

UNIVERSITY OF WISCONSIN SYSTEM



REQUEST FOR PROPOSAL (RFP) PS-20-2542

Travel Management Services

DATE OF ISSUE:

July 22, 2019

Issued By

**University of Wisconsin System Administration
Office of Procurement**

PROPOSAL DUE DATE: August 22, 2019 2:00 PM (CST)

There will be no public opening

Late Proposals will not be accepted and will be rejected!

State of Wisconsin
 DOA-3261 (R08/2003)
 s.16.75, Wis. Statutes

PROPOSALS MUST BE SEALED AND ADDRESSED TO:

Remove from proposer list for this commodity/service. (Return this page only.)

AGENCY ADDRESS:

Paul D. Schlough
 University of Wisconsin System Administration
 Office of Procurement
 780 Regent Street, Suite 105
 Madison, WI 53715

**REQUEST FOR PROPOSAL
 THIS IS NOT AN ORDER**

PROPOSER (Name and Address)

Proposal envelope must be sealed and plainly marked in lower corner with due date and Request for Proposal #**PS-20-2542**. Late proposals will be rejected. Proposals **MUST** be date and time stamped by the soliciting purchasing office on or before the date and time that the proposal is due. Proposals dated and time stamped in another office will be rejected. Receipt of a proposal by the mail system does not constitute receipt of a proposal by the purchasing office. Any proposal which is inadvertently opened as a result of not being properly and clearly marked is subject to rejection. Proposals must be submitted separately, i.e., not included with sample packages or other proposals. Proposal openings are public unless otherwise specified. Records will be available for public inspection after issuance of the notice of intent to award or the award of the contract. Proposer should contact person named below for an appointment to view the proposal record. Proposals shall be firm for acceptance for sixty (60) days from date of proposal opening, unless otherwise noted. The attached terms and conditions apply to any subsequent award.

Proposals MUST be in this office no later than August 22, 2019 2PM CST	Public Opening <input type="checkbox"/> No Public Opening <input checked="" type="checkbox"/>
---	--

Name (Contact for further information) Paul D. Schlough	
Phone 608-265-0557	Date July 22, 2019
Quote Price and Delivery FOB N/A	

Description			
REQUEST FOR PROPOSAL (RFP): Travel Management Services for the University of Wisconsin System			
Payment Terms:		Delivery Time:	
<input type="checkbox"/> We claim minority bidder preference [Wis. Stats. s. 16.75(3m)]. Under Wisconsin Statutes, a 5% preference may be granted to CERTIFIED Minority Business Enterprises. Bidder must be certified by the Wisconsin Department of Commerce. If you have questions concerning the certification process, contact the Wisconsin Department of Commerce, 5th Floor, 201 W. Washington Ave., Madison, Wisconsin 53702, (608) 267-9550.			
<input type="checkbox"/> We are a work center certified under Wis. Stats. s. 16.752 employing persons with severe disabilities. Questions concerning the certification process should be addressed to the Work Center Program, State Bureau of Procurement, 6th Floor, 101 E. Wilson St., Madison, Wisconsin 53702, (608) 266-2605.			
Wis. Stats. s. 16.754 directs the state to purchase materials which are manufactured to the greatest extent in the United States when all other factors are substantially equal. Materials covered in our bid were manufactured in whole or in substantial part within the United States, or the majority of the component parts thereof were manufactured in whole or in substantial part in the United States. <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown			
In signing this proposal we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.			
We will comply with all terms, conditions and specifications required by the state in this Request for Proposal and all terms of our proposal.			
Name of Authorized Company Representative (Type or Print)		Title	Phone () Fax ()
Signature of Above	Date	Federal Employer Identification No.	Social Security No. if Sole Proprietor (Voluntarv)

This form can be made available in accessible formats upon request to qualified individuals with disabilities.

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Section A

1 General Information

1.1 Introduction

The University of Wisconsin System Administration is seeking proposals to partner with a quality travel management company for support and optimization of the University's business travel program, including managing faculty, staff, guest and student travel in an efficient and cost effective manner, by offering state-of-the-art corporate self-booking technology, and optional on-site or optional agency full-service.

The University of Wisconsin System intends to use the results of this solicitation to award a single contract for a corporate self-booking tool and related travel management services for use by all University of Wisconsin System Institutions. **The University of Wisconsin Madison Athletic Department is not included in this contract.**

1.2 Background

The University of Wisconsin System is one of the largest systems of public higher education in the country, serving more than 181,000 students each year and employing more than 39,000 faculty and staff statewide. The University of Wisconsin System is comprised of 13 four-year universities and 13 branch campuses. The University of Wisconsin System also includes state-wide UW Extension, UW-Extend and University System Administration offices. Together, these institutions are a tremendous academic, cultural, and economic resource for the State of Wisconsin, the nation, and the world.

An estimated 20,000 individuals travel annually on University paid business and represent the following UW System institutions and campuses.

University of Wisconsin System locations (with headquarters):

- UW System Administration (Madison)
- UW Extension & Administration (Madison)
- UW Extend & Administration (Madison)
- **Four-year Universities:**
 - Eau Claire
 - Green Bay
 - La Crosse
 - Madison
 - Milwaukee
 - Oshkosh
 - Parkside (Kenosha)
 - Platteville
 - River Falls
 - Stevens Point
 - Stout
 - Superior
 - Whitewater
- **UW Branch Campuses:**
 - UW-Platteville at Baraboo/Sauk County (Baraboo)

- UW-Eau Claire at Barron County (Rice Lake)
- UW-Oshkosh at Fond du Lac
- UW-Oshkosh at Fox Valley (Menasha)
- UW-Green Bay at Manitowoc
- UW-Stevens Point at Marathon County (Wausau)
- UW-Green Bay at Marinette
- UW-Stevens Point at Marshfield/Wood County
- UW-Platteville at Richland (Richland Center)
- UW-Whitewater at Rock County (Janesville)
- UW-Green Bay at Sheboygan
- UW-Milwaukee at Washington County (West Bend)
- UW-Milwaukee at Waukesha

1.3 Scope of Work

The University of Wisconsin System seeks to establish contract(s) with one or more travel management service firms which are experienced with University (or similar) institutional travel. Contractor is responsible to stay informed about University policies, procedures and service agreements related to travel and assure that Contractor information and services provided are in compliance. The current applicable policies are listed on the UW Travel Wise website <https://uw.foxworldtravel.com/policies-and-procedures/>. One item to note is that the University has mandated, and will continue to mandate all airline tickets to be booked with our designated Contractor(s) as a result of our RFP in order to be reimbursed. Another important item to note is that we have recently updated our Air Purchasing Policy (410) to allow exceptions for certain categories (such as students doing a study abroad program) that may impact volumes going forward. We currently do not track student versus employee travel, but we estimate it could impact overall air volumes as much as 5% less overall with the recent policy changes.

The University is very cost conscious. Contractor(s) must demonstrate how University designated travel agents will be provided the scope of information necessary to make highly informed decisions from the broadest offering of relevant options. Contractor is encouraged to exercise all creativity which results in cost savings utilizing reliable services, and incurring minimal risk of cancellation/change financial penalties assessed by the service providers. Our current contractor has compared our average agent call times, which on average are 1.5 times greater than a “regular” corporate client. The University often has more flexibility in travel times and request more options to ensure best use of University funds.

Contractor(s) is/are responsible for timely communication of conditions (e.g., work stoppage, weather, Department of State warnings, etc.) that may affect University traveler safety and institution financial resources.

Our current contractor is providing all of the services that we are breaking up into three distinct categories of services in this RFP. We will award contracts to each category separately, to each contractor with the highest score (combining both the technical score and the pricing) for each service category. We currently spend about \$24M in air (across the three categories). Additionally, we have are including the relevant data provided by our current contractor that should be considered. ***Note: Please view Section D, No. 4 Appendix No. 1, Item No. 4.1.1 Volume.**

The three categories that can be bid on are for this RFP are as follows:

1. **Employee Travel Services** – This is the majority of our travel, and will include all non “group block” travel and all non-athletic travel. In order to bid on this category, the Contractor must be a Concur preferred and certified reseller. We estimate about \$17-\$20M in airline spend taking into account the reduction of the Group Block Services and Athletic Services that we are putting into specialized categories. We have numbers of transactions estimated in the Cost Proposal section. Additional estimated number of transactions (based on 7/1/2018-6/30/2019) was 7,617 additional airline tickets booked as “group live sell” tickets that will positively impact volume. We estimate that a number of these were in conjunction with a “group block” of airline tickets (individual travelers that were part of group but purchased outside of the block). We believe these 7,617 tickets will likely be somewhat split between categories 1, 2 and 3, with the majority of airline tickets likely going to the contractor that is awarded this category (Employee Travel Services), but have no accurate way to estimate the number of these tickets that were booked under “group air” and which category or contract they might be booked under in the future, and have done our best to estimate for purposes of this RFP.

2. **University Group Block Services** – This category is for servicing larger groups that cannot be individually reserved and a special block or airline tickets or hotel rooms need to be reserved. For purposes of this RFP we are considering group blocks to be 10 or more individuals (excluding NCAA/UWS Athletic Travel). The estimated volume currently includes athletic travel, which we estimate to be about 15% of the overall group air volume (and should be subtracted from the volume listed below). We also estimate a portion of the 7,617 “group live sell” tickets will positively impact volume as noted in the above category:
 - a. Block Air: 6,252 airline tickets (estimate about 500 – 1,000 additional tickets may be requested for “individual/live” sell tickets
 - i. 257 Block Air Groups

3. **UWS Athletic Travel Services** – this category is for all NCAA related athletic travel across the below four-year Universities, as well as some individual athletic related travel (for athletic staff and consultants and contractors). **Note: UW Madison is not in scope.** This service category is responsible for booking all NCAA travel for UWS campuses below. Note we had only one chartered flight in 2017 and two in 2018, but the need to quote chartered flights is required.
 - a. Eau Claire (Division 3)
 - b. Green Bay (Division 1)
 - c. La Crosse (Division 3)
 - d. Milwaukee (Division 1)
 - e. Oshkosh (Division 3)
 - f. Parkside (Division 2)
 - g. Platteville (Division 3)
 - h. River Falls (Division 3)
 - i. Stevens Point (Division 3)
 - j. Stout (Division 3)
 - k. Superior (Division 3)
 - l. Whitewater (Division 3)

Our best estimates for Athletic Travel Services is approximately 1,008 airline tickets for 32 groups. Approximate volume is between \$500,000- \$850,000 annually. Hotel volume was approximately \$33,308 for 211 stays for 328 nights. We believe hotel or lodging volume may increase with selected vendor, as it is not currently mandated to use preferred vendor for lodging and transportation (only air is mandated).

The University plans to award contracts with a five (5)-year term with a University option to automatically renew for three (3) additional one year periods with the mutual ability to negotiate terms and conditions and pricing as

needed if we mutually agree that there are significant industry changes with a documented business case. When responding to the RFP, please respond only to the category questions you are bidding on.

Successful Contractor(s) coordination with all University travel agencies, airlines, car rental agencies, preferred hotels, credit card companies, etc. is required. Areas of cooperation shall include coordination during the phased program start-up and implementation estimated to start in December 2019, and shall continue for up to three months after the end of any contract to ensure data and accounting reconciliation.

Each successful contractor must provide a detailed implementation plan for establishing University travel services including tasks, schedules, staff hours and any University assistance necessary for implementation.

As the end of the contract term approaches, the University requires a smooth and orderly transition from the Contractor to any successor contractor to ensure minimum disruption. The Contractor must be available and cooperative during transition at the contract close out. The Contractor shall book and service all of the travel requests it receives prior to the expiration of the contract regardless of the date of commencement of travel. Contractor shall continue to provide customer assistance on all ticketed reservations made prior to the contract expiration and up to the conclusion of the travel.

1.4 Definitions

The following definitions are used in this RFP:

- **Agent Assistance:** Partner agent booking assistance for reservations initiated, but not completed by users of the Self-Booking Tool.
- **ARC:** Airlines Reporting Corporation.
- **Authorized User(s):** Any University approved user.
- **Chartfield:** A series of values assigned by the University to identify funding information for financial expenditures.
- **Contract Administrator/CA:** UWSA Contract Administrator. The individual appointed by UW System to administer the resulting contract on behalf of the UW System
- **Contractor:** Proposer awarded the contract.
- **Corporate Travel Card:** A University approved, personal liability, VISA charge card used as payment for individual travel expenses that are reimbursed to the traveler.
- **C.S.T.:** Central Standard Time
- **CTA:** Central Travel Account, using a University liability corporate charge card or Ghost account, with authorization process for the central payment of travel at the institution level.
- **F.T.E:** Full time University employee.
- **F.Y.:** Fiscal year. For the University of Wisconsin System, the fiscal year runs from July 1 – June 30.
- **Group:** For purposes of this RFP and use requirements of resulting contract, a group is defined as any number of identical itineraries for multiple passengers that could **not be** successfully booked within the Self-Booking Tool.
- **Guest:** For purposes of this RFP, a guest is defined as any non-employee that requires business travel arrangements at the request and expense of the University.
- **GDS:** Global Distribution System.
- **IATA:** International Air Transport Association.
- **Institution:** Individual UW campus, college, or extension that comprise the UW System.
- **Master Site:** Main configuration of SBT for University System use.

