

**REQUEST FOR PROPOSAL (RFP)**  
**CONSOLIDATED TRAVEL MANAGEMENT SERVICES FOR**  
**KANSAS ATHLETICS, INC.**

**January 2009**

**SECTION I - PURPOSE OF THE RFP**

**1. PURPOSE**

Kansas Athletics, Inc. (KAI) is soliciting formal presentations from qualified travel agencies for the exclusive right to provide consolidated travel management services. These services include commercial and charter flights, lodging, rental cars, and local ground transportation for college athletic teams and individual travel for all the intercollegiate athletic teams at the University of Kansas.

The following evaluation criteria (in priority order) will be used when reviewing responses to this RFP:

1. Ability to successfully fulfill all requirements
2. Agency cost savings opportunities and cost management capabilities
3. Net cost of services
4. Technology and other value-added services

**2. TERM OF CONTRACT**

The initial term of the contract will be for three (3) years with two (2) additional one-year renewal options, based on mutual agreement of KAI and the successful travel management firm.

**3. INFORMATION ABOUT Kansas Athletics, Inc.**

The following data will assist agencies in preparing a response to this RFP. This is a representation of the quantity and amount spent in a fiscal year for our athletic department.

	<b>Quantity</b>	<b>Total amt</b>
Individual commercial airfare	1329	\$690,733
Group commercial airfare	192	\$434,769
Air charters	63	\$1,735,816
Individual hotel bookings	1216	\$126,560
Group hotel bookings	196	\$1,943,438
Rental car bookings	828	\$163,942
Ground transportation	354	\$421,415
Fan travel trips	4	\$619,880

**ADDITIONAL HELPFUL INFORMATION –**

- All bookings and transaction fees utilize a single ghost card BTA account
- Bookings are consolidated through one travel agency
- KAI employs a travel coordinator that all teams work with to book team travel
- KAI is open to considering telephonic off-site service options

## **SECTION II – REQUIRED INFORMATION**

KAI seeks proposals from qualified firms for consolidated travel management services, based on the following requirements. As experts in the travel industry, responding agencies are encouraged to respond to these and other services that would be of benefit to KAI.

For each of the following, please address your firm's ability to meet and exceed the following requirements. Please feel free to include other details that you find are important to a successfully consolidated athletic travel program not listed herein.

### **AGENCY INFORMATION**

1. Agency overview: Provide a brief description of the company including history, years in business, total sales and athletic travel experience.
2. Booking trends: Include a report or reports that help KAI identify the following:
  - Commercial air - Current and expected annual travel volumes for corporate, athletics and other client categories
  - Commercial air - Current and expected annual travel volumes for domestic and international airfare
  - Commercial air - Top five domestic and international carriers
  - Hotel reservations – Total number of nights booked, total dollar volume and top five cities by volume
  - Car rental reservations – Total number of rental days and total dollar volume
  - Ground transportation – Total number of bookings and total dollar volume
  - Air charters – Total number bookings, total dollar volume and top 5 charter carriers booked
3. Staffing: How many total employees work for your company? How many staff members are assigned to work primarily with athletics clients? Describe the athletic agents' experience level. What is your annual staff turnover rate? Provide the name(s) and background experience of the contact(s) that would work with KAI.
4. Value proposition: What differentiates your agency from other travel management companies?
5. References: List the name, contact, title, email address and phone number of up to four (4) **athletic** travel client references.

### **IMPLEMENTATION**

1. Timeline: Provide an implementation plan and schedule of events from award date.
2. Challenges: Identify two possible challenges in the implementation process and your plan to address them.

3. Training: Describe the training that will be provided to KAI travelers, travel coordinators and administrators.
3. Automation: Include details of the process involved to load traveler profiles, preferences and the travel policy configured into agency booking and support systems.

### **ACCOUNT MANAGEMENT**

1. Account manager: Agency will assign an account manager or higher level employee to manage and/or oversee the account for KAI. The assigned account manager is to be at a managerial level, will be the point of contact to coordinate athletic travel requirements and will handle any problems or inquiries that may arise. This person must have the authority to act on and make decisions to resolve any issues, including contractual issues, without need for extensive consultation within your organization.
2. Key staff members: List the names, resumes and responsibilities of additional individual(s) to be assigned to this account and responsible for successfully managing this account.
3. Account reviews: This individual will meet periodically with KAI personnel, research information and deliver special reports and negotiated contracts.
4. Customer service: Describe your agency's plan to monitor customer service levels, including problem resolution procedures.

