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**Q & A #2 to
Request for Proposals (RFP)
Travel Services for the State of Maryland
050B9800007
April 10, 2009**

1. **Question:** RFP Page 17, Paragraph 3.4.5(e) requires the contractor to “provide notification by voice message confirmed by an email.” Email notification, in many cases, can be automated. Please clarify why voice notification is required as this double notification will require more agent time and thus increase the costs of providing services?

Answer: The State has concluded that the best way to ensure State traveler notification is through this RFP requirement. This paragraph shall remain unchanged.

2. **Question:** TMC Service Fees -The RFP mentions an invoicing system for services and also that travelers will be using a credit card for paying for services. Does the TMC charge the TMC service fees at point of sale with the ticketing of the reservation, or does it have to send a weekly or monthly invoice indicating the ticket sales and the transaction fees? If the State requires an Invoice, what is the payment period?

Answer: The TMC charges the service fee with the ticketing of the reservation at the Point of Sale. The State does not require a separate invoice for the TMC service fee at the Point of Sale. Detailed invoices for services shall be submitted to the agency purchasing travel services no later than 30 calendar days following the month the service was provided. Invoices shall have separate sections for the price of the ticket and the fee charged by the Contractor. See section 3.9.1 of the RFP.

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