- **PNR:** Passenger Name Record(s) and other profile data, including preferences.
- **Proposer:** Company which has submitted a proposal in response to this RFP.
- **Proposal:** A firm offer submitted in response to a request for proposal.
- **Purchasing Card:** A University liability, VISA charge card for central payment of airfare and lodging.
- **RFP:** Request for Proposal
- **SBT:** Corporate Self-Booking Tools, corporate online booking site, software, or other web-based application used for the self-booking of airfare and other travel arrangements.
- **Sister Site(s):** Multiple instances and configurations of the SBT to support mandatory requirements of this RFP and optimized use.
- **Statement of Work (SOW):** A statement of work, project, and business services to be completed by the contractor accompanied by any pricing required of the addition services.
- **State:** State of Wisconsin.
- **Student:** For purposes of this RFP, a student is defined as an enrolled student of the University that is traveling on behalf of University business, University sponsored event, or an enrollment requirement.
- **System Procurement Office:** University of Wisconsin System Administration (UWSA) Office of Procurement
- **Travel Arranger:** University staff person with responsibility to book air and other travel services for other employees, students, or guests.
- **Traveler:** For purposes of this RFP, a traveler is any employee, guest or student traveling on behalf of and at the expense of the University for business purposes.
- **Travel Management Company (TMC):** For purposes of this RFP, a Travel Management Company (TMC) is a licensed travel agency that is awarded a contract by The University of Wisconsin System.
- **Travel Record:** past/current reservation information, including complete itineraries.
- **University:** All institutions that comprise the University of Wisconsin System.
- **University Data:** Any data or information that the proposer creates, obtains, accesses (via records, systems, or otherwise), receives (from the University or on behalf of the University by an authorized user), or uses in the course of its performance of the contract which include, but not be limited to: social security numbers; credit card numbers; any data protected or made confidential or sensitive by the Family Educational Rights and Privacy Act, as set forth in 20 U.S.C. §1232g ("FERPA"), the Gramm-Leach-Bliley Act, Public Law No: 106-102, Wisconsin state statute 134.98 or any other applicable federal or Wisconsin law or regulation
- **UWS:** University of Wisconsin System.
- **UWSA:** University of Wisconsin System Administration.

1.5 Calendar of Events/Time Table

Listed below are specific and estimated dates and times of actions related to this Request for Proposal (RFP). The actions with specific dates must be completed as indicated unless otherwise changed by the UW System. In the event that the UW System finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by issuing an addendum to this RFP. There may or may not be a formal notification issued for changes in the estimated dates and times.

EVENT	DATE
Release RFP to Vendor	July 22, 2019
Proposer Tele-Conference Meeting	July 31, 2019 @ 1:00 pm CST

Vendor Written Specification & Requirement Questions to UWSA	August 1, 2019 Close of Business
Answer to Vendor Questions (Estimated):	August 9, 2019
Proposals Due at 2pm CST to UWSA Office of Procurement in Madison	August 22, 2019
Evaluation Team Meeting #1 (Estimated)	August 27, 2019
Evaluation Team Proposal Evaluation Timeframe (Estimated)	August 27, 2019 - September 30, 2019
Notification of Intent to Award Contract (Estimated)	October 1, 2019
Dispute Process Time Frame (Estimated)	October 1, 2019 to October 8, 2019
Board of Regent Approval of Contract (Estimated)	December 5-6, 2019
Contract Award (Estimated)	December 10, 2019
Certificate of Insurance & Contract Signature Complete (Estimated)	December 10, 2019 – December 13, 2019
Contract Transition Activities	January 1, 2020 – June 30, 2020
Start of Contract (Estimated)	July 1, 2020

1.6 Fixed Offer Period

All Proposals submitted to obtain Travel Management Services shall remain fixed and valid for acceptance for a one hundred eighty (180) day period starting on **the proposal due date August 22, 2019**.

1.7 Procuring and Contracting Agency

This RFP is issued for the State of Wisconsin by the University of Wisconsin System Administration Office Of Procurement which is the sole point of contact for the State during the proposal evaluation process. The contract resulting from this RFP shall be between the State of Wisconsin, Board of Regents of the University of Wisconsin System doing business as the University of Wisconsin System, hereafter referred to as the "University," and the successful proposer hereafter referred to as the "Contractor" for the provision Travel Management Services according to the terms set forth herein. The UWSA Director of Travel, Elizabeth Dressel, shall be the representative of the UWS responsible for the administration of the contract and referred to herein as "Contract Administrator" (C.A.).

1.8 Clarification and / or Revisions to the Specifications and Requirements

Any questions concerning this RFP must be submitted **in writing on or before August 1, 2019 to:**

Paul D. Schlough, Procurement Specialist Senior
pschlough@uwsa.edu

[Questions regarding this RFP should reference "RFP PS-20-2542 Question" in the subject line.](#)

Vendors are expected to raise any questions or exceptions they have concerning the RFP DOCUMENT at this point in the RFP process. If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the vendor should notify immediately the above named individual of such error and request modification or clarification of the RFP.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or addendums will be provided to all recipients of this initial RFP.

Each proposal shall stipulate that it is predicated upon the requirements, terms, and conditions of this RFP and any supplements or revisions thereof.

Failure to acknowledge receipt of supplements or revisions, in accordance with the instructions contained in the supplement or revision, may result in proposals not being considered. Each proposal shall be predicated upon all the terms and conditions of the RFP and any and all supplements or revisions thereof.

If a proposer fails to notify the University prior to the Proposal due date of a known error in the Proposal (an error that reasonably should have been known to the Proposer) and a contract is awarded to that Proposer, the Proposer shall not be entitled to additional compensation or time by reason of the error or its correction.

Any contact with University employees concerning this RFP is prohibited, except as authorized by the UWSA Procurement Lead (official RFP Manager) during the period from date of release of the RFP until the notice of intent to contract is released.

1.9 Reasonable Accommodation

The University of Wisconsin System Administration (UWSA) Office of Procurement will provide reasonable accommodations including the provision of informational material in an alternative format for qualified individuals with disabilities upon request. If you think you need accommodations at the vendor conference, contact UWSA Office of Procurement, Paul D. Schlough, (608) 265-0557.

1.10 Contract Term

It is the intent of the University to commence the resulting contract on or about July 1, 2020.

The contract shall be effective on the date indicated on the contract and shall run through June 30, 2025 with three (3) automatic one (1) year renewal options. This contract shall automatically be extended each year from the initial year unless UW System Administration Procurement is notified in writing by the Contractor; or notifies the Contractor in writing, 180 calendar days prior to July 1 of each contractual year of service.

The University may discontinue this contract, in whole or in part, without penalty at any time due to non-appropriation of funds.

1.11 Vendor Net Registration

The State of Wisconsin's purchasing information and vendor notification service is available to all businesses and organizations that want to sell to the state, including the University of Wisconsin System. Anyone may access Vendor Net on the Internet at:

<http://vendornet.state.wi.us> to get information on state purchasing practices and policies, goods and services that the state buys, and tips on selling to the state, including the University of Wisconsin System. Vendors may use the same Web site address for inclusion on the bidders list for goods and services that the organization wants to sell to the state. Registration, which is free, guarantees the organization will receive an e-mail message each time a state agency, including any campus of the University of Wisconsin System, posts a request for bid or a request for proposal in their designated commodity/service area(s) with an estimated value over \$50,000. Organizations without Internet access may receive paper copies in the mail. Increasingly, state agencies also are using Vendor Net to post simplified bids valued at \$50,000 or less. Vendors also may receive e-mail notices of these simplified bid opportunities.

2 Preparing and Submitting Proposal

2.1 General Instructions

In order to meet the current needs of the University of Wisconsin System, the Proposal presented is to consist of **Travel Management Services** for University of Wisconsin System for the contract term specified in this Request for Proposal document. The evaluation and selection of a Contractor and the contract will be based on the information submitted in the Contractor's proposal plus references and any required on-site demonstrations or oral interviews. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

NOTE: Elaborate proposals (e.g., expensive artwork), beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

2.2 Proposer Tele-Conference Meeting

Proposers are invited and encouraged to attend a Proposer Tele-Conference Meeting on July 31, 2019 at 1:00 p.m. Central Standard Time (CST). Tele-Conference Dial-In Instructions are as follows:

Dial-In Number: 1 (855) 947-8255

Passcode: 5661325#

Proposers may also choose to attend the meeting in person at University of Wisconsin System Office of Procurement, 780 Regent Street Room 121. At that time a review of the Request for Proposal Document will be completed.

To RSVP Tele-Conference Attendance and to Obtain Parking Instructions if attending in person:

Prospective Proposers are to contact:

Paul D. Schlough

Senior Procurement Specialist

University of Wisconsin System Administration (UWSA)

780 Regent Street, Rm 105

Madison, WI 53715

Telephone: (608) 265-0557

Email: pschlough@uwsa.edu

2.3 Incurred Costs

The University is not liable for any cost incurred by proposers in replying to this RFP.

2.4 Submitting the Proposal

Twelve (12) hard copies of the completed proposals, including the signed original, may be mailed, delivered by proposer or by a third-party/courier service **in a sealed envelope or package with the RFP number on the outside.** **Twelve (12) copies of the video/recorded presentation shall be also mailed on a USB Flash Drive. For each section bid on, note the maximum recoded video presentation times:**

- **Employee Travel Services – 65 minutes**
- **University Group Block Services – 25 minutes**

- UWS Athletic Travel Services – 25 minutes

If bidding on multiple sections, each section video should be clearly identifiable, as they will be scored separately. If bidding on all sections the video should be 3 separate videos (preferable on one USB drive) and can be up to 65 minutes + 25 minutes + 25 minutes. If you have proprietary information included in your video, please include a second video with any proprietary information redacted if applicable.

Two (2) copies of the proposal must be submitted on a USB Flash Drive: One (1) copy of the proposal must be submitted on a USB Flash Drive in its entirety. This Flash Drive must also include a second (2nd) copy of the Proposal with all proprietary information removed and clearly marked as such. Proposals must be received and date/time stamped prior to 2:00 p.m. CST on the stated proposal due date. Any proposal received after that date and time shall be considered late. Late proposals shall be rejected.

Proposals must be delivered to:

Paul D. Schlough
Procurement Specialist Senior
University of Wisconsin System Administration's Office of Procurement
780 Regent St., Suite 105
Madison, WI 53715

Receipt of a proposal by the University mail system does not constitute receipt of a proposal by the Purchasing Office, for purposes of this RFP.

To ensure confidentiality of the document, all proposals must be packaged, sealed and show the following information on the **outside of the package**:

- Proposer's name and address
- Request for proposal title (RFP: Travel Management Services)
- Request for proposal number (PS-20-2542)
- Proposal due date August 22, 2019 2:00 PM CST

An original plus 1 copy of the **Cost Proposal (Section C, No. 1)** must be sealed and submitted **as a separate part of the proposal**. The outside of the envelope must be clearly labeled with the words "Cost Proposal, RFP (Name of RFP)" and name of the vendor and due date. The cost proposal is due to the addressee on the due date and time noted above. One (1) copy of the cost proposal must also be submitted on USB Flash Drive.

2.5 Proposal Organization, Format and List of Requirements

Proposals should be a complete and concise description of the proposer's ability to deliver materials, equipment or services. Proposers should clarify whether they agree or take exception to each of the specifications. Proposals should be typed and submitted on 8.5 by 11 inch paper bound securely. Proposals should be organized and presented in the order and by the number assigned in the RFP. Proposals must be organized with the headings and subheading as listed in the RFP. Each heading and subheading should be separated by tabs or otherwise clearly marked.

2.6 Cover Sheet (DOA-3261)

The cover page DOA-3261 (found on page number 2 of this Request for Proposal (RFP) must be completed by the proposer and submitted with the proposal.

2.7 Multiple Proposals

Multiple proposals from a Proposer will be permissible; however, each proposal must conform fully to the requirements for proposal submission.

Note: Each such proposal must be separately submitted and labeled as Proposal No. 1, Proposal No. 2, etc. on each page included in the response.

Note: Each proposal must also identify the business section: (Employee Travel Services), (University Group Block Travel), and UWS Athletic Travel Services on each page included in the response.

The University shall only consider proposals alternates from those proposers who have met qualifications and have completed the required submittal format.

2.8 Proposed Contract for Travel Management Services

The PROPOSED CONTRACT provides the terms and conditions the University expects to be in the contract between the University and the successful Proposer. Any changes to a proposed term or condition a proposer wishes the University to consider must be submitted with the proposal. The University, in its sole discretion, may modify any portion of this proposed contract. **It is not the desire of the University to move away from the standard terms and conditions of this agreement.**

2.9 Confidential and Proprietary Information

As the University is a state agency, any restrictions on the data contained within a proposal submitted must be clearly stated on the Designation of Confidential and Proprietary Information Form, **Section D, Attachment No. 8**. Proprietary information submitted will be handled in accordance with applicable State of Wisconsin law. It is the proposer's responsibility to defend the determination in the event of an appeal or litigation. Data, documentation and innovations contained in the proposal become the property of the University. Excessive designation of information as proprietary may result in disqualification of your Proposal.

2.10 Certification of Independent Price Determination

By submitting this proposal the proposer certifies (and in the case of joint proposal each party thereto certifies as to its own organization) the following in connection with this RFP:

2.10.1 Independent Pricing, Rates and Fees

The prices, rates and fees in this proposal have been arrived at independently, without consultation, communication or agreement with any competitor for the purpose of restricting competition.

2.10.2 Disclosures

Unless otherwise required by law, the prices, rates and fees which have been quoted in this proposal have not been knowingly disclosed by the proposer prior to opening in the case of an advertised procurement or prior to award in the case of a negotiated procurement, directly or indirectly to any other proposer or to any competitor.

2.10.3 Restriction of Competition

No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not

to submit a proposal for the purpose of restricting competition.

2.10.4 Proposal Signatory Authority

2.10.4.1 Responsibility

He/she is the person in the proposer's organization responsible within the organization for the decision as to the prices being offered herein and that he/she has not participated, and will not participate, in any action contrary to 2.10.1 through 2.10.3.

