



UNIVERSITY OF  
**SOUTH CAROLINA**

AMENDMENT NO. 2 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-FPB-3054-CJ

DESCRIPTION: Travel Agency Services

DATE: December 1, 2016

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This Amendment No. 2 modifies the Fixed Price Bid only in the manner and to the extent as stated herein.

**Vendor Questions and Answers**

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BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO. 2 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

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Authorized Signature

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Name of Offeror

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Date

## **THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR C:**

**QUESTION 1:** What has USC learned that an RFP has been issued for travel services (outside of expiration of agreements)?

**ANSWER:** This is a Fixed Price Bid solicitation type, not a Request for Proposals solicitation type. We are conducting a fixed price bid solicitation to ensure all travel agencies' fees are consistent.

**QUESTION 2:** What significant “pain points” have you identified to issue the RFP? Please be specific in regards to overall performance and success criteria the University expects to solve, reduce, monitor and track, etc.

**ANSWER:** This is a Fixed Price Bid solicitation type, not a Request for Proposals solicitation type. We have not identified any “pain points”.

**QUESTION 3:** What expense management tool does USC use to expense travel or is your process paper/manual/in-house (with any description please)?

**ANSWER:** Our process is in-house.

**QUESTION 4:** What process is followed to purchase travel such as an approval process, etc? Is there more we need to support outside of reporting and tracking a TA number?

**ANSWER:** The traveler obtains a TA (travel authorization) number. The TA number is the approval from the University for the Travel. The travel agency is responsible for tracking and reporting the TA number, Airfare and fee.

**QUESTION 5:** Please describe your current service configuration for contacting agents? General desk, VIP needs, percentage of online vs. agent bookings, etc.

**ANSWER:** As stated in the solicitation - Section III Scope of Work/Specifications “Travelers of the University are not restricted to using an approved Travel Agency (Contractor); they are allowed to purchase their tickets directly with the airlines or other agencies.”

**QUESTION 6:** Who is the key decision maker and their title? Are there any other key personnel who will influence this decision? Who will sign the agreement (name and title)?

**ANSWER:** The primary person who will be evaluating the bids is Charles Johnson, Procurement Manager in the USC Purchasing Department. Other key personnel involved in the evaluation process will be members of the Controller's Office staff. There will be no external agreement(s). Please refer to the Contract Documents and Order of Precedence clause in Section VII of the solicitation.

**QUESTION 7:** Please tell us about any travel booked outside of the travel program and describe the circumstances for booking outside the program?

**ANSWER:** Our policy does not restrict Travelers of the University to using only approved Travel Agencies. They are allowed to purchase tickets directly with the airlines, other agencies or online.

**QUESTION 8:** Please confirm the current online booking tool in use?

**ANSWER:** Travelers of the University are allowed to make their own choice for online booking.

**QUESTION 9:** Is USC looking to maximize online booking or are agents the preferred method to book travel. What is USC's expectation with online purchasing and please share USC's vision with online adoption and usage.

**ANSWER:** USC is not looking to maximize online booking.

**QUESTION 10:** Describe the credit card payment system for payment of travel.

**ANSWER:** Each agency will have a Diners Club account to be used for authorized purchases.

**QUESTION 11:** What percentage of your spend is international travel booked to points outside of the United States and for what type/purpose (research, faculty, etc) does this travel represent?

**ANSWER:** Faculty and staff international air travel exceeded \$1.2M in fiscal year 15-16. (This includes travel booked through agencies and direct reimbursements)

**QUESTION 12:** Can you please share your yearly expenditures for car and hotel?

**ANSWER:** Yearly expenditures by the University for car and hotel are not applicable to this solicitation.

**QUESTION 13:** How are supplier agreements maintained and who collects and distributes this supplier information?

**ANSWER:** There will be no supplier agreements to maintain. Each responsive and responsible bidder will be awarded contract from the solicitation. It will be listed in the Travel policies and procedures and an email will be sent to business managers notifying them of the supplier information.

**QUESTION 14:** Who will have ownership (name and title) of the travel program once travel management partner(s) are selected? What is the background this person has with managing a corporate travel program?

**ANSWER:** The Travel department of the Controller's Office will facilitate the travel program.

**QUESTION 15:** How will USC mandate the travel program to ensure compliance and consolidation of spend?

**ANSWER:** USC will not mandate the travel program to ensure compliance and consolidation. Travelers of the University are not restricted to using an approved Travel Agency (Contractor); they are allowed to purchase their tickets directly with the airlines or other agencies.

**QUESTION 16:** On page 15, second to the last paragraph we are asked to include a "sample" of any documents USC would need to sign yet on the last page ("checklist") we are asked not to include any standard contact forms. Please provide feedback so we provide what you want at this stage.

**ANSWER:** It is the University's preference that offerors/bidders do not include any legal documents that they expect the University to sign in order to do business with the Offeror/Bidder, Offeror's/Bidder's terms and conditions, and/or similar type legal documents pursuant to potential contract award that Offeror/Bidder chooses to include with its bid. The University has no plans to sign any legal documents that the offeror/bidder submits in order to do business with the offeror/bidder. Only the specifications and terms and conditions contained in the solicitation and amendments to the solicitation will apply to contracts awarded from the solicitation. However, if the offeror/bidder insists on including any legal documents that it expects the University to sign

**in order to do business with the Offeror/Bidder, Offeror's/Bidder's terms and conditions, and/or similar type legal documents pursuant to potential contract award that Offeror/Bidder chooses to include with its bid, every page of the legal documents included in an offeror's/bidder's bid must be clearly labelled "SAMPLE". Failure of an offeror/bidder to clearly label every page of the legal documents it includes in its bid "SAMPLE" may result in the offeror's/bidder's bid being rejected by the University.**

**QUESTION 17:** On page 43 we are asked to complete our fees, yet we have other fees to provide for other types of services (i.e. online bookings, exchanges, etc). Since the guidelines ask us not to include other forms in the response, can you please provide feedback on where we might include such fees? Should we await a second round of reviews to include any additional fees?

**ANSWER:** No other fees submitted by the offeror/bidder except for the three (3) transaction fees (Item 1 - Domestic fares - \$40.00 per transaction; Item 2 - International fares - \$50.00 per transaction; and Item 3 - Rail fares - \$40.00 per transaction) listed on the Bidding Schedule on Page 43 of the solicitation will be considered/evaluated by the University. If offeror/bidder chooses to include other fees to provide for other types of services (i.e. online bookings, exchanges, etc) in its bid, the other fees will not be considered/evaluated by the University pursuant to contract award.

**QUESTION 18:** If we have additional inquiries, are we allowed to ask these past the due date of today, 11/29?

**ANSWER:** Any additional questions/inquiries regarding the solicitation received after the deadline for receipt of questions (11:00 AM on November 29, 2016) may or may not be answered or responded to by the University. The University is not legally obligated to answer questions or inquiries regarding the solicitation if the questions/inquiries are received after the deadline for receipt of questions (11:00 AM on November 29, 2016 for this solicitation).

**QUESTION 19:** Can we include a short executive summary with our reply?

**ANSWER:** Please refer to the Bid Contents clause in Section IV. Information for Offerors to Submit of the solicitation. While it is the offeror's/bidder's option to include a short executive summary with its bid, the University reserves the right to not consider the bidder's/offeror's short executive summary in its evaluation of the bidder's/offeror's bid.