### **OPERATIONAL REQUIREMENTS**

1. Regular hours: KAI expects minimum hours of operation are 8:00 a.m. to 5:00 p.m. Central (flexible during peak travel periods), Monday through Friday.
2. Staffing: Agency must provide skilled staff to service the account with a minimum of 2 years of corporate travel experience, experience with athletic travel procedures, group travel and a willingness to learn NCAA and conference rules.
3. Group airfare expertise: Agency must take every reasonable step, when appropriate, to use administrative or high-level carrier contacts to obtain favorable fares, seats on capacity controlled flights and have the proven ability to address other challenges typically associated with group airfare.
4. After-hours: KAI requires 24/7 supplementary service through a toll free number. Please state clearly in your proposal the hours and days service will be made available for either option being responded to. Is there a fee for "after-hours" calls? At what times are calls considered to be "after-hours"? Provide information regarding your response times to KAI's inquires.
5. Paperless ticketing and invoicing: KAI prefers to receive 100% paperless documentation for all electronic tickets. Electronic ticket itineraries and invoices must be available for post-trip research. These documents should also be

accessible to additional recipients, such as the administration and business office. Tickets and itineraries will be provided 24 hours prior to departure. All itineraries must include flight numbers, departure and arrival times, names associated with the ticket numbers for group travel and confirmation numbers for ground arrangements.

6. Paper tickets: KAI occasionally generates bookings that require paper tickets, potentially on short notice. Describe the process and any associated costs for producing and delivering paper tickets.
7. Flight insurance: Describe the flight insurance available for each airline ticket.

## **SERVICE CONFIGURATION**

1. Service configuration: Describe the service configuration you would recommend for our travel program. Be specific as to the location and number of personnel dedicated to the KAI account and why you recommend this configuration.
2. Backup/overflow assistance: Describe your plan for backup assistance, covering absences and assisting with unexpectedly high call volume.
3. Business continuity: Describe your company's contingency plan in case of a catastrophe impacting the office serving KAI.
4. Phone system: Describe the telecommunications configuration you would recommend for our travel program.
5. Policy recommendations: A copy of the current KAI policy is included as an attachment to this RFP. Advise KAI of any policy changes you would recommend to assist in achieving the goals of this RFP.
6. Policy compliance: Describe your procedures to insure traveler compliance with our travel policy.
7. Quality control: Describe your quality control process as it relates to airline tickets, lowest airfares, policy compliance, accuracy, etc.
8. Unused tickets: Describe your system to manage a client's unused and non-refundable tickets.
9. Traveler profiles: Describe how you will obtain and maintain traveler profile information.
10. Travel parties and preferences: Describe how you will obtain and maintain travel party preferences and other information.
11. VIP travelers: Describe any VIP services that you may offer.
12. Fan travel: Describe your experience and capabilities with organizing fan-based group trips. Include information on recent activity regarding group size, destination, purpose and an overview of the services acquired.

## **DISCOUNTS AND NEGOTIATIONS**

1. Airline discount programs: Describe your existing airline contracts and discounts that will be available to KAI.
2. Agency hotel program: Describe your existing hotel discount program that will be available to individual KAI travelers.
3. Multiple hotel programs: Explain how your agency will work with KAI to support the existing program if this program is more advantageous than the Agency program.
4. Agency car rental program: Describe your existing national discount program(s) that will be available to individual KAI travelers.
5. Multiple car rental programs: Explain how your agency will work with KAI to support the existing program if this program is more advantageous than the Agency program.
6. Ground transportation: Explain any relationships with ground transportation providers that may be beneficial to KAI
7. Airline charters: Explain any relationships with air charter companies that may be beneficial to KAI. Also, explain the qualifications and standards that your company applies when selecting a charter company.
8. Additional savings opportunities: Describe any additional contracts or negotiated services that may be of assistance to KAI.
9. Insurance coverage: Describe any additional insurance coverage provided by your company or that would be available to KAI users of your services.

## **TECHNOLOGY**

1. GDS: List the GDS and other booking systems supported by your agency. Which system(s) will be used for KAI?
2. Pre-trip approval: Describe your automated pre-trip authorization system.
3. Back-office: Which back-office accounting system will be used? Please describe capabilities.
4. Quality control: Describe your quality control software as it relates to lowest airfares, policy compliance, accuracy, etc.
5. Reporting: Describe your management reporting system. How is access to this system controlled? What file formats and delivery options are available? Are you able to offer reports broken down by client, then by departments, i.e., football, basketball, under each client?
6. Reporting: What is the turn-around on requests for reports and for customized report requests?