2.10.4.2 Agent Authorization

He/she is not the person in the proposer's organization responsible within that organization for the decision as to the prices being offered herein, but that he/she has been authorized in writing to act as agent for the persons responsible for such decisions; and he/she has the authority to certify that such persons have not participated, and will not participate in any action contrary to 2.10.1 through 2.10.3 and as their agent does hereby so certify; and he/she has not participated and will not participate in any action contrary to 2.10.1 through 2.10.3.

3 Required Qualifications

The proposer's response to this subsection must clearly demonstrate the capacity to handle the needs stated in this proposal in addition to the Proposer's current workload. The University reserves the right to request supplementary information deemed pertinent to assure proposers competence, business organization, and financial resources are adequate to successfully perform services. **Each of the requirements must be responded to in the format and order presented in each section even if the answer is simply yes or no.**

3.1 Name and Address

The proposer shall submit the name and address of the operating firm on company letterhead. Names of owners or principles of your firm shall be included. If a corporation, provide date of incorporation and president's name. If other than corporation or partnership, describe organization and name of principals. If an individual or partnership, provide date of organization and name and address of all partners (state whether general or limited partnership). Complete and return vendor Information Form **Section D, 6.1 Attachment No. 1**. Describe any sub-contract relationship your firm intends to enter into in order to provide the services related to this contract. Please include all sub-contract agreements and contact information.

3.2 Service Project History and Financial Requirement

The proposer must have a documented history of performing a Travel Management Services Contract of similar or like scope at a Public University System in order to qualify for award of this Request for Proposal (RFP). Please provide proof.

3.3 Financial Stability

Submit a complete operating statement or annual report as of your last fiscal year of operations. Certification of this report by a Certified Public Accountant may be required.

3.4 Description of Claims or Law Suits

The proposer shall list and describe any claims or lawsuits that have been made against your company for non-performance or inadequate performance as a provider of Travel Management Services or similar venue.

3.5 Written Agreement to Terms

The proposer shall describe your firm's willingness to agree to as written the terms and conditions specified in section B, proposed Contract for Travel Management Services. Describe your firm's approach to meeting these written terms and conditions. **Complete and return Section D, 5.4 Attachment No 4.**

3.6 Personnel Background and Social Security Checks

The proposer shall provide a statement of procedures for background and social security checks of proposer's personnel. The UW System requires the Contractor to warrant they are supplying employees that have passed background checks and social security checks. This includes management, full and part-time staff and students. The Contractor also agrees to defend, indemnify and hold harmless the Board of Regents of the University of Wisconsin System, its officers, employees and agents for any claims, suits or proceedings alleging a breach of this warranty.

3.7 Company Information

The proposer shall provide a general history of the company and appropriate qualifications to provide the required Travel Management Services including recommended processes, procedures and certifications.

Provide historical background and capabilities of your company with special emphasis on your ability or your subcontractor's ability to provide Travel Management Services to institutions of comparable size and complexity to the University of Wisconsin System. Please note if you are using subcontractors.

Please demonstrate in writing, the firm's ability to deliver the requirements of the contract as documented in this Request for Proposal (RFP). The written response must clearly demonstrate the capacity to deliver the requirements of this RFP in addition to your current workload.

3.8 Business Qualifications

3.8.1 *Business Ownership*

The proposer must currently own the specified business and must have owned and operated the specific business continuously a minimum of five (5) years. Please verify that your business has been in operation for a minimum of five (5) years.

3.8.2 *Bank References*

The proposer must list one bank reference with which your firm is currently transacting business. **Complete and return Section D, Attachment No. 3.**

3.8.3 *Vendor Client References*

The proposer shall provide client reference contact information (name, address and phone number) for at least three university institutions where Travel Management Services were performed by your company. At least one reference must be a university system of similar size and scope as the University of Wisconsin System. It is

preferred that references include work performed with two year public associate, public bachelor’s, public master’s and public doctoral research institutions. Experience with a state-wide extension program is also preferred.

Complete and return Section D, Attachment No. 2. The University will determine which, if any, references to contact to assess the quality of work performed and personnel assigned to the project. The results of the references will be provided to the review committee and used in reviewing the Proposal.

3.9 Affidavit

Proposals submitted must contain a non-collusion affidavit and signature block information. **Complete and return Section D, Attachment 7.**

3.10 Glossary of Terms

Any proposal submitted should provide a glossary of all abbreviations, acronyms, and technical terms used to describe the services or products proposed. This glossary should be provided even if these terms are described or defined at their first use in the proposal response.

3.11 Review Criteria – Scoring Matrix

The following scoring matrix will be used by the evaluation committee and UWSA Procurement Department to evaluate and compare each Contractor’s proposal. Evaluation and selection of a proposal will be based on the assignment of points by the evaluation committee which is then combined with Cost Proposal points for a final score.

Note: Each Travel Category (Employee Travel, University Group Block Travel, and UWS Athletic Travel (Excluding UW-Madison Athletics)) will be scored and awarded individually. Individual Scoring Criteria will be as follows:

3.11.1 Scoring Matrix

3.11.1.1 Employee Travel Scoring Matrix

<u>Scoring Matrix</u>	<u>Min/Max Score</u>
Cost Proposal	0 - 250 points (by Procurement)
Required Travel Management Technical Response	0 – 750 points (by Evaluation Committee)

MAXIMUM TOTAL SCORE 1,000 points

3.11.1.2 University Group Block Travel Scoring Matrix

<u>Scoring Matrix</u>	<u>Min/Max Score</u>
Cost Proposal	0 - 250 points (by Procurement)
Required Travel Management Technical Response	0 – 750 points (by Evaluation Committee)

MAXIMUM TOTAL SCORE 1,000 points

3.11.1.3 UWS Athletic Travel Scoring Matrix

<u>Scoring Matrix</u>	<u>Min/Max Score</u>
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Cost Proposal	0 - 250 points (by Procurement)
Required Travel Management Technical Response	0 – 750 points (by Evaluation Committee)

MAXIMUM TOTAL SCORE **1,000 points**

3.12 Cost Proposal (Scored by UWSA – Procurement Office)

COST PROPOSAL SCORING BEGINS HERE:

3.12.1 Cost Proposal

3.12.1.1 Employee Travel Cost Formula

The proposer shall submit a total cost.

Total Combined Cost- Employee Travel (250 maximum points)

Lowest total financial costs (constant)

$$\frac{\text{Lowest total financial costs (constant)}}{\text{Other proposals (varies according to firm being scored)}} \times 250 = \text{score}$$

Other proposals (varies according to firm being scored)

The lowest cost proposal(s) shall receive 250 points.

Calculation of points awarded to subsequent firms will use the lowest costs proposed as a constant numerator and the total dollar amount of the firm being scored as the denominator. (This result will always be less than one). The result is then multiplied by 250 to total for the final cost score.

3.12.1.2 University Group Block Travel Scoring Formula

The proposer shall submit a total cost.

Total Combined Cost- Student International/Study Abroad Travel Services (250 maximum points)

Lowest total financial costs (constant)

$$\frac{\text{Lowest total financial costs (constant)}}{\text{Other proposals (varies according to firm being scored)}} \times 250 = \text{score}$$

Other proposals (varies according to firm being scored)

The lowest cost proposal(s) shall receive 250 points.

Calculation of points awarded to subsequent firms will use the lowest costs proposed as a constant numerator and the total dollar amount of the firm being scored as the denominator. (This result will always be less than one). The result is then multiplied by 250 to total for the final cost score.

3.12.1.3 UWS Athletic Travel Cost Scoring Formula

The proposer shall submit a total cost.

Total Combined Cost- UWS Athletic Travel Services (250 maximum points)

Lowest total financial costs (constant)

_____ X 250 = score

Other proposals (varies according to firm being scored)

The lowest cost proposal(s) shall receive 250 points.

Calculation of points awarded to subsequent firms will use the lowest costs proposed as a constant numerator and the total dollar amount of the firm being scored as the denominator. (This result will always be less than one). The result is then multiplied by 250 to total for the final cost score.

COST PROPOSAL SCORING ENDS HERE.

EVALUATION COMMITTEE SCORING BEGINS HERE:

3.13 Required Travel Management Services Technical Response (Scored by Evaluation Committee) (0 to 750 Total Points for each individual Category)

EVALUATION TEAM EMPLOYEE TRAVEL SERVICES TECHNICAL RESPONSE SCORING BEGINS HERE:

3.13.1 Employee Travel Services (0 - 750 Points)

3.13.1.1 General and Technical Employee Travel Services (Travel Management Company (TMC) Set Up and Overview)

- a. How many years of corporate travel experience will be required for each domestic and international travel consultant/agent assigned to UWS?
- b. UWS requires agents to be dedicated to the account. Please list the number of agents your company will assign/dedicate to the UWS account.
- c. UWS defines core operating hours as 7am through 8pm, CST Monday through Friday. Please describe how your company will provide dedicated agents to service the account during core hours, including number of dedicated agents. Please list any excluded holidays.
- d. Does your company plan to rely on subcontractors to provide travel agency services to UWS? If so, please list the subcontractors and describe how they will be used. Please provide the physical location of each recommended subcontractor.
- e. Describe your company's after hour's operations. (in-house, subcontracted, number of staff, responsiveness/Service Level Agreements)
- f. Can your company book air, hotel, car hire/rental car both on GDS and non-GDS? If no, please highlight your limitations.
- g. We currently heavily utilize "Administrative Groups" to allow for staff (primarily administrative staff) to book and pay for others. Please review section D - 1.1.1.6 Group Air and confirm you are able to set up "Administrative Groups" as outlined in the requirements.
- h. Please explain how your company will access competitive rates regardless of platform/inventory/etc., both for airline and hotel/lodging. Please include any special integrations with inventory with any airline or lodging partners such as booking.com or AirBnB.
- i. Please describe any affiliate deals your company has with air and hotel suppliers? How has your company's buying power helped other clients of similar size?
- j. Please provide an outline of your company's visa and passport service offering. Include any preferred partnerships with any visa or passport processing companies.
- k. Please discuss your company's ability to create alternatives to travel requests in terms of timings, routing, quality or cost that would either improve the traveler's experience or reduce cost to UWS.
- l. Explain your company's ability to maintain traveler profiles online.
- m. Explain how your company will keep its staff up to date with UWS travel policy. Explain how UWS policy is applied accurately to all bookings made by your company's agents.
- n. Is your company able to provide Scalable Service that can cope with catastrophes? If yes, please explain how.
- o. For all UWS flight requests, what turnaround timeframes will your company offer? What is your company's recommended Service Level Agreement regarding turnaround timeframe?
- p. What turnaround timeframes will your company offer UWS for international flight requests with less than five segments? Explain.

- q. Describe a brief overview of the metrics your company will use to measure performance levels of agents and teams that support UWS.
- r. What is your company’s turnaround timeframe for reporting issues to UWS Travel Department raised by UWS employees or Travel Management Company discovered mistakes?
- s. Describe the technology strategy of your company, including whether it is an internal process or sub-contracted to a third-party and the number of Full Time Equivalents (FTEs) dedicated to technical support, and the percentage of your overall workforce dedicated to technology research.
- t. Data protection is of critical importance at the University. When complying with the University’s Standard Terms and Conditions, how is your company prepared to safeguard University data privacy interests? Have your systems ever been breached? Please describe all instances. Are you willing to be totally accountable for all ramifications of a potential breach?
- u. Do you have technology staff responsible for programming that could be available to assist the University with IT development projects (report creation, web-based forms, etc.) of benefit to the University's travel program?
- v. Describe your company’s process for correcting mistakes that are identified as Travel Management Company error.
- w. Is your company willing to pay for any error that is disputed by the UW when the error cannot be proven to be either UWS “fault” or the Travel Management Company’s “fault”? If no, please describe in detail.
- x. What is your company’s maximum Service Level Agreement for turnaround time in handling all open customer issues/complaints. Describe.
- y. Does your company have the capacity to advise UWS Insurers and Travelers when a booking is made to a destination that may be deemed at risk? (for example by the FCO, CDC, and WHO). This will include obtaining information from travelers and acting as the intermediary between UWS insurer and traveler. If yes, please outline your company’s process and service offering.
- z. Describe how your company will manage any UWS airline reward programs (where UWS has miles/points/service funds/waivers/etc.).
- aa. How would you utilize the latest technological trends to improve or enhance service to UWS?
- bb. Describe in detail the escalation process for technical issues and requests.
- cc. Are there other services and programs that you recommend UWS include, to better manage its system-wide Employee Travel program? If so, describe these services, their benefits, and considerations for cost, implementation, and maintenance.
- dd. Identify (i) what challenges you anticipate in servicing UWS, (ii) how you will manage these challenges, and (iii) what assistance you’ll require from UWS?
- ee. For after-hours and emergency support, what is the average response time for issue resolution? Explain the process and hierarchy for issue escalation. If after hours and emergency support is outsourced, explain the relationship and overall accountability for the delivered services. What is the average response time for issue resolution, process and hierarchy for issue escalation? Please provide statistics on performance standards.
- ff. We require a designated agent team and phone number and ability to record phone calls. Please state how long you are able to keep recorded phone calls. We prefer 6 months. Please confirm capabilities.
- gg. On a company-wide basis, identify proposer’s agent retention rate:

Years Employed at Agency	Number of Agents
>10	
6-10 Years	

3-5 Years	
1-2 Years	
< 1 Year	
Total Number of Agents:	

3.13.1.2 Concur Corporate Self-Booking Tool

- a. What is your company’s experience with the Concur Corporate Self-Booking Tool (SBT)? Do you offer proprietary tool(s) or function as a system integrator (lease of SBT, etc.)? How will your experience and tools help UWS to expand and advance the recommended Concur SBT program. Cite evidence of your ability to successfully support Concur SBT for large clients and to rapidly achieve improved adoption rates.
- b. What have your past/present clients, similar in size and scope of UWS, experienced as an average adoption rate of the Concur SBT? For those clients that have high online adoption, what has driven the adoption rate?
- c. UWS requires the Concur SBT be available 24 hours per day with minimal down time. Provide details of scheduled downtimes and downtime history for the past two years, that were unique to you as a travel agency (note: do not include any Concur system wide downtime, only include any downtime as a result of GDS integrations, or any down time that was specific to your instance of Concur).
- d. Provide an overview for any Concur SBT user support groups, conferences, websites, etc. that are offered as part of this contract.
- e. Are you willing and able to review Self-Booking Tool offerings at year four and annually each year after with UWS to determine if Concur is still the best technology solution and allow us an option to change annually? If yes, would you be willing to allow us to change Self- Booking Tools for a cost of no more than \$5,000? In no, please list the additional cost.
- f. UWS is working on a new ERP, planned for 4-6 years from now. Would you be willing to integrate travel data as part of our new ERP once live for a cost no more than \$5,000? If no, please note the approximate cost. Note that we will likely have a phased approach, with multiple campuses going live at different times.

