



MARTIN O'MALLEY  
Governor

ANTHONY BROWN  
Lieutenant Governor

T. ELOISE FOSTER  
Secretary

**QUESTIONS AND RESPONSES # 1**  
**PROJECT NO. 050B440003**  
**Department of Budget & Management**  
**Travel Services**  
**May 30, 2014**

Ladies/Gentlemen:

This List of Questions and Responses #1, questions #1 through #16, is being issued to clarify certain information contained in the above named RFP.

In most instances the submitted questions and the Department's responses merely serve to clarify the existing requirements of the RFP. Sometimes, however, in submitting questions potential Offerors may make statements or express interpretations of contract requirements that may be inconsistent with the Department's intent. To the extent that the Department recognizes such an incorrect interpretation the provided answer will note that the interpretation is erroneous and either state that the question is moot once the correct interpretation is explained or provide the answer based upon the correct interpretation.

No provided answer to a question may in and of itself change any requirement of the RFP. If based upon a submitted question it is determined that any portion of the RFP should be changed, the actual change may only be implemented via a formal amendment to the RFP. In this situation the answer provided will reference the amendment which contains the RFP change.

The statements and interpretations of contract requirements which are stated in the following questions of potential Offerors are not binding on the State, unless the State expressly amends the RFP. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor asking the question as to what the contract does or does not require.

*1. Will the State of Maryland consider contract extensions beyond the five year contract if it can be documented as a savings to the State's overall travel budget? If so, how should the bidder document this on the financial section of the RFP? In particular, can the fee schedule be expanded to accommodate the documentation?*

**RESPONSE:** In order for the State to maintain competition, contracts usually do not exceed a five year period. The State will not consider a contract extension beyond five years for this contract unless there is a modification towards the end of the contract period for an extension due

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to unforeseen circumstances. This should not be documented in the Financial Proposal, and no fee schedule accommodations are needed since it is not acceptable.

*2. How should the bidder provide support documentation on services, technology, and savings analysis?*

**RESPONSE:** Offerors (bidders) should provide additional documentation beyond the information requested in the RFP Section 4 as supplemental documentation in a separate tab.

*A. Paper and if so where should it be placed in the RFP, after each section or a special designated section just for supplemental support materials?*

**RESPONSE:** Offerors should place additional documentation in a specially designated tab at the end of their proposal response.

*B. Hyperlinks within the body of the RFP answers which then brings the question, will each selection committee member be given an electronic version?*

**RESPONSE:** Hyperlinks may be used within the Offerors response; however, committee members will not be given electronic versions of an Offerors response. Electronic copies of an Offerors response are part of the Procurement Officer and Contract Monitor's files.

*C. Will "YOUTUBE" demos of products and services be permitted in the formatting of the RFP's written and electronic versions? This is assuming that each selection committee member will be given an electronic version.*

**RESPONSE:** "YOUTUBE" demos of products and services should only be made available in Oral Presentations and not part of the Offerors initial Technical response.

*3. Under Section 3.1, Purpose and Background, it indicates that the Legislature and Judicial Branches may, but are not required to participate in the program. How does the State promote the travel contract to these bodies of government? If not, can the travel management company promote directly?*

**RESPONSE:** As this is a Statewide contract, agencies are encouraged to utilize the contract; however, it is not mandatory for agencies to do so. All Statewide contracts issued by the Department of Budget and Management are maintained on its website.

*4. Under Section 3.2.1, General Requirements, in particular 3.2.1.8, it states that the contractor shall not charge any fee for any cancellation, voids, refunds, or waivers. Some waivers are travel management company exclusive benefits to the State in significant savings. So, if the waiver requires an airline or vendor fee, can this be charged to the state?*

**RESPONSE:** No, the Contractor shall not charge the State any airline or vendor fee due to cancellations, voids, refunds, or waivers.

5. *Section 4.2 indicates that “each Volume shall contain an unbound original.” Does this requirement apply to the four (4) copies? Can a three ring binder or other binding method be used for the paper copies?*

**RESPONSE:** The term “unbound original” refers to Technical volumes being in book bound form. This is not permissible. However, three ring binders may be used for the original documents as well as the four required copies.

6. *In the interest of our green certification and the environment, will double sided printing of the contents (supplemental materials) and answers to the RFP be permitted?*

**RESPONSE:** It is the State’s preference that the original response not be double sided; however, in the interest of “green certification and the environment”, the four required copies may be double sided printed.

7. *RFP Item 3.2.1.5 discusses consolidator tickets. How many consolidator tickets are issued annually?*

**RESPONSE:** There are typically 2-7 consolidator tickets issued annually; to date, all have been on international flights. None have been issued for domestic tickets under the current contract.

8. *RFP Item 3.2.3.6 .b states the contractor shall provide charter bus services. Could the State please provide its charter bus volume?*

**RESPONSE:** Under the current Contract, no Agency has used Charter Bus Services.

9. *RFP Item 3.2.3.6.g states that the contractor is required to provide assistance, without fee, with passport and visa applications for foreign travel when requested. How many visa/passports issued annually where TMC assistance was needed? What actual assistance is required – providing information and assistance on when and how a passport and visa application is required?*

**RESPONSE:** The Contractor will assist employees on the process of obtain a passport (i.e. what forms are needed, proper identification, etc). The Contractor is not responsible for obtaining the passport for the employee.

10. *RFP Item 3.2.3.12 requires Special and Group Travel Services. Could the State please provide its group air volume?*

**RESPONSE:** Under the current contract two trips for the Governor used Special and Group Travel services consisting of 3-6 travelers and averaged a total of \$1200 per ticket.

11. *Does the State desire on or off site travel counselors?*

**RESPONSE:** The State has no need for on-site travel counselors. The Contractor is responsible for maintaining off-site counselors as part of their travel management responsibilities.

*12. Does the State have an existing tool for online bookings? If not, is there a requirement for one as part of this RFP?*

**RESPONSE:** The State does not currently have a tool for online booking nor is there a requirement for one as part of this RFP.

*13. I understand that there are no online bookings and everything is run through an agent, to ensure that we are properly staffed for the volume, I wanted to make sure that the 2.2 million provided was actual volume run through Globe Trotter?*

**RESPONSE:** Yes, the \$2.2 million provided in the RFP is volume run through the incumbent.

*14. Will form WH-347 for the payroll report be part of the requirement in the new travel contract?*

**RESPONSE:** As this form (and process) is designated and controlled by the Department of Labor, Licensing and Regulations (DLLR), DBM has no control over which form the DLLR will choose to use in the future. If subject to the Living Wage Requirement, all payroll records must be presented to DLLR as required by that Agency.

*15. What has been the total dollar spend on hotels per annum?*

**RESPONSE:** For Fiscal Year 2013, the total dollar spent on hotels was approximately \$160,000.00.

*16. What has been the total number of hotel transactions and approximate average price per night?*

**RESPONSE:** For Fiscal Year 2013, there were 488 hotel transactions ranging from 2-5 night stays at an average of \$97.77 per night.

**Remember proposals are due on June 17, 2014 no later than 2:00 p.m.** If there are questions concerning this solicitation, please contact me via e-mail at [patti.tracey@maryland.gov](mailto:patti.tracey@maryland.gov) or call me at (410) 260-7918 as soon as possible.

Date Issued: 05/30/2014

By:

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