7. Reporting: Does your system incorporate pre-trip, post-trip or both types of data? Explain.
8. Reporting: Describe the cycle to refresh the data in your reporting system. Is data updated in real-time?
9. Reporting: In the event of a travel emergency, describe the reporting capabilities available to identify and assist travelers. Explain the process used to identify travelers, communicate with KAI and to assist 24x7 as needed.
10. Reports: Provide samples of the following reports from the reporting system described above:
  - Reconciliation report
  - Unused ticket report
  - Hotel usage by chain and property
  - Car rental usage by car company
  - Airline report by carrier (domestic and international)
  - Executive Summary
  - Top 50 travelers by volume and transactions
  - Non-contract usage report
  - Exception reporting (travel policy violations)
  - Top city pairs
  - Online, real time reports
11. Web site: Describe the Web site and/or online services that will be customized for KAI.
12. Credit card reconciliation: Describe your credit card reconciliation services and provide a sample of the reports that accompany this service.

## FINANCIAL

1. Pricing method: Based on the operational configuration recommended, what type of financial arrangement do you propose?
2. Transaction fee: If proposing a transaction fee arrangement, provide your proposed transaction fee for each of the following transaction types:

<b>Transaction fees</b>	<b>Individual</b>	<b>Group</b>
Domestic airline ticket (can include hotel/car)		
International airline ticket (can include hotel/car)		
Hotel or car only booking		
Airline ticket refund		
Airline ticket exchange		
Airline ticket void		
Airline name change		
Flight insurance		
Paper tickets		
24x7 service assistance		

<b>Additional fees (include description as needed)</b>	
Ground transportation	
Air charters	
Implementation fee	
Credit card reconciliation service and/or reports	
Management reporting	
Travel policy configuration	
Configuration of Client-negotiated discount programs	
Customized Web site	
Customized reports	
Additional fees (list as needed)	

3. Terms: Describe your definition of a transaction in regards to the billing of a fee. When is a fee charged? Is there a fee for refunding airline tickets? How does the transaction service fee appear on credit card statements?
4. Group fees vs. individual fees: If your Agency offers a fee differential for group and individual transaction fees, describe what defines a group?
5. Alternative fee arrangement: Describe any alternative fee arrangements that may be of interest to KAI and explain why this may be recommended.

### **SECTION III - QUESTIONS**

Questions regarding any aspect of the RFP must be submitted in writing via email, fax or mail service to Tegan Thornberry, Travel Coordinator on or before, TBA

1651 Naismith Drive, Lawrence, KS 66045

Fax: (785) 864-3364

Or

Email: [thornberry@ku.edu](mailto:thornberry@ku.edu)

### **SECTIONS IV - PROPOSED SCHEDULE**

Distribution of RFP	January 5, 2009
Questions Regarding RFP Due	January 16, 2009
Proposals due by	January 23, 2009
Presentations	January 26 -30
Selection of Agency	February 6, 2009
Implementation of Travel Management Services	February 27, 2009

Please submit four (4) written copies of your proposal to

Tegan Thornberry, Travel Coordinator  
Kansas Athletics, Inc.  
1651 Naismith Dr.  
Lawrence, KS 66045

While no specific format is required, proposals must be responsive to the Required Information, Section II. above. The proposal should be concise and to the point. Costly bindings, color plates, glossy brochures, etc. are neither necessary nor recommended. All costs borne in the preparation of proposals and participation in the selection process shall be borne by the proposer. All submittals are the property of KAI and shall not be returned. Firms should identify any portions of their proposal deemed proprietary or otherwise exempt from public disclosure.

After written proposals have been reviewed, further discussions and interviews with prospective firms may be required. If scheduled, the individual from your firm that will be directly responsible for monitoring the evaluation process, if awarded, should be present at the interview.

KAI acknowledges that there may be some subjectivity in evaluation of the proposals. Every effort shall be made by Kansas Athletics to be impartial and fair in the evaluation process. KAI reserves the right to reject any or all proposals and not award services to any proposer during this process. In addition, KAI reserves the right to waive any irregularities that it considers minor in nature to the overall bidding process.