3.13.1.3 Reporting

- a. What turnaround time frames will your company set for executing ad hoc regional requests (that do not require customized programming)?
- b. Is your company able to issue all scheduled monthly regional reports by the 10th day of the month?
- c. Please provide benchmark data for air, car and hotel travel. Explain your company’s level of capability and limitations.
- d. Describe your company’s reporting structure and criteria. Discuss reporting limitations. Please provide sample of your quarterly report your company would provide and an overview of common reports provided to clients.
- e. Is your company able to provide carbon footprint reporting (based on short haul and long haul miles)?
- f. Does your company have the ability to report when travelers do not follow UWS preferred hotel and maximum rate limits as outlined in UWS travel policy?

- g. Describe your companies offering for any reporting or benchmarking offered to clients to be able to run their own reports.
- h. How many report administrator licenses will your company provide to UWSA? Describe the reporting administration training that will be offered and how many licenses are included. We prefer to have at least 20 individuals at UWSA to have reporting access.
- i. Explain your company's process for documenting and reporting UWS unused tickets.
- j. Describe your capabilities to support the UWS's goals for future airline and other travel supplier (hotel, vehicle, etc.) negotiations. Provide examples of any reports that illustrate volume and market share, service potential, utilization, number of room nights, overlap and exclusive city pairs, etc.
- k. How do you measure your overall effectiveness in providing travel management services to your customers? What do you try to achieve? How do you rank the elements of success, and how do you report them?
- l. Describe your company's quality management tracking procedures and continuous improvement processes. Include an example report that illustrates performance issues, plans for improvement, corrective actions taken and the progress made toward resolution of stated issues and objectives. Please state if this activity is sub-contracted to another agency/party.
- m. What methods do you propose to continually receive traveler and travel arranger feedback? Please provide an example.
- n. Are you in compliance with the Sarbanes-Oxley Act?
- o. UWS requires an accounting system with ability to maintain and archive travel record and PNR information for later access. A minimum archival access of seven (7) years is required. Describe your accounting system and how it will maintain UWS records. Identify the maximum length of time records are maintained in your accounting database and how UWS will receive this information electronically, upon request.
- p. Describe your ability to provide custom and ad hoc reporting to UWS (i.e. institution/division fare savings). Describe any other reports and/or analyses you recommend to support UWS's travel program.

3.13.1.4 Account Management

- a. UWS requires 80% of a fulltime employee equivalent for our Account Management of the Employee Travel Services contract for the first two years of contract, and up to 60% of a fulltime employee equivalent each year after. Please describe your company's staffing plan to meet this requirement. Note Account Management may be split between two employees. Explain how you will designate an implementation team consisting of key staff, including technology and operation personnel, booking tool technology specialist, training and marketing personnel, and any other key members. Submit names, biographies and/or resumes of agency representatives who will be assigned to the UWS's travel program account, and indicate which roles will be dedicated. Explain any limitations.
- b. UWS requires a backup Account Manager. Please describe your plan to meet this requirement and staffing. Explain any limitations.
- c. Please describe your company's ability to lead weekly touch base meetings with UWS Travel Team when requested. Please describe your company's plan to accommodate and any limitations.
- d. Please describe your company's ability to: track all open tasks and projects, advise on travel best practices, provide quarterly reviews if requested, advise on industry trends affecting UWS and development related to services, travel policy and savings; advise on new products and services offer by Contractor and third party products and services; assist and consult with travel supplier management.

3.13.1.5 Training

- a. UWS prefers a comprehensive and formalized training program for University travelers, travel arrangers, and University travel management staff. Provide training content summaries and samples of training materials offered.
- b. Describe any continuing training opportunities you provide to address new SBT users and staff turn-over.
- c. Describe the Global Distribution System requirements and training program to be provided by your company.

3.13.1.6 Duty of Care Reporting

- a. Describe the technologies you are able to offer for Duty of Care and tracking and reporting in real time where all of our employees are for historic, current and future dates based on location and events.
- b. Does the duty of care (tracking and reporting) information provide air, hotel and car information if booked with the travel agency?
- c. Can you report on air, hotel and car traveler tracking separately?
- d. Can you provide reporting based both on master account (all of UWS) as well as a per campus view?
- e. Can you include in your pricing, up to 50 UWS administrator licenses for any dashboard access?
- f. If you have Duty of Care capabilities, please provide an overview of capabilities including a demo in the recorded video for consideration.

3.13.1.7 Billing and Competitive Advantages

- a. Each of our institutions may pay for any transaction fees differently (each campus is customized). Please describe your ability to set up each individual campuses billing preference between: invoicing/central bill; a centralized ghost card for all airfare; a purchase card for select usage; individual bill at point of sale; and split payments (between a personal card and a combination of the above).
- b. Often split payments are needed due to funding being split either to be part personal, part University funded or grant funded. Please describe your experience with split payments and outline any limitations.
- c. In 300 words or less, please outline any competitive advantages you would like highlight as part of this RFP.

3.13.1.8 Video Presentation Overview (USB Drive)

Please provide an overview of reporting capabilities, and any dashboard or portal available to UWS. Provide an overview of any unique or specialized capabilities as it relates to University Group Travel. Provide an overview of any duty of care monitoring, and crisis management and emergency response you will be providing. Provide examples of the notifications for emergency situations and procedures for notifying the University. Describe any additional types of services that you will provide or any competitive advantage you want us to consider.

EVALUATION TEAM EMPLOYEE TRAVEL SERVICES TECHNICAL RESPONSE SCORING ENDS HERE.

EVALUATION TEAM UNIVERSITY GROUP BLOCK TRAVEL SERVICES TECHNICAL RESPONSE SCORING BEGINS HERE:

3.13.2 University Group Block Travel Services (0 - 750 Points)

3.13.2.1 General and Technical University Group Block Travel Services

- a. How many years of university group travel experience will be required for each travel consultant/agent assigned to UWS?
- b. UWS defines core operating hours as 7am through 8pm, CST Monday through Friday. Please describe how your company will provide dedicated agents to service the account during core hours. Please list any excluded holidays.
- c. Does your company plan to rely on subcontractors to provide travel agency services to UWS? If so, please list the subcontractors and describe how they will be used. Please provide the physical location of each recommended subcontractor.
- d. Describe your company's after hour's operations. (in-house, subcontracted, number of staff, responsiveness/Service Level Agreements)
- e. Can your company book air, hotel, car hire/rental car both on GDS and non-GDS? If no, please highlight your limitations.
- f. How much of your business, both as a percentage, and overall total annual volume, is from higher education? Additionally, how many years of experience servicing higher education?
- g. Please explain how your company will access competitive rates regardless of platform/inventory/etc.
- h. Please describe any affiliate deals (for example: student /humanitarian fares, consolidator contracts, student-quality housing relevant to university travel) your company has with air and lodging suppliers? How has your company's buying power helped other clients of similar size and scope?
- i. Please discuss your company's ability to create alternatives to travel requests in terms of timings, routing, quality or cost that would either improve the traveler's experience or reduce cost to UWS.
- j. Explain your company's ability to maintain traveler profiles online.
- k. Explain how your company will keep its staff up to date with UWS travel policy. Explain how UWS policy will be applied accurately to all bookings made by your company's agents.
- l. Is your company able to provide Scalable Service that can cope with catastrophes? If yes, please explain how.
- m. For all UWS flight requests, what turnaround timeframes will your company offer? What is your company's recommended Service Level Agreement regarding turnaround timeframe for group block air quotes (10 or more airline tickets reserved directly with the airline)?
- n. What turnaround timeframes will your company offer UWS for international flight requests with less than five segments for individual "live" GDS reservations? Explain.
- o. Describe a brief overview of the metrics your company will use to measure performance levels of agents and teams that support UWS.
- p. What is your company's turnaround timeframe for reporting issues raised by UWS employees or Travel Management Company discovered mistakes back to UWS Travel Management Team?
- q. Describe the technology strategy of your company, including whether it is an internal process or sub-contracted to a third-party and the number of Full Time Equivalents (FTEs) dedicated to technical support, and the percentage of your overall workforce dedicated to technology research.
- r. Data protection is of critical importance at the University. When complying with the University's Standard Terms and Conditions, how is your company prepared to safeguard University data privacy interests? Have your systems ever been breached? Please describe all instances. Are you willing to be totally accountable for all ramifications of a potential breach?

- s. Do you have technology staff responsible for programming that could be available to assist the University with IT development projects (report creation, web-based forms, etc.) of benefit to the University's travel program? Is your technology staff able to customize flight request forms and passenger list forms to accommodate data export limitations on individual campuses?
- t. Describe your company's process for correcting mistakes that are identified as Travel Management Company error.
- u. Is your company willing to pay for any error that is disputed by the UW when the error cannot be proven to be either UWS "fault" or the Travel Management Company's "fault"? If no, please describe in detail.
- v. What is your company's maximum Service Level Agreement for turnaround time in handling all open customer issues/complaints. Describe.
- w. Does your company have the capacity to advise UWS Insurers and Travelers when a booking is made to a destination that may be deemed at risk? (for example by the FCO, CDC, and WHO). Does your company have the ability by institution to customize each institutions request? This may include obtaining information from travelers and acting as the intermediary between UWS insurer and traveler. If yes, please outline your company's process and service offering.
- x. Describe how your company is uniquely qualified to support group block air and hotel business. List any special fares you may have (such as student, humanitarian, consolidator or academic fares) and average of percentage of times you have been able to utilize for other higher education clients.
- y. Describe how you track any additional unique savings based on either your agencies contracts or relationships with carriers or any specialized relevant access to discounted airfares, tour conductor tickets, or similar that the University would be able to utilize.
- z. How would you utilize the latest technological trends to improve or enhance service to UWS?
- aa. Describe in detail the escalation process for technical issues and requests.
- bb. Are there other services and programs that you recommend UWS include, to better manage its system-wide Travel program? If so, describe these services, their benefits, and considerations for cost, implementation, and maintenance.
- cc. Identify (i) what challenges you anticipate in servicing UWS, (ii) how you will manage these challenges, and (iii) what assistance you'll require from UWS?
- dd. For after-hours and emergency support, what is the average response time for issue resolution? Explain the process and hierarchy for issue escalation. If after hours and emergency support is outsourced, explain the relationship and overall accountability for the delivered services. What is the average response time for issue resolution, process and hierarchy for issue escalation? Please provide statistics on performance standards.
- ee. Explain how your company is able to accept payment by check, credit card, invoice, and ghost card.
- ff. On a company-wide basis, identify proposer's agent retention rate:

Years Employed at Agency	Number of Agents
>10	
6-10 Years	
3-5 Years	
1-2 Years	
< 1 Year	
Total Number of Agents:	

3.13.2.2 International Travel

UWS International Studies Offices coordinate international travel for groups and for individual students, faculty, and staff. Individual and group travel needs in host countries often include housing, classroom facilities, meeting space, ground transportation, regional air transportation, museum and historical site admissions, participation in cultural events, guest lectures, and historical site field trips. Historically our Contracted Travel Agency Provider has mostly only been involved in arranging the group block air for all domestic flights and for all flights originating from the US or returning to the US. Some of the intra region group block flights and most of the lodging and ground transportation and other aspects of the tour have been booked with specialty local vendors.

- a. Describe how your company manages personal preference records for frequent travelers.
- b. Describe the types of services your company provides with regard to passports, visa services, health requirements for foreign travelers per location, currency, exchange rates, location of foreign embassies, government sanctions, and time zone information. Please provide an outline of your company's visa and passport service offering. Include any preferred partnerships with any visa or passport processing companies.
- c. Does your company have the ability to make arrangements for incoming international students? Describe.
- d. Confirm that your company can provide travelers with advice on necessary health requirements, including types of required or suggested inoculations and vaccinations for international travel. Does your firm provide medical evacuation and repatriation insurance? Briefly explain.
- e. Confirm that your company can provide information and advice on conditions at the traveler's destination, including climatic conditions, appropriate clothing, location of American embassies and consulates, restaurants, etc.
- f. Confirm that your company can provide information and advice on such matters as foreign currency exchange rates and transactions, and securing auto insurance in conjunction with foreign automobile rentals.
- g. Explain how your company negotiates with air carriers to avoid penalties for last-minute group and staff travel changes.
- h. Explain how your company negotiates with air carriers to avoid penalties resulting from destination changes.
- i. Explain how your company negotiates with lodging establishments to avoid paying for room nights that were committed but not used. Hotel accommodations may include sleeping rooms and meeting rooms.

