

**REQUEST FOR PROPOSAL #2020-007**  
**Travel Management Services**  
**RESPONSE ADDENDUM #01**

**DATE: October 4, 2019**

**QUESTIONS**

1. What registration tool do you use for group movements?  
**ANSWER:** We currently do not use a group registration tool.
2. How many domestic & international group travel programs do they do per year? Do all group movement require air? What is the average size of the group movement? What is your group volume and # of transactions?  
**ANSWER:** Not all group movements would require air, but many would. A typical group size is around 20, but will vary by the nature of the group activity. The number of group programs each year is difficult to determine as many groups are reserved outside the TMC and not always expensed in Concur.
3. How many study abroad programs are operated per year?  
**ANSWER:** Approximately 100 per year
4. How many of these programs require assistance with all ground? Validated what is meant by water transportation?  
**ANSWER:** Actual number is not known, but likely at least half would need some assistance with ground transportation. Water transportation would be ferries, hovercraft, etc. (e.g. across the English Channel, between Greek Islands).
5. Confirm there is no bus ticketing or charters. (Pricing - Bus tickets only as part of a group )  
**ANSWER:** The TMC would not be required to book bus tickets for individuals. Bus group bookings in the form of charters or scheduled buses are possible.
6. How many groups are hotel only?  
**ANSWER:** Not known.
7. Are you able to advise the ARC volume of travel for 2018? Also, of that volume what percentage was booked via Concur?  
**ANSWER:** Around \$6 million worth of travel-related expenses were expensed in Concur (includes through the TMC) in 2018. Just under 30% of this travel was booked directly through the Concur Booking Tool.

8. What is the number of air transactions for domestic travel? International travel?  
ANSWER: In 2018 we had 2942 domestic air transactions and 644 international air transactions.
  
9. What is air spend for domestic travel? International travel?  
ANSWER: In 2018 approximately \$2.2 million worth of domestic air and \$690,000 worth of international (includes charters).
  
10. % online for bookings at that are domestic? That are international?  
ANSWER: For domestic travel, 77% of online bookings use the booking tool and 23% are agent assisted. For international travel, 13% are booked with the booking tool and 87% are agent assisted.
  
11. What % of your OBT bookings stay online?  
ANSWER: If the question is, how many bookings reserved on the Concur Booking Tool never need to be touched by an agent, we estimate around 90%.
  
12. What is the % of non GDS bookings?  
ANSWER: Travel booked outside the Concur Booking Tool or TMC is around 70%.
  
13. What is your hotel spend & number of room nights?  
ANSWER: Around \$2.6 million per year in hotel spend expensed in Concur and approximately 24,000 room nights expensed in Concur.
  
14. What is your % net hotel volume?  
ANSWER: Approximately 30%-40% of hotels are non-commissionable due to being locally negotiated or conference hotels.
  
15. What is your car volume & transactions & % net volume?  
ANSWER: 1345 car rental transactions and approximately \$414,000 in car rentals were expensed in the most current full fiscal year. About 85% would be non-commissionable.
  
16. Limo transactions?  
ANSWER: There should be very few limo transactions.
  
17. Number of Car/Hotel only Transactions?  
ANSWER: This is difficult to determine with precision due to bookings outside the TMC. We would estimate hotel only would be about 36% and car only 20% of the whole.

18. Is your Concur contract a direct or reseller?

ANSWER: Direct.

19. Do you have an expense tool, if so which one?

ANSWER: Concur Expense.

20. How often do you use after hours?

ANSWER: Calls average 1 per week, overall.

21. Number of afterhours calls?

ANSWER: There have been 50 after hour calls in the last year.

22. Number of VIP transactions & definition of services provided for:

- Executive Touch only
- VIP Services
- Concierge Service
- Custom, *please describe*:

ANSWER: Not applicable.

23. Do you have an Approval's Process in place?

ANSWER: The University uses Concur Request for required pre-travel approval for out-of-state and international travel. Prior approval generally not required for in-state travel.

24. Will your TMC support your meetings business?

ANSWER: There may be requests to arrange meetings.

25. How many voids/refunds/exchanges do you have?

ANSWER: Since much of our travel is booked outside the TMC, it is hard to give an accurate account. With our current TMC the percentage is low.

26. What are your top air carriers?

ANSWER: American, United, Delta and Southwest.

27. What contracts do you have in place for, air, car and hotel?

ANSWER: United Airlines, Enterprise/National car rental, 32 local hotels in Maine.

28. What are your major city pairs?

ANSWER: Bangor, ME-Washington DC / Portland, ME-Washington DC / Portland, ME-Chicago.

29. Will you have one TMC and will the program be mandated?

ANSWER: One TMC, not mandated.

30. For your designated agent team – do you want them onsite or virtual?

ANSWER: We are not requiring an agent onsite, however visits to, and holding events at, the University's locations are expected periodically.

31. Are you using an analytic or benchmarking tool to understand your travel data?

ANSWER: No, we depend on the TMC to analyze and advise.

32. Is there an advantage, in evaluating the bid, for using Maine based employees, or are you just as happy with out of state or overseas labor?

ANSWER: It would be advantageous to be able to meet with the TMC occasionally in person. An overseas agent would not be preferred.

33. Please describe your current air, car, and hotel spend, and what percent is serviced through your incumbent contracted TMC.

- What is domestic travel spend and transactions.
- What is international spend and transactions?

ANSWER: Domestic travel is approximately \$5.1 million with 13,800 transactions and International is approximately \$1.6 million with 2500 transactions. Our TMC handles about 30% of the air travel and 10% of our hotel bookings.

34. Is UMS part of any buying group that offers air contracts? Hotel or Car rates? Please explain.

- If not, are you willing to join a buying group if winning bidder can demonstrate ROI?
- Please list preferred Airlines, and car vendor(s)?
- Do you have negotiated hotel rates? Will you provide list? What percent of hotel spend is UMS negotiated rates?

ANSWER: We are not a part of any buying group that offers air contracts. We receive some car and hotel rates through our TMC's associations, and through a few buying consortia. We would be open to the possibility of joining a buying group for overall cost savings. Our preferred airlines are United,

American and Delta. We use Enterprise as the University of Maine System contracted car rental company. We have negotiated rates with 32 local hotels around the various campuses. Approximately 14% of our hotel spend is with our negotiated rates.

35. How do you pay for air travel? - you mention receivable billing system in RFP? Please explain in detail.

ANSWER: Bookings are generally via corporate liability credit cards held by individual travelers. Some group travel is by direct billing.

36. How do you process expense reports? Are you happy with this process or would you like advice on potential improvement?

ANSWER: Concur Expense. The University expects its designated TMC to advise on best practices and enhancements for its travel and expense-related programs.

37. How satisfied are travelers with your current online booking tool? How satisfied is administration with the current OBT?

ANSWER: We find that once an employee has used the booking tool a time or two, they can navigate adequately through it. Some first-time users can express some frustration with some of the search functions and also not being able to book more than one person at a time. We continue to struggle with perceptions among some users that rates in the OBT are inferior to those provided by sites like Expedia and Kayak. Administration feels fairly satisfied with the booking tool. Improvements are being made periodically and the glitches within the booking tool are few.

38. Will you entertain a new online booking tool as part of the bid? If not, are you guaranteeing the current OBT will be employed for life of the contract?

ANSWER: No. Although the University cannot guarantee that the OBT may change in the future, this is no current plan to do so.

39. Since you awarded initial contract for travel management in 2014, what has been the greatest challenge? How do you plan to fix challenge(s)?

ANSWER: The University's needs and expectations are articulated in the RFP.

40. Since you awarded initial contract for travel management in 2014, what has been its most positive value to UMS? To UMS travelers and staff?

ANSWER: The University's needs and expectations are articulated in the RFP.

41. Will you be willing to meet with bidder not selected following the RFP process to debrief and explain reasons they were not selected?

ANSWER: Yes, after the award process is complete.