation and/or missing approvals creates delays in payment and difficulties tracking the status of a request. At USM, a departments with frequent travelers reported needing to dedicate administrative staff to walk reimbursement paperwork through the system to insure prompt processing.

Individual reimbursement items may be captured on paper forms, but are not consistently entered into the reimbursement system making it difficult to break down the nearly \$9.3 million in annual travel expense into individual cost components (i.e., agency fees, air fares, car rentals, mileage).

There is no automated mechanism for encumbering travel expenses or tracking outstanding travel reimbursements for approved travel. Some travelers wait to submit reimbursement requests until the end of a semester or the fiscal year. One of the reasons cited for this is the cumbersome, paper-intensive process for submitting reimbursements. End of fiscal year delayed reimbursement requests can create budget management challenges if a department expects these funds to be available for other purposes.

Travel Booking and Payment Process

Example: University of Maine at Farmington (UMF)*



* Travel process may vary by individual campus. Process shown is for UMF.

** Vendor payments may require additional steps
(i.e., invoice processing, procurement card reconciliation, wire transfer for international travel).

Legend			
	User/Approver	← M →	Manual, Paper-based Process
	Back-office / Admin	← E →	Electronic, Paper-less Process
	Automated	← -M →	Optional Process

Chart 6

iv. Vendor Payment Process (Pcard, Personal Credit Card, Invoice, PO, Wire)

Travel service providers receive payment through multiple methods. These include the University procurement card, payment through Accounts Payable from a vendor invoice, wire payments for international travel, and/or direct payment from the traveler by personal credit card or cash with the traveler subsequent reimbursement by the University. Payment mechanisms vary by campus. In the absence of a standardized payment mechanism, travel spend details are not consistently captured or entered into University finance systems limiting the ability to analyze spend data.

v. Travel Policies

Travel and Expense procedures are outlined in an administrative practice letter (APL) published November 04, 2009. The T&E APL establishes broad guidelines for travels and provides broad discretion for implementation to CFOs or designees for individual campuses. This has created some differences between campuses for items such as tipping, per diem allowances for high cost localities and appropriate use of pcard for travel expenses. Travel policies are not integrated into travel booking methods or travel reimbursement forms. Individual travelers and their supervisors may not uniformly interpret travel policies when making travel arrangements and requesting reimbursement. Most campuses require a second-level review of expenditures at the point when data is keyed into a payment process.

vi. Training

Keeping travelers well informed and trained is very challenging. Most University employees do not travel frequently enough to develop expertise in travel policies, procedures, and practices. In addition, training is typically provided by the employee's supervisor who may not be well versed in travel policies themselves. Training also is complicated by the variations in policy interpretation and practice across the University. This results in errors and delays.

vii. Travel Category Management

Category management refers to the ability to analyze and manage various spend categories within an expense area. For travel, the major expense categories include agency fees, transportation (air fare, charters, and car rentals), lodging, and food. The current ability to manage travel category expenses on an enterprise level is extremely limited. The University does not have an automated mechanism for tracking and/or analyzing travel spend by category. The University does not have negotiated enterprise contracts for pricing or services levels with preferred suppliers for any of the major spend categories, with the exception of rental cars.

viii. Oversight / Adherence / Reporting

The need for University system-wide travel reporting is reinforced by the recent enactment of a Maine State law governing travel policy requirements for quasi-independent state entities (an act to implement the recommendations of the Office of Program Evaluation and Government Accountability and the Government Oversight Committee Regarding Quasi-independent State Entities). The new law defines the required process for budgeting and reporting for travel, meals and entertainment expenses including:

- establish the requirements for supporting documentation and approval of travel, meal and entertainment costs paid directly or through reimbursement;
- require for identification and reporting purposes that travel, meal and entertainment costs are budgeted and accounted for separately from other expenditures in the entity's records; and

- require that the governing body must approve the annual budget for travel, meal and entertainment costs and be provided periodic reports on actual costs paid directly or reimbursed.

The University is preparing to meet these new requirements. Capturing travel spend on an enterprise basis and consistently applying and communicating policy and procedure will enhance the University's ability to do so.

APPENDIX B

Airports serving the University of Maine System travelers

UMS Primary Airports	City served	FAA	Airport name
Maine Commercial service – primary airports			
X	Bangor	BGR	Bangor International Airport
X	Portland	PWM	Portland International Jetport
X	Presque Isle	PQI	Northern Maine Regional Airport at Presque Isle
New Hampshire Commercial service – primary airports			
X	Manchester	MHT	Manchester-Boston Regional Airport
Massachusetts Commercial service – primary airports			
X	Boston	BOS	Gen. Edward Lawrence Logan International Airport
Maine Commercial service – nonprimary airports			
X	Augusta	AUG	Augusta State Airport
Canada Commercial Service			
X	Montreal, Quebec	YUL	Montréal-Pierre Elliott Trudeau International Airport

APPENDIX C

UNIVERSITY OF MAINE SYSTEM: STANDARDS FOR SAFEGUARDING INFORMATION

This Attachment addresses the Contractor's responsibility for safeguarding Compliant Data and Business Sensitive Information consistent with the University of Maine System's Information Security Policy and Standards. (infosecurity.maine.edu)

Compliant Data is defined as data that the University needs to protect in accordance with statute, contract, law or agreement. Examples include Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA), Maine Notice of Risk to Personal Data Act, and the Payment Card Industry Data Security Standards (PCI-DSS).

Business Sensitive Information is defined as data which is not subject to statutory or contractual obligations but where the compromise or exposure of the information could result in damage or loss to the University.

1. **Standards for Safeguarding Information:** The Contractor agrees to implement reasonable and appropriate security measures to protect all systems that transmit, store or process Compliant Data and Business Sensitive Information or personally identifiable information from Compliant Data and Business Sensitive Information furnished by the University, or collected by the Contractor on behalf of the University, against loss of data, unauthorized use or disclosure, and take measures to adequately protect against unauthorized access and malware in the course of this engagement.
 - A. Compliant Data and Business Sensitive Information may include, but is not limited to names, addresses, phone numbers, financial information, bank account and credit card numbers, other employee and student personal information (including their academic record, etc.), Drivers License and Social Security numbers, in both paper and electronic format.
 - B. If information pertaining to student educational records is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with FERPA.
 - C. If information pertaining to protected health information is accessed, used, collected, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with HIPAA and Contractor shall sign and adhere to a Business Associate Agreement.
 - D. If Contractor engages in electronic commerce on behalf of the University or cardholder data relating to University activities is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with current PCI-DSS guidelines.
 - E. If information pertaining to protected "Customer Financial Information" is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with GLBA.
2. **Prohibition of Unauthorized Use or Disclosure of Information:** Contractor agrees to hold all information in strict confidence. Contractor shall not use or disclose information received from, or created or received by, Contractor on behalf of the University except as permitted or required by this Agreement, as required by law, or as otherwise authorized in writing by the University.

3. Return or Destruction of Compliant or Business Sensitive Information:

- A. Except as provided in Section 3(B), upon termination, cancellation, or expiration of the Agreement, for any reason, Contractor shall cease and desist all uses and disclosures of Compliant Data or Business Sensitive Information and shall immediately return or destroy (if the University gives written permission to destroy) in a reasonable manner all such information received from the University, or created or received by Contractor on behalf of the University, provided, however, that Contractor shall reasonably cooperate with the University to ensure that no original information records are destroyed. This provision shall apply to information that is in the possession of subcontractors or agents of Contractor. Contractor shall retain no copies of University information, including any compilations derived from and allowing identification of any individual's confidential information. Except as provided in Section 3(B), Contractor shall return (or destroy) information within 30 days after termination, cancellation, or expiration of this Agreement.
- B. In the event that Contractor determines that returning or destroying any such information is infeasible, Contractor shall provide to University notification of the conditions that make return or destruction infeasible. Upon mutual agreement of the Parties that return or destruction of such information is infeasible, Contractor shall extend the protections of this Agreement to such information and limit further uses and disclosures of such information to those purposes that make the return or destruction infeasible, for so long as Contractor maintains such information.
- C. Contractor shall wipe or securely delete Compliant Data or Business Sensitive Information and personally identifiable information furnished by the University from storage media when no longer needed. Measures taken shall be commensurate with the standard for "clearing" as specified in the National Institute of Standards and Technology (NIST) Special Publication SP800-88: Guidelines for Media Sanitization, prior to disposal or reuse.

4. Term and Termination:

- A. This Attachment shall take effect upon execution and shall be in effect commensurate with the term of the Agreement
5. Subcontractors and Agents: If Contractor provides any Compliant Data or Business Sensitive Information received from the University, or created or received by Contractor on behalf of the University, to a subcontractor or agent, the Contractor shall require such subcontractor or agent to agree to the same restrictions and conditions as are imposed on Contractor by this Agreement.
6. Contractor shall control access to University data: All Contractor employees shall be adequately screened, commensurate with the sensitivity of their jobs. Contractor agrees to limit employee access to data on a need-to-know basis. Contractor shall impose a disciplinary process for employees not following privacy procedures. Contractor shall have a process to remove access to University data immediately upon termination or re-assignment of an employee by the Contractor.

7. Unless otherwise stated in the agreement, all Compliant Data or Business Sensitive Information is the property of the University and shall be turned over to the University upon request.
8. Contractor shall not amend or replace hardware, software or data without prior authorization of the University.
9. If mobile devices are used in the performance of this Agreement to access University Compliant Data or Business Sensitive Information, Contractor shall install and activate authentication and encryption capabilities on each mobile device in use.
10. Reporting of Unauthorized Disclosures or Misuse of Information: Contractor shall report to the University any use or disclosure of Compliant Data or Business Sensitive Information not authorized by this Agreement or in writing by the University. Contractor shall make the report to the University not more than one (1) business day after Contractor learns of such use or disclosure. Contractor's report shall identify; (i) the nature of the unauthorized use or disclosure, (ii) the information used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Contractor has done or shall do to mitigate the effects of the unauthorized use or disclosure, and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by the University. Contractor shall keep University informed on the progress of each step of the incident response. Contractor shall indemnify and hold University harmless from all liabilities, costs and damages arising out of or in any manner connected with the security breach or unauthorized use or disclosure by Contractor of any University Compliant Data or Business Sensitive Information. Contractor shall mitigate, to the extent practicable, any harmful effect that is known to Contractor of a security breach or use or disclosure of Compliant Data or Business Sensitive Information by Contractor in violation of the requirements of this Agreement. In addition to the rights of the Parties established by this Agreement, if the University reasonably determines in good faith that Contractor has materially breached any of its obligations, the University, in its sole discretion, shall have the right to:
- Inspect the data that has not been safeguarded and thus has resulted in the material breach, and/or
 - Require Contractor to submit a plan of monitoring and reporting, as the University may determine necessary to maintain compliance with this Agreement;
 - and/or Terminate the Agreement immediately.
11. Survival: The respective rights and obligations of Contractor under Section 12 of the Agreement or Section 3 of this Attachment shall survive the termination of this Agreement.
12. Contractor Hosted Data: If Contractor hosts University Compliant Data or Business Sensitive Information in or on Contractor facilities, the following additional clauses apply.
- A. Contactor computers that host University Compliant Data or Business Sensitive Information shall be housed in secure areas that have adequate walls and entry control such as a card controlled entry or staffed reception desk. Only authorized personnel shall be allowed to enter and visitor entry will be strictly controlled.

- B. Contractor shall design and apply physical protection against damage from fire, flood, earthquake, explosion, civil unrest, and other forms of natural or man-made disasters. Contractor shall protect hosted systems with Uninterruptible Power Supply (UPS) devices sufficient to meet business continuity requirements.
- C. Contractor shall backup systems or media stored at a separate location with incremental back-ups at least daily and full back-ups at least weekly. Incremental and full back-ups shall be retained for 15 days and 45 days respectively. Contractor shall test restore procedures not less than once per year.
- D. Contractor shall provide for reasonable and adequate protection on its network and system to include firewall and intrusion detection/prevention.
- E. Contractor shall use strong encryption and certificate-based authentication on any server hosting on-line and e-commerce transactions with the University to ensure the confidentiality and non-repudiation of the transaction while crossing networks.
- F. The installation or modification of software on systems containing University Compliant Data or Business Sensitive Information shall be subject to formal change management procedures and segregation of duties requirements.
- G. Contractor who hosts University Compliant Data or Business Sensitive Information shall engage an independent third-party auditor to evaluate the information security controls not less than every two (2) years. Such evaluations shall be made available to the University upon request.
13. If the Contractor provides system development, Compliant Data or Business Sensitive Information shall not be used in the development or test environments. Records that contain these types of data elements may be used if that data is first de-identified, masked or altered so that the original value is not recoverable. For programs that process University data, initial implementation as well as applied updates and modifications must be produced from specifically authorized and trusted program source libraries and personnel. Contractor shall provide documentation of a risk assessment of new system development or changes to a system.

UNIVERSITY

By: _____
Signature

_____ Date

Printed

Title

Address

CONTRACTOR

By: _____
Signature

_____ Date

Printed

Title

Address



UMS Travel Services RFP
Pricing Template
Instructions

UMS Strategic Procurement

Using the template below, outline your pricing model. If not included, describe all cost elements associated with your product. Include any set-up pricing, annual and/or monthly fees, maintenance fees, etc. Also, provide itemization of costs that are fixed, recurring, customized, etc.

UMS Travel Services RFP
Pricing Template
Travel and Expense System

Description	Cost
Implementation	
Annual License and/or transaction fee	
Training and setup	
Monthly fees (if applicable)	
Other Annual fees (if applicable)	
Other fees:	



UMS Travel Services RFP
Pricing Template
Booking Fees

UMS Strategic Procurement

Type	Description	On-line Booking	Full Service Booking
Domestic	Airline ticket only		
	Car reservation only		
	Hotel reservation only		
	Rail ticket only		
	Bus ticket only		
	***Flat fee for booking any combination of airline, car rental lodging, rail and bus ticket		
	Group Tickets: Per person flat fee for group tickets (a group is defined as 10 or more tickets issued for the same origin and destination and for the same travel dates).		
	Ticket exchange fee		
	Ticket refund fee		
	Duty of care, 24/7 emergency traveler assistance		
International	Airline ticket only		
	Car reservation only		
	Hotel reservation only		
	Rail ticket only		
	Bus ticket only		
	***Flat fee for booking any combination of airline, car rental lodging, rail and bus ticket		
	Group Tickets: Per person flat fee for group tickets (a group is defined as 10 or more tickets issued for the same origin and destination and for the same travel dates).		
	Ticket exchange fee		
	Ticket refund fee		
	Duty of care, 24/7 emergency traveler assistance		



Type	Description	On-line Booking	Full Service Booking
Miscellaneous/Other Fees Not Already Described	Paper ticket-domestic or international		
	Express paper ticket delivery fee		
	Group and meeting planning fees (per person)		
	After Hours Service (Per Call)		
	Other (provide description):		
Professional Services		How Billed	Rate
	Professional services fee (per hour) -assistance with account management; IT projects; customization of program for individual campuses; and other projects outside of mandatory scope of RFP.		
	Other (provide description):		