3.13.2.3 Crisis/Emergency Management

- a. Provide a copy of your company's written Disaster Recovery Program that covers reservations, contractor disaster, world crisis, technology, information retrieval, traveler/arranger communication plan, etc.
- b. Describe your company's emergency/after-hours service capabilities. Include how you would access current traveler information.
- c. Describe how your company manages emergency situations and security alerts to those travelers who may be in high-risk security locations including sanctioned countries, have travel booked to high-risk destinations, or may be requesting travel to high-risk destinations and need to be informed.
- d. What traveler security/alert programs/tools does your company offer for domestic and international travelers? What information specific to travel to U.S. sanctioned countries does your company provide? What information specific to export controls and information security does your company provide to international travelers?
- e. Describe your company's medical/emergency evacuation and repatriation services.

- f. How does your company strive to protect traveler research documents, technologies, and materials?
What is your confidentiality policy?

3.13.2.4 Additional Services

- a. The Contractor will provide airfare quotations and booking at the most favorable rates for domestic and international travel (individuals and/or groups) for all UWS Students, faculty, and staff travelling on official university business. Provide a list of airlines your firm works with. For those airlines that your company does not work with, how are they contacted?
- b. Confirm that your company will include a 24/7 365 telephone number available to travelers for emergency services including itinerary changes.
- c. Confirm that your company will provide the traveler with last seat availability, advance seat assignment, and advance boarding passes on all airlines for which the Contractor offers these services.
- d. The contractor will make timely effort to notify travelers of airport closings and canceled or delayed flights, trains, or buses. Explain how this will be accomplished by your firm.
- e. Explain how your firm will deliver customized e-ticket itineraries and receipts as needed via email, and how paper tickets would be delivered.
- f. Describe how your reservation system is maintained and protected from cyber threats and malicious hackers to prevent identity and other personal data loss.
- g. Describe any Low Fare Guarantee Policy.
- h. Confirm that your company will provide travelers with the option of procuring travel insurance that would protect the travelers against lost luggage claims. Can your company act as the main point of contact when the need to track lost luggage claims arises? The contractor shall notify travelers when lost luggage has been located.
- i. Describe how you prepare finalized trip plans to both a group leader, and an individual traveler and attach two samples of each.
- j. In 300 words or less, please outline any competitive advantages you would like highlighted as part of this RFP.

3.13.2.5 Lodging

- a. Travelers are to adhere to the UWSA Travel policies which include government per diem rates for lodging. Confirm that your company will recommend lodging, when requested, that falls within the range of approved rates for the geographic area.
- b. Provide information about your company's agreements with hotels for discounted rates.
- c. If applicable, describe and provide examples of any corporate hotel programs.
- d. Confirm that your company will provide details of amenities (free Internet access, free parking, etc.) in a proposed room offering.

3.13.2.6 Commercial Rental Vehicles

- a. Occasionally groups will need to rent vehicles. Confirm that your company is able to reserve commercial rental vehicles and provide information regarding any discounted rates with rental vehicle companies.
- b. Is your company able to adhere to UWS insurance policies and requirements, which may include reserving purchasing additional insurance internationally and not domestically when using preferred carriers? Explain.

3.13.2.7 Charter Bus Services (Student Transportation)

On occasion charter buses are required. Charter buses may be requested for taking students, clubs, student groups, staff, etc. on tours, to and from hotels, eating establishments, etc.

- a. Confirm that your company will reserve charter buses and provide information regarding any discounted rates with charter bus companies.
- b. Confirm that your company will provide size (length/width/height), passenger capacity, model year and make of bus to UWS when requesting a bus.
- c. Confirm that your company will verify that all drivers hold valid driver licenses.
- d. Confirm that your company can provide buses equipped with all operable equipment and amenities, including reclining seats, heating, air conditioning, restroom, TV monitors and/or electronic video players with viewable screens from each seat, WIFI equipped if requested, and adequate storage capacity.
- e. Confirm that your company can provide nonsmoking buses if requested.
- f. Confirm that your company can provide buses that can accommodate passengers with adequate space for carry-ons, and storage for athletic, musical, or other equipment and personal luggage if requested. UWS often charter buses where passengers have unusual sized cargo, such as vaulting poles or large musical instruments, e.g., tubas and drums.
- g. Confirm that your company can provide buses that accommodate physically challenged passengers whereby lifts would be needed.
- h. Explain how your company will provide charter bus services that include exemplary customer service and competitive pricing.
- i. What charter bus service level agreements do you recommend to measure customer satisfaction and program success?

3.13.2.8 Group Airfare Travel

- a. UWS is required to identify the Dates of Travel and if UWS Departmental approval is required for ticket dates, pricing, and other pertinent trip planning components as deemed appropriate by UWS. Explain parameters and any flexibility for deviations from those stated parameters.

3.13.2.9 Video Presentation Overview (USB Drive)

Please provide an overview of reporting capabilities, and any dashboard or portal available to UWS. Provide an overview of any unique or specialized capabilities as it relates to University Group Travel. Provide an overview of any duty of care monitoring, and crisis management and emergency response you will be providing. Provide examples of the notifications for emergency situations and procedures for notifying the University. Describe any additional types of services that you will provide or any competitive advantage you want us to consider.

EVALUATION TEAM UNIVERSITY GROUP BLOCK TRAVEL SERVICES TECHNICAL RESPONSE SCORING ENDS HERE.

EVALUATION TEAM UWS ATHLETIC TRAVEL SERVICES TECHNICAL RESPONSE SCORING BEGINS HERE:

3.13.3 UWS Athletic Travel Services (0 - 750 Points)

3.13.3.1 History

Provide a brief history of your firm and its experience in travel management services for business. Include the name(s) of its owner(s) and/or principal officer(s) and date of incorporation.

3.13.3.2 Key Personnel

Provide resumes of key personnel assigned to the daily operations of the University travel contract including a description of their experience with athletic travel. Identify whether designated personnel are certified travel consultant(s) or progress made as a candidate for such designation.

3.13.3.3 Plan of Operation

Provide a detailed plan of operation to include staffing and hours of operation for the Athletic Department office including your plan for ticket deliveries. Provide an implementation plan for including tasks, schedules, staff hours and any University assistance necessary for implementation. In addition, provide a detailed plan for how afterhour's service and absences will be handled. Also provide your plan for providing monthly and annual reports to the department.

3.13.3.4 NCAA Experience

All athletic team travel must be compliant with NCAA rules and regulations governing athletic team travel. Identify how your agency would assist the University in meeting this requirement and describe your experience with NCAA travel.

3.13.3.5 Client List References

Proposer must provide a client list with a minimum of four clients to which similar services have been provided within the last five years to a comparable sized institution or company that are willing to serve as references.

3.13.3.6 Airline Penalties & Other Fees

Provide an explanation how you would negotiate with air carriers to minimize fees such as destination change penalties, name change penalties, Saturday night stay over requirements, luggage fees, etc. Describe your agency's ability to accommodate groups who have multiple name changes and large amounts of luggage/baggage.

3.13.3.7 Airline Ticket Credits & Vouchers

Provide an explanation how you would negotiate with air carriers to obtain credit for returned and unused tickets, as well as earning travel vouchers to be used towards new tickets.

3.13.3.8 Reservation System & Database

Describe the airline's computer reservation system(s) your agency utilizes. Will your agency guarantee the lowest airfare at the time of ticket issuance or pay the difference? If yes, explain the methods available to validate lowest airfare and the auditing procedures you would institute to back up your fare guarantee. If airfare prices go down after issuance of ticket, will you reissue at no charge? Explain if you check, and how often, on pricing on group block air, after the quote is received but prior to cut off dates. Explain how often review of fares will be conducted

and feasibility of re-ticketing at a lower rate. Describe your firm's electronic capabilities and willingness to arrange for Athletics to have access to the firm's database for electronic monitoring flight schedules, seat availability and airfares. List the formats in which the firm is able to electronically provide information to Athletics. Does your firm offer an online booking tool for individuals to make own arrangements? If so, please outline they system and how the system works. Describe your ability to accommodate group check in at airport or any special services you have or use as it relates to team air travel.

3.13.3.9 Bus Charters

Provide an explanation how you would negotiate with bus companies to provide bus transportation for Athletics travel when requested. Please include descriptions of any discount programs. Include your plan to ensure that adequate certificates of insurance will be provided to Athletics Business Office in advance of any bus travel. Describe your experience coordinating with preferred bus charters, and ability to work with University preferred suppliers.

3.13.3.10 Charter Air Travel

Provide an explanation how you would negotiate with charter providers to provide charter transportation for Athletics travel when requested. This answer should reflect your plans to meet the needs of the Athletic Department while recognizing the current conditions of the charter industry. Please include your plan to ensure that adequate certificates of insurance will be provided to Athletics Business Office in advance of any bus travel.

3.13.3.11 Lodging

Provide an explanation how you would negotiate with hotels to provide lodging for recruiting, team travel and other athletic related travel. Describe your policies on soliciting quotes and booking team hotel stays, including if you have experience working with opposing teams preferred hotel programs. Please include how many quotes you typically present as options and if you have experience working within the governments state hotel per diem rates, and within close proximity of the athletic venue. Please include descriptions of any discount or preferred vendor programs. Include in your plan how any written agreements that hotels generate would be handled (group blocks).

3.13.3.12 Video Presentation Overview (USB Drive)

Please provide an overview of reporting capabilities, and examples of how packets will look when given to coaches and Athletic staff. Provide an overview of any unique or specialized capabilities as it relates to University Athletic Travel. Provide an overview of any duty of care monitoring, and crisis management and emergency response you will be providing. Provide examples of the notifications for emergency situations and procedures for notifying the University. Describe any additional types of services that you will provide to University Athletic departments.

EVALUATION TEAM UWS ATHLETIC TRAVEL SERVICES TECHNICAL RESPONSE SCORING ENDS HERE.

SCORING BY EVALUATION COMMITTEE ENDS HERE:

4 Proposal Selection and Award

4.1 Preliminary Evaluation and Review of Required Qualifications

The proposals will first be reviewed by UWSA Procurement to determine if required information and qualifications are met. Failure to meet required qualifications will result in rejection of the Proposal. In the event that all vendors do not meet one or more of the required qualifications, the University reserves the right to continue the review of the proposals and to select the proposal that most closely meets the requirements specified in this proposal.

Each proposal shall be evaluated first on whether required mandatory qualification criteria are met on a pass/fail basis. The qualifications criteria which the proposer must meet to be considered for an award are:

All proposers will at a minimum be required to meet all of the required qualifications noted in Section A, Item No. 3 (Required Qualifications) and Section B. The proposers will be required to submit written responses to Section A, No. 3. The proposers will also complete Section C - Cost Proposal.

4.2 Evaluation Committee Responsibilities

All accepted proposals shall be evaluated by a University evaluation committee made up of individuals with specific essential knowledge and skills. Evaluation and selection of the Contractor shall be based on the information submitted in the proposals. The evaluation committee may review references, require oral presentations and conduct on-site visits to proposer accounts and use the results in scoring the proposals. Proposals from certified Minority Business Enterprises may have points weighted by a factor of 1.00 to 1.05 to provide up to a five percent (5%) preference to these businesses. The evaluation committee's scoring will be tabulated and proposals ranked based on the numerical scores received. A proposer may not contact any member of a review committee except at the University's direction.

4.3 Right to Reject, Waive and Negotiate Proposal

The University reserves the right to accept or reject any and all proposals. The University reserves the right to waive information in the proposals and/or negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the University may negotiate a contract with the next highest scoring proposer.

4.4 Oral Presentation

The highest scoring proposers may be required to make oral presentations to clarify their proposals. In conducting these discussions, there shall be no disclosure of any information obtained from any competing proposer. These presentations may be scheduled and held after receipt and evaluation of the proposals to provide an opportunity for the proposer to supplement and/or clarify the proposal for the evaluation team. Should a proposer refuse to honor the request for oral presentation or complete an oral presentation before the date established in the calendar of events of this RFP, it may result in disqualification. Since oral presentations may not be requested, each proposer should make this written proposal concise and complete.

4.5 Award / Best and Final Offer

The University will compile the final scores (programmatic and cost) for each proposal. The award will be granted in one of two ways. The award may be granted to the highest scoring responsive and responsible proposer.

Alternatively, the highest scoring proposer or proposers may be requested to submit final and best offers. If final and best offers are requested by the University and submitted by the vendor, they will be evaluated against the stated criteria, scored and ranked by the evaluation committee. The award then will be granted to the highest scoring proposer. However, a proposer should not expect that the University will request a final and best offer.

4.6 Notification of Intent to Award Contract

All Proposers who responded to this Request for Proposal (RFP) will be notified in writing of the University's intent to award the contract(s) as a result of this RFP.

After notification of the intent to award is made, and under the supervision of University staff, copies of proposals will be available for public inspection from 8:00 a.m. to 4:30 p.m. at 780 Regent Street, Suite 105, Madison, WI 53715. Vendors should schedule reviews with Paul D. Schlough, Procurement Specialist Senior at 608-265-0557.

4.7 Dispute Process

Any dispute of the University's award must be made in writing no later than five (5) working days after University of Wisconsin System Administration Office of Procurement issues the intent to award notice. Written notice of dispute must be filed with the Associate Vice President of Administrative Services of the University Wisconsin System in care of:

Brent Tilton
Director, UW System Office of Procurement
University of Wisconsin System Administration
780 Regent Street, Suite 105
Madison, WI 53715

A complete written dispute must be received by the Director, UW-System Office of Procurement, no later than five (5) working days after the award notice is issued.

The Protestor may appeal the decision of the Associate Vice President of Administrative Services of the University Wisconsin System to the Vice President of Administration of the University of Wisconsin System within five working days of issuance of the decision, with a copy to the UW System Office of Procurement.

Section B

1 Parties to the Contract

This agreement, hereinafter referred to as "the Contract", shall be between the State of Wisconsin and Board of Regents of the University of Wisconsin System, hereinafter referred to as the "University", and the successful proposer, hereinafter referred to as the "Contractor", for the privilege of the Contractor to provide Travel Management Services to the University of Wisconsin System according to the terms set forth in this contract. The Director of Travel Services at UWSA (Elizabeth Dressel) and/or designees shall be the representatives of the University responsible for the administration of the contract and referred to herein as "the appropriate Travel Services Contract Administrator".

2 Applicable Law

This contract shall be governed and interpreted under the laws of the State of Wisconsin. The Contractor shall at all times comply with and observe all federal, and local laws, ordinances and regulations in effect during the period of this contract which affect the work or its conduct.

3 Excused Performance

If, because of riots, war, public emergency or calamity, fire, flood, earthquake, act of God, government restriction, labor disturbance or strike, business operations at the University are interrupted or stopped, performance of this contract, with the exception of monies already due and owing, shall be suspended and excused to the extent commensurate with such interfering occurrence. The expiration date of this contract may be extended for a period of time equal to the time that such default in performance is excused.

4 Disclosure

If a public official as defined in section 19.42 Wisconsin Statutes, or an organization in which a State public official holds at least 10% interest, is a party to this proposal, the contract is voidable by the University unless appropriate written disclosure is made to the State of Wisconsin Ethics Board, 125 South Webster Street, Madison, WI 53703.

5 Incorporation of Documents

In the event of contract award: The contents of the UW System Request for Proposal (RFP), RFP addenda and revisions, the proposal of the successful proposer, Standard Terms and Conditions and additional terms agreed to in writing by the University of Wisconsin System Administration Office of Procurement and the Contractor shall become part of the contract and constitute the entire agreement between the parties. Failure of the successful proposer to accept these as a contractual agreement may result in a cancellation of award.

The following hierarchy of contract documents will be used if there are conflicts or disputes:

- A. This Agreement No. PS-20-2542
- B. All issued addendum
- C. Proposal No. PS-20-2542 (Vendor's Proposal Response received/dated August 22, 2019 Due Date.)
- D. Standard Terms and Conditions
- E. Written communication starting at 2PM CST August 22, 2019.

Any conflict of terms shall be governed by the highest listed document.

6 News Releases

News releases pertaining to this contract or any part of proposal No. PS-20-2542 shall not be made without the prior written approval of the University.

7 Contact with Employees of the State

The Contractor will not engage the services of any person or persons now employed by the State, including any department, commission or board thereof, to provide services relating to this agreement without the written consent of the employer of such person or persons and of the agency.

8 Personnel – Report of Child Neglect or Abuse

If, in the course of providing services to University of Wisconsin System Institutions, the Contractor (or its agent or employee) observes an incident or threat of child abuse or neglect, or learns of an incident or threat of child abuse or neglect, and the Contractor (or its agent or employee) has reasonable cause to believe that child abuse or neglect has occurred or will occur, Contractor must make a report of that abuse or neglect to law enforcement or to a county social service agency as provided in University of Wisconsin System Institution’s Child Abuse and Neglect Policy. If the suspected child abuse or neglect involves UWS, the Contractor shall also report that abuse to UWS.

9 Requirements for Criminal Background Checks

This contract is contingent upon, prior to the commencement of services, the independent Contractor passing a criminal background check performed by the Criminal Background Check Coordinator of the unit for which the individual will be engaging in activities or rendering services. This background check will evaluate whether the individual has any pending charges or convictions that are substantially related to the contracted-for activities or services, including but not limited to, those that would render the worker unsuitable for regular contact with children. Disqualifying convictions or charges include, but are not limited to, sexual offenses, violent offenses, and drug offenses.

10 Insurance Requirements

The Contractor shall bear full and complete responsibility for all risk of damage or loss of equipment, products or money resulting from any cause whatsoever and shall not penalize the University for any losses incurred related to this contract.

COVERAGE AND MINIMUM LIMITS.

<u>Coverage</u>	<u>Minimum Limits</u>
<u>Worker’s Compensation (WC)</u>	
Statutory Employer’s Liability Coverage (B)	\$100,000/500,000/100,000
<u>Commercial General Liability (CGL)</u>	
General Aggregate incl. Prdt/co	\$2,000,000
Each Occurrence	\$1,000,000
<u>Automobile Liability (including hired & non-owned)</u>	
Combined Single Limit	\$1,000,000
<u>Umbrella</u>	\$1,000,000
<u>Additional Insured Provision</u>	

The Contractor shall add the Board of Regents of the University of Wisconsin System, its officers, agents and employees as an additional insured under the commercial general and automobile liability policies, for purpose of this contract.

11 Certificate of Insurance Requirements

Upon notification of award and prior to issuance with the required coverage and limits of insurance issued by an insurance company that has an AM Best rating of A-licensed to do business in the State of Wisconsin and signed by an authorized agent.

Certificate of Insurance

The Contractor awarded the Travel Management Services will be required to submit to the University of Wisconsin System Administration Office of Procurement a Certificate of Insurance that includes the following components:

- The insurance coverage limits required in Section B Item 9 of this RFP Document.
- The University of Wisconsin System location/Institution listed on the Certificate of Insurance.
- The Contract Number (PS-20-2542) listed on the Certificate of Insurance.
- Additional Insured Provision Requirement (as documented in Section B item 9) must be named on the Certificate of Insurance.
- Certificate of Insurance must be current and on file with the University Of Wisconsin System Administration Office Of Procurement at all times during the life of the contract agreement.
- **Any Certificate of Insurance received missing the above named components will place the contract in breach and subject for termination.**

12 Commercial General Liability

Commercial General Liability includes, but is not limited to: consumption or use of products, existence of equipment or machines on location and contractual obligations to customers. The Contractor shall bear the full and complete responsibility for all risk of loss of premises, or damage to equipment, products or money resulting from any cause including that of subcontractors and shall not penalize the University for any losses incurred related to this contract.

13 Notice Required Before Cancellation

These policies shall contain a covenant requiring sixty (60) days written notice by the insurer to University of Wisconsin System Administration Procurement Office, 780 Regent Street, Madison, WI 53715 before cancellation, reduction or other modifications of coverage. The insurance certificate shall be for the initial contract period of one (1) year and shall be extended by the Contractor for each subsequent renewal period of the contract. The Contractor shall advise each insuring agency to automatically renew all policies and coverage in force at the start of and resulting from this contract until specified coverage requirements are revised.

14 Evidence of New Insurance

In the event of non-renewal, cancellation or expiration of insurance, the Contractor shall provide the University evidence of the new source(s) of required insurance within twenty-one (21) calendar days after the University's receipt of the sixty (60) day notice. In the event the Contractor fails to maintain and keep force the insurance herein required, the University shall have the right to cancel and terminate without notice.

15 Right to Cancel Contract

In the event the Contractor fails to maintain and keep in force the insurance herein required, the University shall have the right to cancel and terminate the contract without notice. The Contractor shall advise each insuring agency to automatically renew all policies and coverage in force at the start of and resulting from this contract until specified coverage needs are revised.

15.1 Cancellation by University

The University may cancel this contract for breach, as determined by the University, as a result of Contractor's failure to comply with the terms and conditions of the contract. This may include any cessation or diminution of service including but not limited to failure to maintain adequate personnel, whether arising from labor disputes, or otherwise any substantial change in ownership or proprietorship of the Contractor which in the opinion of the University is not in its best interest.

15.2 Written Notice

The University shall provide ten (10) calendar days written notice of contract breach. Unless within ten (10) calendar days such neglect has ceased and arrangements made to correct, the University may cancel the contract by giving a sixty (60) day notice in writing by registered or certified mail of its intention to cancel this contract.

15.3 Cancellation by Contractor

Should the University breach any terms or provisions of this contract, the Contractor shall serve written notice on the University setting forth the alleged breach and demanding compliance with the contract. Unless within ten (10) calendar days after receiving such notice, the allegation shall be contested or such breach shall cease and arrangements be made for corrections, the Contractor may cancel the contract by giving a sixty (60) day notice, in writing, by registered or certified mail of its intention to cancel this contract.

15.4 Termination by Either Party

The contract may be terminated by either party on the anniversary of the effective date in any subsequent year of the contract, if either party provides the other party with written notice one hundred and twenty (120) days prior to such anniversary date.

16 Contractor Agrees to Indemnify and Hold Harmless

The Contractor agrees to indemnify, defend and hold harmless the Board of Regents of the University of Wisconsin System, its officers, employees and agents from and against any and all claims, losses, liability, costs or expenses (hereinafter collectively referred to as "claims") occurring in connection with or in any incidental to or arising out of the occupancy, use, service, operations or performance of work in connection with this contract, but only to the extent that such claims are caused by the negligence, misconduct or other fault of the Contractor, its agents, employees, subcontractors or Contractors.

17 Nondiscrimination and Affirmative Action

Failure to comply with the conditions of this clause may result in the Contractor becoming declared an "ineligible" Contractor, termination of the contract or withholding of payment.

In connection with the performance of work under this contract, the Contractor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in s.51.01(5), Wis. Stats., sexual orientation or national origin. This provision shall include, but not be limited to, the following employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination, rates of pay or other orientation, the Contractor further agrees to take affirmative action to ensure equal employment opportunities.

The Contractor agrees to post in conspicuous places, available for employees and applicants for employment, a notice to be provided by the contracting state agency that sets forth the provisions of the State of Wisconsin nondiscrimination clause. Failure to comply with the conditions of this clause may result in termination of the contract.

To the extent required by law, 41 CFR 60-1/4 (a) and (b) are incorporated by reference in this contract. Additionally, Contractor certifies that the company complies with 41 CFR 60-1.8 and does not and will not maintain any facilities provided for employees in a segregated manner. Contractor further agrees that he or she will obtain identical certification from any subcontractors.

18 Contractor to Provide Required Services

The Contractor shall provide the services described in the Proposal and Contractor's response to the Proposal. The Contractor shall furnish all supplies, equipment, management and labor necessary for the efficient operation of the specified services included in this contract, subsequent extensions and amendments.

The Contractor agrees that items relative to obtaining Travel Management Services not covered herein may be added by the University to this Contract without voiding provisions of the existing Contract. Additional services shall be furnished to the University by the Contractor with additional considerations as a Statement of Work (SOW).

It is the intent of the University System to request travel related business from the contractor in the form of a Statement of Work (SOW) for travel project work which may include administering the annual Hotel proposals and other travel related work.

19 Permits, Licenses and Taxes

The Contractor shall be financially responsible for obtaining all required permits, licenses (including parking) and bonds to comply with pertinent Board of Regents, University of Wisconsin System regulations, and municipal, county, state and federal laws and shall assume liability for all applicable taxes including but not restricted to sales, property and beverages.

20 Service Performance Expectation

The Contractor shall meet regularly with the Contract Administrator (C.A.) (and / or other staff designated by the C.A.). Periodic reviews, conducted jointly by the C.A. and the Contractor. The purpose of the review is to ensure that the University is provided with quality, convenient Travel Management Services at the most reasonable prices possible. Contractor shall cooperate at all times to maintain maximum efficiency and good public relations with the University of Wisconsin System and staffs.

21 Business Review

After the initial contract year, the parties may upon mutual agreement adjust the specific terms of this contract where circumstances beyond the control of either party require adjustments. All adjustments shall be proposed in writing by the University to System Administration Office of Procurement for approval prior to becoming effective. All required contract amendment(s) shall be issued by the System Administration Office of Procurement.

22 Additions to the Contract

It is specifically understood and agreed that such items relative to Travel Management Services which are not herein covered may be added to this RFP and resulting contract by the University without voiding in any manner the provisions of the existing contract. Such additional items shall be furnished by the contractor to the University with such additional consideration as is necessary to make it legally enforceable.

23 Sub-Contracts

The University requires prior approval of all sub-contract agreements associated with Travel Management Services the Contractor intends to enter into on behalf of the University. Each contract/agreement shall include specifications which accurately state the responsibilities of the subcontractor, services to be provided, prices and operational and financial terms, including discounts. Each agreement/contract shall contain a hold harmless provision holding the University harmless and sufficient liability insurance coverage to satisfy the requirements of the University System Risk Management.

The University shall be provided final copy of all resulting contracts/agreements and subsequent amendments by the Contractor for the files of UW System Office of Procurement and the Campus Contract Administrator.

24 Invoicing Technical Requirements

- The Contractor shall invoice for completed statements of work or milestones achieved in longer statements of work.
- Invoices presented for payment must be submitted in accordance with instructions contained on the purchase order including reference to purchase order number and submittal to the correct address for processing.
- Invoices submitted by Contractor must reference a Purchase Order (P.O.) and Statement of Work (S.O.W.)

25 Payment Terms

UWS normally will pay properly submitted Contractor invoices within thirty (30) calendar days of receipt providing goods and/or services have been delivered, installed (if required), and accepted as specified. The State of Wisconsin Prompt Payment Policy shall apply to the payment of all open invoices. No discount will be provided for early payment. A good faith dispute pursuant to s. 16.528, Wis. Stats., creates an exception to these prompt payment requirements.

26 Service Agreements

Contractor will mutually agree to establish a service level agreement measurement system collaboratively with UWS. Contractor will be expected to meet quarterly with UWS Director of Travel Services and/or designated contract administrators to establish, review, prioritize, and modify service level agreements.

Awarded contractors must be willing to migrate active profiles and PNR (Passenger Name Records) from outgoing contractors as requested.

27 Intent to Add Additional Travel Management Services to Contract

UWS intends to add other Travel Management Services to this agreement, in mutual collaboration with the contractor, as appropriate. These additions may include other institutions or travel programs within UWS. (Including: UW-Madison Athletics if deemed by UWS/UW-Madison as appropriate).

Section C

1 Cost Proposal Form (Scored up to 250 points by UWSA)

The proposer must complete the Cost Proposal in Section C. This form must be submitted with the proposal in a separate sealed envelope.

COST PROPOSAL FORM FOR TRAVEL MANAGEMENT SERVICES, UNIVERSITY OF WISCONSIN SYSTEM: We, the undersigned, in compliance with Proposal Request Number PS-20-2542 for Travel Management Services dated August 22, 2019 hereby propose the following charges for Travel Management Services at the University of Wisconsin System, as follows. In making this proposal we acknowledge that we have read and understand this Proposal Request, and hereby submit our proposal in accordance with the terms and conditions of the proposal specifications and agree to fulfill our legal obligations pursuant to these Travel Management Services contractual provisions. Alternate proposals shall only be considered if the proposer submitting the alternate meets the University's qualifications and is under consideration of contract award based on their response to the requirements of the enclosed Proposal Submittal Form.

1.1 Cost Proposal: Travel Management Services

1.1.1 Cost Proposal: Employee Travel Services

Proposers must complete pricing for both grids below. UWS will be scoring and awarding based on the per transaction fee with the first grid with estimated volume. UWS is asking for an additional pricing proposal as well on a blended rate, to include only two standard transaction fees. One fee for international airline tickets and one fee for domestic airline tickets regardless of how individuals book (online/agent) and for no other transaction fees (no after hour calls, no annual fees, no hotel or car transaction fees, ext.)

Employee Services – UWS used actual numbers from our current travel agency. UWS is using some estimates (but very few). Changes are expected due to changes with the Airfare Policy and separating out Travel Services into three different categories. For the 7,616 group “live/individual” tickets sold, UWS is estimating 4,000 of these tickets will be in this category for purposes of the RFP, and that the others will be split between the “University Group Block” Contractor and the “Athletic” Contractor. For the 4,000 tickets, we estimated 65% domestic (2,600) and 35% (1,400) international agent assist which were added to the number of transactions.

Critical notes: the pricing proposed below (in both proposals) must include or consider an “all-inclusive pricing” model. UWS will not be paying for account management fees, implementation fees, any profile transition, unused ticket transition fees, implementation staff hours provided by the Contractor, annual technology or license fees, reporting fees, duty of care access/license fees, or rate loading fees. Keep in mind we have airline contracts (currently 4), preferred hotel agreements – chain wide and local (about 265 hotel agreements), as well as preferred car rental contracts (currently 4). UWS asks your company to include 40 hours of customized programming hours per year to assist with any customized programming needed. In order to maintain all active

profiles, the contractor is required to budget an integration from UWS HR system into contractor's profile system and Concur.

Transaction Fees:

Service	Number of Transactions	Cost Per Transaction:	Total Transaction Fee(s):
Online air domestic	22,090		
Online air international	2,015		
Online car/hotel only (both domestic and international)	18,742	N/A	We are requiring no charge for this fee and should be considered when developing air transaction pricing.
Talk to agent about a reservation made through online booking tool or adding/modifying car/hotel to online booking (both domestic and international)	1,839	N/A	We are requiring no charge for this fee and should be considered when developing air transaction pricing.
Working on any messages added to notes in online booking	This is included in the online assisted amount.	N/A	We are requiring no charge for this fee and should be considered when developing air transaction pricing.
Agent airline seat upgrades	100 (UWS just changed our policy to allow for Premium Economy for international flights over 8 hours. We do not have any historic data on number of transactions but anticipate volume in the future, and are estimating 100)		
Online rail ticket	0 (We currently don't offer in Concur)		UWS Does Not know if we will turn this option on, but require a transaction fee. This item will not be scored.
Change the air portion of existing reservation originally booked online	2,185		
Agent air domestic	8,189+2,600 = 10,789 (estimated)		
Agent air international	2,859 + 1,400 = 4,259 (estimated)		

Agent rail ticket	32		
Agent car/hotel booking	2,340		We are requiring no charge for this fee and should be considered when developing air transaction pricing.
Frequent flyer/ reward program air ticketing	0		UWS requires a Transaction Fee. This Item will not be scored.
Leisure/Companion air domestic (non-University business travel)	608		
Leisure/Companion air international (non-University business travel)	568		
Cancelation of an airline ticket - online	5,677 (estimated) (The current travel agency does not charge for this, but we can confirm 9,461 logged tickets as unused. Estimating 60% of these tickets were from online and 40% agent we have estimated numbers.)		
Cancelation of an airline ticket - agent booked	3,784 (estimated) (The current travel agency does not charge for this, but we can confirm 9,461 logged tickets as unused. Estimating 60% of these tickets were from online and 40% agent we have estimated numbers.)		
Void of an airline ticket	2,788		We are requiring no charge for this fee and should be considered when developing air transaction pricing.
Emergency Service call	2,548 (Current contracted Travel Agency core hours are 7 AM – 7:30 PM Monday – Friday. Note we are requesting 7 AM – 8 PM Monday – Friday going forward.)		
Total:	N/A	N/A	

Blended rate (This Section will not be scored):

UWS may elect to rollout a “blended all-inclusive rate” at some point during the Contract. UWS requests a blended all-inclusive rate, where UWS would only be paying a transaction fee for airline reservations (one rate for domestic and one rate for international) and no other fees. Please complete your rate offerings:

Blended online and agent “all inclusive” rate	Proposed Transaction Fee
Domestic Airline Ticket	
International Airline Ticket	

1.1.2 Cost Proposal: University Group Travel Services

University Group Block Pricing:

For the Group Block Contractor, UWS is looking to pay only based on number of agents. UWS requires two (2) full time agents to serve the University Group Block business. UWS is asking for pricing for one to four agents, but scoring will be based on the two agent concept. UWS has no requirements of where the agents should be based, other than in the US.

Critical notes: the pricing proposed below must include an “all-inclusive pricing” model. UWS will not be paying for account management fees, implementation fees, individual air transaction fees (for any airline tickets associated with groups but not purchased in the block), after hour fees, or any transaction fees of any kind. UWS also will not be paying for any access/license fees, or rate loading fees. Keep in mind UWS has airline contracts (currently 4), as well as preferred car rental contracts (currently 4) and often may request the contractor to use preferred hotel partners and charter bus partners for groups, when practical.

Please include pricing for the below number of agents, noting that contract will be awarded based on 2 full time agents.

Number of agents	All-inclusive pricing on annual bases
1	
2	
3	
4	

1.1.3 Cost Proposal: UWS Athletic Travel Services

UWS Athletic Travel Pricing:

For the UWS Athletic Travel Contractor, UWS is looking to pay only based on number of agents, and require two (2) full time agents to serve UWS Athletic Travel. UWS is asking for pricing for one to four agents, but scoring will be based on the two agent concept. UWS has no requirements of where the agents should be based, other than near (within 100 miles) of Wisconsin, or in Wisconsin. Please list proposed or estimated location for each agent.

Critical notes: the pricing proposed below must include an “all-inclusive pricing” model. UWS will not be paying for account management fees, implementation fees, individual air transaction fees (for any airline tickets associated with groups but not purchased in the block), after hour fees, or any transaction fees of any kind. UWS also will not be paying for any access/license fees, or rate loading fees. Keep in mind UWS has airline contracts (currently 4), as well as preferred car rental contracts (currently 4) and often may request you to use preferred hotel partners and charter bus partners for groups, when practical.

Please include pricing for the below number of agents, noting that contract will be awarded based on 2 full time agents.

Number of agents	All-inclusive pricing on annual bases	Estimated location(s) City, State
1		
2		
3		
4		

1.2 Addenda Acknowledgement

THE BELOW ADDENDA HAVE BEEN RECEIVED AND CONSIDERED IN PREPARATION OF THIS BID. PLEASE COMPLETE THE ACKNOWLEDGMENT BY SIGNING AND INSERTING THE DATE OF THE ADDENDA.

WE ACKNOWLEDGE: ADDENDUM #1 _____ DATE _____

 ADDENDUM #2 _____ DATE _____

SIGNED _____

TITLE _____

FIRM _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

TELEPHONE _____

FAX _____

Email _____

Fein _____

2 Standard Terms and Conditions

Standard Terms And Conditions (Request For Bids / Proposals)

- 1.0 SPECIFICATIONS:** The specifications in this request are the minimum acceptable. When specific manufacturer and model numbers are used, they are to establish a design, type of construction, quality, functional capability and/or performance level desired. When alternates are bid/proposed, they must be identified by manufacturer, stock number, and such other information necessary to establish equivalency. The State of Wisconsin shall be the sole judge of equivalency. Bidders/proposers are cautioned to avoid bidding alternates to the specifications which may result in rejection of their bid/proposal.
- 2.0 DEVIATIONS AND EXCEPTIONS:** Deviations and exceptions from original text, terms, conditions, or specifications shall be described fully, on the bidder's/proposer's letterhead, signed, and attached to the request. In the absence of such statement, the bid/proposal shall be accepted as in strict compliance with all terms, conditions, and specifications and the bidders/proposers shall be held liable.
- 3.0 QUALITY:** Unless otherwise indicated in the request, all material shall be first quality. Items which are used, demonstrators, obsolete, seconds, or which have been discontinued are unacceptable without prior written approval by the State of Wisconsin.
- 4.0 QUANTITIES:** The quantities shown on this request are based on estimated needs. The state reserves the right to increase or decrease quantities to meet actual needs.
- 5.0 DELIVERY:** Deliveries shall be F.O.B. destination freight prepaid and included unless otherwise specified.
- 6.0 PRICING AND DISCOUNT:** The State of Wisconsin qualifies for governmental discounts and its educational institutions also qualify for educational discounts. Unit prices shall reflect these discounts.
- 6.1** Unit prices shown on the bid/proposal or contract shall be the price per unit of sale (e.g., gal., cs., doz., ea.) as stated on the request or contract. For any given item, the quantity multiplied by the unit price shall establish the extended price, the unit price shall govern in the bid/proposal evaluation and contract administration.
- 6.2** Prices established in continuing agreements and term contracts may be lowered due to general market conditions, but prices shall not be subject to increase for ninety (90) calendar days from the date of award. Any increase proposed shall be submitted to the contracting agency thirty (30) calendar days before the proposed effective date of the price increase, and shall be limited to fully documented cost increases to the Contractor which are demonstrated to be industrywide. The conditions under which price increases may be granted shall be expressed in bid/proposal documents and contracts or agreements.
- 6.3** In determination of award, discounts for early payment will only be considered when all other conditions are equal and when payment terms allow at least fifteen (15) days, providing the discount terms are deemed favorable. All payment terms must allow the option of net thirty (30).

7.0 UNFAIR SALES ACT: Prices quoted to the State of Wisconsin are not governed by the Unfair Sales Act.

8.0 ACCEPTANCE-REJECTION: The State of Wisconsin reserves the right to accept or reject any or all bids/proposals, to waive any technicality in any bid/proposal submitted, and to accept any part of a bid/proposal as deemed to be in the best interests of the State of Wisconsin.

Bids/proposals MUST be date and time stamped by the soliciting purchasing office on or before the date and time that the bid/proposal is due. Bids/proposals date and time stamped in another office will be rejected. Receipt of a bid/proposal by the mail system does not constitute receipt of a bid/proposal by the purchasing office.

9.0 METHOD OF AWARD: Award shall be made to the lowest responsible, responsive bidder unless otherwise specified.

10.0 ORDERING: Purchase orders or releases via purchasing cards shall be placed directly to the Contractor by an authorized agency. No other purchase orders are authorized.

11.0 PAYMENT TERMS AND INVOICING: The State of Wisconsin normally will pay properly submitted vendor invoices within thirty (30) days of receipt providing goods and/or services have been delivered, installed (if required), and accepted as specified.

Invoices presented for payment must be submitted in accordance with instructions contained on the purchase order including reference to purchase order number and submittal to the correct address for processing.

A good faith dispute creates an exception to prompt payment.

12.0 TAXES: The State of Wisconsin and its agencies are exempt from payment of all federal tax and Wisconsin state and local taxes on its purchases except Wisconsin excise taxes as described below.

The State of Wisconsin, including all its agencies, is required to pay the Wisconsin excise or occupation tax on its purchase of beer, liquor, wine, cigarettes, tobacco products, motor vehicle fuel and general aviation fuel. However, it is exempt from payment of Wisconsin sales or use tax on its purchases. The State of Wisconsin may be subject to other states' taxes on its purchases in that state depending on the laws of that state. Contractors performing construction activities are required to pay state use tax on the cost of materials.

13.0 GUARANTEED DELIVERY: Failure of the Contractor to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the Contractor liable for all costs in excess of the contract price when alternate procurement is necessary. Excess costs shall include the administrative costs.

14.0 ENTIRE AGREEMENT: These Standard Terms and Conditions shall apply to any contract or order awarded as a result of this request except where special requirements are stated elsewhere in the request; in such cases, the special requirements shall apply. Further, the written contract and/or order with referenced parts and attachments shall constitute the entire agreement and no other

Standard Terms And Conditions (Request For Bids / Proposals)

terms and conditions in any document, acceptance, or acknowledgment shall be effective or binding unless expressly agreed to in writing by the contracting authority.

- 15.0 APPLICABLE LAW AND COMPLIANCE:** This contract shall be governed under the laws of the State of Wisconsin. The Contractor shall at all times comply with and observe all federal and state laws, local laws, ordinances, and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct. The State of Wisconsin reserves the right to cancel this contract if the Contractor fails to follow the requirements of s. 77.66, Wis. Stats., and related statutes regarding certification for collection of sales and use tax. The State of Wisconsin also reserves the right to cancel this contract with any federally debarred Contractor or a Contractor that is presently identified on the list of parties excluded from federal procurement and non-procurement contracts.
- 16.0 ANTITRUST ASSIGNMENT:** The Contractor and the State of Wisconsin recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the State of Wisconsin (purchaser). Therefore, the Contractor hereby assigns to the State of Wisconsin any and all claims for such overcharges as to goods, materials or services purchased in connection with this contract.
- 17.0 ASSIGNMENT:** No right or duty in whole or in part of the Contractor under this contract may be assigned or delegated without the prior written consent of the State of Wisconsin.
- 18.0 WORK CENTER CRITERIA:** A work center must be certified under s. 16.752, Wis. Stats., and must ensure that when engaged in the production of materials, supplies or equipment or the performance of contractual services, not less than seventy-five percent (75%) of the total hours of direct labor are performed by severely handicapped individuals.
- 19.0 NONDISCRIMINATION / AFFIRMATIVE ACTION:** In connection with the performance of work under this contract, the Contractor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in s. 51.01(5), Wis. Stats., sexual orientation as defined in s. 111.32(13m), Wis. Stats., or national origin. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Except with respect to sexual orientation, the Contractor further agrees to take affirmative action to ensure equal employment opportunities.
- 19.1** Contracts estimated to be over twenty-five thousand dollars (\$25,000) require the submission of a written affirmative action plan by the Contractor. An exemption occurs from this requirement if the Contractor has a workforce of less than twenty-five (25) employees. Within fifteen (15) working days after the contract is awarded, the Contractor must submit the plan to the contracting state agency for approval. Instructions on preparing the plan and technical assistance regarding this clause are available from the contracting state agency.
- 19.2** The Contractor agrees to post in conspicuous places, available for employees and applicants for employment, a notice to be provided by the contracting state agency that sets forth the provisions of the State of Wisconsin's nondiscrimination law.
- 19.3** Failure to comply with the conditions of this clause may result in the Contractor's becoming declared an "ineligible" Contractor, termination of the contract, or withholding of payment.
- 20.0 PATENT INFRINGEMENT:** The Contractor selling to the State of Wisconsin the articles described herein guarantees the articles were manufactured or produced in accordance with applicable federal labor laws. Further, that the sale or use of the articles described herein will not infringe any United States patent. The Contractor covenants that it will at its own expense defend every suit which shall be brought against the State of Wisconsin (provided that such Contractor is promptly notified of such suit, and all papers therein are delivered to it) for any alleged infringement of any patent by reason of the sale or use of such articles, and agrees that it will pay all costs, damages, and profits recoverable in any such suit.
- 21.0 SAFETY REQUIREMENTS:** All materials, equipment, and supplies provided to the State of Wisconsin must comply fully with all safety requirements as set forth by the Wisconsin Administrative Code and all applicable OSHA Standards.
- 22.0 WARRANTY:** Unless otherwise specifically stated by the bidder/proposer, equipment purchased as a result of this request shall be warranted against defects by the bidder/proposer for one (1) year from date of receipt. The equipment manufacturer's standard warranty shall apply as a minimum and must be honored by the Contractor.
- 23.0 INSURANCE RESPONSIBILITY:** The Contractor performing services for the State of Wisconsin shall:
- 23.1** Maintain worker's compensation insurance as required by Wisconsin Statutes, for all employees engaged in the work.
- 23.2** Maintain commercial liability, bodily injury and property damage insurance against any claim(s) which might occur in carrying out this agreement/contract. Minimum coverage shall be one million dollars (\$1,000,000) liability for bodily injury and property damage including products liability and completed operations. Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out this contract. Minimum coverage shall be one million dollars (\$1,000,000) per occurrence combined single limit for automobile liability and property damage.
- 23.3** The state reserves the right to require higher or lower limits where warranted.
- 24.0 CANCELLATION:** The State of Wisconsin reserves the right to cancel any contract in whole or in part without penalty due to non-appropriation of funds or for failure of the

Standard Terms And Conditions (Request For Bids / Proposals)

Contractor to comply with terms, conditions, and specifications of this contract.

Bidders are encouraged to bid products with recycled content which meet specifications.

25.0 VENDOR TAX DELINQUENCY: Vendors who have a delinquent Wisconsin tax liability may have their payments offset by the State of Wisconsin.

30.0 MATERIAL SAFETY DATA SHEET: If any item(s) on an order(s) resulting from this award(s) is a hazardous chemical, as defined under 29CFR 1910.1200, provide one (1) copy of a Material Safety Data Sheet for each item with the shipped container(s) and one (1) copy with the invoice(s).

26.0 PUBLIC RECORDS ACCESS: It is the intention of the state to maintain an open and public process in the solicitation, submission, review, and approval of procurement activities.

31.0 PROMOTIONAL ADVERTISING / NEWS RELEASES: Reference to or use of the State of Wisconsin, any of its departments, agencies or other subunits, or any state official or employee for commercial promotion is prohibited. News releases pertaining to this procurement shall not be made without prior approval of the State of Wisconsin. Release of broadcast e-mails pertaining to this procurement shall not be made without prior written authorization of the contracting agency.

Bid/proposal openings are public unless otherwise specified. Records may not be available for public inspection prior to issuance of the notice of intent to award or the award of the contract.

27.0 PROPRIETARY INFORMATION: Any restrictions on the use of data contained within a request, must be clearly stated in the bid/proposal itself. Proprietary information submitted in response to a request will be handled in accordance with applicable State of Wisconsin procurement regulations and the Wisconsin public records law. Proprietary restrictions normally are not accepted. However, when accepted, it is the vendor's responsibility to defend the determination in the event of an appeal or litigation.

32.0 HOLD HARMLESS: The Contractor will indemnify and save harmless the State of Wisconsin and all of its officers, agents and employees from all suits, actions, or claims of any character brought for or on account of any injuries or damages received by any persons or property resulting from the operations of the Contractor, or of any of its Contractors, in prosecuting work under this agreement.

27.1 Data contained in a bid/proposal, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation, and innovations become the property of the State of Wisconsin.

33.0 FOREIGN CORPORATION: A foreign corporation (any corporation other than a Wisconsin corporation) which becomes a party to this Agreement is required to conform to all the requirements of Chapter 180, Wis. Stats., relating to a foreign corporation and must possess a certificate of authority from the Wisconsin Department of Financial Institutions, unless the corporation is transacting business in interstate commerce or is otherwise exempt from the requirement of obtaining a certificate of authority. Any foreign corporation which desires to apply for a certificate of authority should contact the Department of Financial Institutions, Division of Corporation, and P.O. Box 7846, Madison, WI 53707-7846; telephone (608) 261-7577.

27.2 Any material submitted by the vendor in response to this request that the vendor considers confidential and proprietary information and which qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats., or material which can be kept confidential under the Wisconsin public records law, must be identified on a Designation of Confidential and Proprietary Information form (DOA-3027). Bidders/proposers may request the form if it is not part of the Request for Bid/Request for Proposal package. Bid/proposal prices cannot be held confidential.

34.0 WORK CENTER PROGRAM: The successful bidder/proposer shall agree to implement processes that allow the State agencies, including the University of Wisconsin System, to satisfy the State's obligation to purchase goods and services produced by work centers certified under the State Use Law, s.16.752, Wis. Stat. This shall result in requiring the successful bidder/proposer to include products provided by work centers in its catalog for State agencies and campuses or to block the sale of comparable items to State agencies and campuses.

28.0 DISCLOSURE: If a state public official (s. 19.42, Wis. Stats.), a member of a state public official's immediate family, or any organization in which a state public official or a member of the official's immediate family owns or controls a ten percent (10%) interest, is a party to this agreement, and if this agreement involves payment of more than three thousand dollars (\$3,000) within a twelve (12) month period, this contract is voidable by the state unless appropriate disclosure is made according to s. 19.45(6), Wis. Stats., before signing the contract. Disclosure must be made to the State of Wisconsin Ethics Board, 44 East Mifflin Street, Suite 601, Madison, Wisconsin 53703 (Telephone 608-266-8123).

State classified and former employees and certain University of Wisconsin faculty/staff are subject to separate disclosure requirements, s. 16.417, Wis. Stats.

35.0 FORCE MAJEURE: Neither party shall be in default by reason of any failure in performance of this Agreement in accordance with reasonable control and without fault or negligence on their part. Such causes may include, but are not restricted to, acts of nature or the public enemy, acts of the government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes and unusually severe weather, but in every case the failure to perform such must be beyond the reasonable control and without the fault or negligence of the party.

29.0 RECYCLED MATERIALS: The State of Wisconsin is required to purchase products incorporating recycled materials whenever technically and economically feasible.

Section D

1 Exhibit No. 1 Employee Travel Services

1.1 Required Business Components

1.1.1 Required Business Components: General and Technical Employee Travel Services

Proposer is expected to provide the following Business Requirements in the proposed solution:

1.1.1.1 Arc and IATA Accredited Travel Agency

The University requires the operation of an ARC and IATA accredited travel agency or travel management company.

1.1.1.2 Online Fulfillment - Concur

The University requires a minimum of three (3) years of experience with Concur online fulfillment.

1.1.1.3 Reservation Requirements

UWS requires full service reservations upon request, in accordance with UWS policies and standards, including but not limited to: Domestic and International individual or group air, lodging, car, and rail, with quotes and/or itinerary supplied via the internet, US Mail, fax and/or email.

1.1.1.4 Duplicate E-Receipts

UWS requires duplicate e-receipts upon request and at no additional charge, when the original has been lost or misplaced.

1.1.1.5 Agent Team

UWS requires a dedicated agent team to be staffed from 7am – 8pm, Monday through Friday (excluding holidays). The dedicated team shall be well versed in the UWS travel policies and procedures. There shall be one agent team lead or supervisor that manages the agent team and they shall participate in regular calls with the University (typically 2-3 times per month). The dedicated agent team shall have its own toll free number and non-toll free number for international calls. During non-core business hours, all calls should be transferred to an after-hour's service, and the message shall inform the caller that they have reached the after-hours services.

1.1.1.6 Group Air

Group Air (all live/individual sell tickets) will be primarily serviced by the Employee Travel Services Contractor selected, and should not to be confused with the University Group Block Air Service provider. If UWS requester is requiring a group block, contractor will refer requester to the University Group Block Air Service provider if awarded separately to different Contractor. Group Air is used when the below criteria are met and traveler's names and TSA Information has been identified:

- a. Travelers are flying from various locations to a common destination or flying out of a common location to various destinations.

- b. Flights and Schedules are individual to the traveler.
- c. Advantages of Group Air Travel are:
 - No need to commit to the number of seats required.
 - Travelers can choose their own itineraries.
 - No deposit is necessary.
 - Full payment is due at time of ticketing.

UWS discount applied to qualifying tickets.

Contractor must be able to set up “Administrative Group” accounts as outlined below

ADMINISTRATIVE GROUPS

All reservations made under Administrative Groups are ticketed and serviced by Contractor whether booking individually or as a group.

All reservations made under Administrative Groups are ticketed and serviced during normal business hours.

Department arrangers will submit a form to the Contractor with the below information.

- Travel dates/times can be pre-defined (this is not required if not yet known)
- Fare allowance or parameters
- Approval requirements
- If card on file to be used for hotel guarantee (hold reservations for traveler’s own payment at check-out)
- Emergency costs – if something goes wrong – contact information and what can be charged
- A list of authorized users that are eligible to have their charges paid for via the card on file. This list may be modified as needed.

A representative from the Contracted Travel Agency will contact UWS within 24 hours to discuss and clarify your travel details.

Once this process is complete, Contractor will provide the **Administrative Group Code** and contact information that must be given to and referenced by travelers or coordinators when booking under the established Administrative Group.

1.1.2 Required Business Components: Concur Corporate Self-Booking Tool (SBT)

1.1.2.1 Concur to Be Mandatory Corporate Self-Booking Tool (SBT) (Available 24 hours per Day)

The University requires Concur to be the mandatory SBT or online application that gives users ability to self-book air travel, vehicle rental, and/or hotel lodging in real-time without assistance. When required, the proposer will assist the user in completing the reservation when the user is unable to complete the reservation self-service.

UWS requires the Concur SBT to be available twenty-four (24) hours per day with minimal down time.

1.1.2.2 UWS Discount Pricing Displayed in SBT

UWS requires the Concur SBT to display all UWS contract or discount prices in within the SBT. UWS requires the Concur SBT to display the widest variety of airfares offered, including non-GDS subscribing carriers (i.e. Southwest) and any special web fares.

1.1.2.3 Concur Corporate Self-Booking Tool (SBT) Customer Service Requirements

The University requires that a customer service number for the University account be provided which is accessible by toll free telephone number for all fulfillment related purposes. The toll-free number will allow immediate access to a reservation agent to perform reservation support during core business hours (8 a.m. to 5:00 p.m. C.S.T.) at no additional fee per call.

UWS requires a customer service number for the UWS account which is accessible by toll free telephone number which will allow immediate access to a reservation agent to perform emergency itinerary changes or other reservation assistance outside core business hours.

Contractor shall be responsible for ensuring that any subcontractor providing 24-hour after hours or emergency service complies with all conditions of the contract.

In the event of emergencies (e.g., Presidential-declared disasters, evacuations, floods, hurricanes, etc.), UWS requires maintenance of all operations necessary to support UWS. This includes facilitating alternative methods of transportation and relocation of personnel for lodging.

1.1.2.4 Concur Corporate Self-Booking Tool (SBT) Technical Support

UWS requires SBT technical support be provided through online (email) and toll free telephone number. The "help desk" and "help-line" must be staffed during core business hours of 8 a.m. - 5 p.m. C.S.T., Monday – Friday for response to questions received about the use of the SBT. Proposer must permit unlimited support of the SBT with no additional fees. This includes adding and removing car and hotel reservations to an existing reservation.

1.1.2.5 Concur Corporate Self-Booking Tool UWS User Requirements

UWS requires that the SBT support the following University defined user roles and functional requirements of the role:

(1) Traveler: Employee who:

- Has ability to self-register to use the system
- Has ability to create and maintain profile information, including charge card information and travel preferences
- May have a combined role of Traveler/Travel Arranger/Guest
- