



U N I V E R S I T Y O F
SOUTH CAROLINA

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SUBJECT: SOLICITATION NUMBER: USC-IFB-2340-CJ
PROVIDE TRAVEL SERVICES FOR USC ATHLETICS DEPARTMENT

DATE: November 20, 2012

This Amendment **No.1** modifies the Request for Proposals only in the manner and to the extent as stated herein.

Vendor Questions and Answers

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT **NO. 1** IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

Authorized Signature

Name of Offeror

Date

PLEASE BE AWARE THAT THIS SOLICITATION TYPE IS AN INVITATION FOR BIDS (IFB) AND IS NOT A REQUEST FOR PROPOSALS (RFP).

THE FOLLOWING QUESTION WAS RECEIVED FROM VENDOR A:

QUESTION: for clarification under the Specifications section of the Solicitations Outline.

It states that the successful Bidder is to provide a full-service travel program as well as all travel coordination for the individual, group, team and charter travel services. Does that include coordinating all air charters? In the past, we have had the privilege of handling the travel for the Athletic Department which was predominately commercial flights, hotel and car bookings. Air charters for the football team were coordinated directly with the charter companies by someone at the Athletic Department. We would like to know if that is still the case or would the successful Bidder coordinating all air charters for the larger teams as well as commercial flights?

ANSWER: We typically coordinate our own Charter flights, as noted in the vendor's email. But if we needed assistance in this area, we would like to have the successful bidder (contractor) be able to handle this on occasion as necessary.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR B:

GENERAL RFP:

QUESTION NO 1: The RFP states the travel budget for 2012/2013 fiscal year is approximately \$2.1 million? What portion of that includes charter services?

ANSWER: \$1.35 million.

QUESTION 2: What portion is commercial air spend? What is the percentage of commercial airline travel is international air spend?

ANSWER: \$750,000 - Commercial 2% - International

QUESTION NO. 3: The RFP states that contract date starts January 28, 2013...Is that the expected launch date of service or start of implementation?

ANSWER: Launch date of service.

QUESTION NO. 4: If launch date is Jan. 28, 2013, would the Athletic Department be willing to be supported by an offsite staff until a new consultant can be hired and trained?

ANSWER: Yes.

QUESTION NO. 5: What are your expectations on our method-of-communication/training of USC staff in advance of our launch?

ANSWER: Provide USC Athletics staff with general information on how to book flights through online or phone service.

OPERATIONAL:

QUESTION NO. 6: What are your core hours of operation for the athletic department?

ANSWER: 8:30 a.m. – 5:00 p.m.

QUESTION NO. 7: Please describe your current service configuration model.

ANSWER: The USC Athletics traveler will call the Travel Agent; the travel agent finds the best flight, arrival/departure times, and price to meet the needs of the traveler and/or team(s). The Agent will use the USC Athletics corporate travel card to book flights.

QUESTION NO. 8: Do you have an onsite agent or centralized call center?

ANSWER: USC Athletics currently has both an onsite agent who works part-time, 10 hours a week (used primarily for team travel flights) and is provided a centralized call center (primarily for individual flights).

QUESTION NO. 9: If an onsite, will you be able and want to retain that individual if you switch travel management companies?

ANSWER: Retaining our current onsite travel agent is optional.

QUESTION NO. 10: Where would the onsite office for the travel consultant be located?

ANSWER: Rice Athletics Center, 1304 Heyward Street, Columbia, SC.

QUESTION NO. 11: Would USC be able to provide the number/frequency of “after hour” calls for our review?

ANSWER: Approximately 20 calls per month.

QUESTION NO. 12: Do we require VIP services for your coaches and/or administration team?

ANSWER: No.

QUESTION NO. 13: What is USC’s current crisis management solution (security suite)?

CLARIFICATION RECEIVED FROM VENDOR: *This question pertained to the ability of USC to monitor and track employee travel throughout the United States and/or world. Do you currently have a reporting ‘dashboard’ that tracks (either by department, or destination) the activities of your travelers?*

For example, when the hurricane was projected for the Eastern States, do you currently have the ability to identify all travelers in the 'warning zone'?

Also, does USC utilize an international assist program (e.g. iSOS, iJet) that integrates with your current travel management solution?

The purpose behind this inquiry is to determine total program costs in offering you state-of-the-art solutions.

ANSWER: No, we currently do not use crisis management solutions

FINANCIAL:

QUESTION NO. 14: What supplies & equipment will USC provide and what are the expectations to be taken on by the travel management company?

ANSWER: USC Athletics will provide onsite agent with an office, supplies, etc. and would expect normal operations necessary to service USC Athletics Department's needs. Refer to Section III Scope of Work / Specifications of the solicitation

QUESTION NO. 15: Will you accept a management fee based pricing configuration for an onsite model?

ANSWER: No. Please refer to Bidding Schedule in Section VIII, Bidding Schedule /Price-Business Proposal of the solicitation.

QUESTION NO. 16: What is your current process for purchasing air? Do you utilize a CBA or individual credit cards?

ANSWER: USC Athletics uses both a corporate card and some individual credit cards.

QUESTION NO. 17: What is the value of your existing unused ticket bank – both in dollars and number of tickets?

ANSWER: 0.

TRAVEL DATA:

QUESTION NO. 18: Can you provide your top five airlines?

ANSWER: Delta, US Air

QUESTION NO. 19: Can you provide your top three hotels?

ANSWER: Marriott Chain, Hilton Chain

QUESTION NO. 20: Can you provide your top three rental car companies?

ANSWER: Enterprise, Hertz

QUESTION NO. 21: Please provide your top 10 city pairs.

ANSWER: SEC Schools/Cities.

QUESTION NO. 22: How many hotel and/or car only reservations are made annually?

ANSWER: Currently very minimal, if any.

QUESTION NO. 23: What percent of your air volume was on Southwest Airlines?

ANSWER: 0%.

QUESTION NO. 24: Do you currently have any contracted deals with travel suppliers (i.e. airline, hotel, car discounts)

ANSWER: Enterprise - corporate sponsor (non-exclusive).

QUESTION NO. 25: How do you currently manage preferred supplier sourcing and optimization initiatives?

ANSWER: We do not currently manage preferred supplier sourcing and optimization initiatives – refer to answer to Question #24 above.

TECHNOLOGY:

QUESTION NO. 26: What GDS are you using today through your current provider? Do you or the TMC own the contract?

CLARIFICATION RECEIVED FROM VENDOR: I apologize for the travel technology...GDS is Global Distribution System. All travel management companies use a 'GDS' to book flights and store traveler data (e.g. Sabre, Apollo, Worldspan, etc.). The reason behind this request is based on 'conversion incentives' in our final pricing model. If you do not know that answer to this question, it will not alter our service configuration or product delivery...only the incentive dollars available to USC in moving from one system to another...if relevant.

ANSWER: Sabre. TMC owns contract

QUESTION NO. 27: Which online booking tool, if any, is currently utilized by USC?

ANSWER: We do not currently use an online tool, but would consider using one if it is productive and efficient.

QUESTION NO. 28: What is your online adoption percentage today? Do you have an online adoption goal?

ANSWER: We do not have an online adoption goal.

QUESTION NO. 29: What percentages of hotel and/or car only reservations are made online vs. through the agent?

ANSWER: Most hotel and/or car only reservations are made internally by the Directors of Sport Operations.

QUESTION NO. 30: Do you require and or have in place an automated pre-trip approval process? Is this process a hard stop or a passive approval?

ANSWER: No automated process in place currently

QUESTION NO. 31: If you require pre-trip approval, can you provide an example of the current pre-trip approval processes?

ANSWER: Booking Agent is requested to categorize travel when booking flight from Athletics Dept. employee for reporting purposes (for example: team/recruiting/conferences/post-season/official prospect visits, etc.).

QUESTION NO. 32: What is your current back office product?

ANSWER: We are currently running a virtual environment that runs up to 6 servers. The servers run Server 2003 and 2008. Our desktop computers run Windows 7 and have basic software such as office 2010.

ACCOUNT MANAGEMENT:

QUESTION NO. 33: What services does your current Account Manager provide?

ANSWER: Provide flight information, monthly reports, etc. (See Section III Scope of Work/ Specifications of the solicitation).

QUESTION NO. 34: What percent of time is the account manager dedicated to you?

ANSWER: As needed.

QUESTION NO. 35: What services/assistance would you like to see from the Account Manager moving forward?

ANSWER: Our Expectations are in Section III Scope of Work / Specifications of the solicitation.

QUESTION NO. 36: What are your expectations related to the frequency of account overviews and/or benchmarking/best practices review sessions?

ANSWER: As needed.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR C:

QUESTION NO 1: Please provide an airline breakdown of the Top 3 airlines used for the 1,600 airline tickets discussed in the proposal. (For example, Delta 40%, US Air, 30%, American, 20%).

ANSWER: Delta - 43%, US Air - 40%, Other - 17%

QUESTION NO. 2: Do you have formal contracts with any airline? If so, please provide the name(s) of the airlines. Does the agreement(s) enable USC to change names on non-refundable airline tickets?

ANSWER: No formal contracts with any airlines.

QUESTION NO. 3: Regarding page 12 of your RFP, Item 10.f: are you requesting that the agency not charge a fee for name changes or work with the airline to get a name change done without charge?

ANSWER: Both – We would prefer the airline and the agency not to charge a name change fee.

QUESTION NO. 4: How long has USC used the current agency?

ANSWER: Current contract term is 5 years

QUESTION NO. 5: Is it time to review the agreement or are there issues that USC would like for a new agency to improve upon?

ANSWER: New Contract - old contract expires January 27, 2013.

QUESTION NO. 6: Does the current agency have an onsite agent or do you used a designated agent based at the agency's office?

ANSWER: See answer given to Question 8 – Vendor B.

QUESTION NO. 7: Does your current agency or onsite agent arrange the football team charters now?

ANSWER: Football team charters are booked by the Football Director of Operations.

QUESTION NO. 8: Does the USC Athletic Department own or lease any private aircraft? If so, is the agency required or asked to get involved with the scheduling of these aircraft?

ANSWER: Yes. Athletics owns private aircraft. We are not asking for involvement with booking the Athletics Department private aircraft.

QUESTION NO. 9: Does USC utilize an online booking tool now? If so what is the name of the tool and what percentage of the 1,600 tickets were booked using the tool?

ANSWER: See answer given to question #27 – Vendor B.

QUESTION NO. 10: Please provide an estimate of the number of calls to the after-hours service of the current agency.

ANSWER: See answer given to question #11 – Vendor B.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR D:

QUESTION NO. 1: On page 11, Section III Scope of Work/Specifications, Introduction and Background, Paragraph 1...It is indicated that the Athletics Department purchases approximately 1600 tickets during the fiscal year. Can you provide a breakdown as to how many of those tickets are for individual travel and how many are for team travel?

ANSWER: 768 individual and 775 team tickets.

QUESTION NO. 2: On page 11, Section III Scope of Work/Specifications, Specifications, Paragraph 1...You mention the option of providing an on-site travel coordinator. Is there someone currently in this position within the Athletics Department? If so, is this person employed by the Athletics Department or by the incumbent agency?

ANSWER: See answer to Question 8 – Vendor B

QUESTION NO. 3: Does the Athletics department have a preference in regards to having an agent located on-site or having their staff call in to someone in another location?

ANSWER: No Preference. We are open to either option as long as the department's needs are met.

QUESTION NO. 4: It is mentioned that the agency may be required to assist the Athletics Department in booking charter flights. Can you give an estimate as to how many trips per year the agency is involved in booking as compared to the total number of charter flights contracted?

ANSWER: Currently no charters are booked through Agency.

QUESTION NO. 5: Does the Athletics Department currently have any negotiated discounts in place with airlines, car companies, motor coach companies, or hotels?

ANSWER: See answer given to Question No. 24 - Vendor B.

QUESTION NO. 6: Does the current agency handle the hotel bookings for team travel or is that handled by each individual sport?

ANSWER: Individual sports primarily handle the hotel bookings for team travel.

QUESTION NO. 7: What is the estimated annual hotel volume (room nights and \$ spent) for the Athletics Department?

ANSWER: **\$700K – Team Lodging,** **\$100K – Individual Lodging**
 \$5600 Hotel – team, **\$1300 Hotel – Individual**
 \$125/night – Avg Team rate **\$150/night – Avg. Individual rate**

QUESTION NO. 8: Does the Athletics Department currently utilize an online booking tool? If so, what is the current program being used, and what percentage of your overall number of transactions are issued via the online booking tool?

ANSWER: See answer given to question #27 – Vendor B.

QUESTION NO. 9: On page 12, III. Scope of Work/Specifications, Specifications, Paragraph 2 #11, you asked about the capability to block booking of inbound international flights until approval is provided. Is this in reference to online bookings or agent assisted bookings or both?

ANSWER: Both.

QUESTION NO. 10: Is the Athletics Department open to entertaining multiple pricing options....traditional transaction fee based pricing vs a management fee pricing structure?

ANSWER: No. Please refer to Bidding Schedule in Section VIII, Bidding Schedule /Price-Business Proposal of the solicitation.

QUESTION NO. 11: Of the \$2.1 Million indicated as the total travel budget, how is that broken down between commercial air fare, charters, etc.? Are hotels, rental cars, and motor coach charters included in that figure?

ANSWER: \$1.35 Million –Charter, \$750K – Commercial. Nothing else is included

THE FIRST PARAGRAPH OF THE SPECIFICATIONS SUBSECTION OF SECTION III SCOPE OF WORK / SPECIFICATIONS OF THE SOLICITATION HAS BEEN REVISED/MODIFIED AND NOW READS AS FOLLOWS:

The successful Bidder (Contractor) is to provide a full-service **commercial air** travel program for the individual, group, **and team as well as travel coordination on occasion as necessary for team** charter travel services with the option of providing an on-site travel coordinator or other alternative for the University of South Carolina Athletics Department. The Athletics Department does not guarantee any set amount of travel business during the life of this contract. It will be the successful Bidder's (Contractor's) responsibility to obtain all applicable licenses to do business in South Carolina and to provide services outlined in this solicitation.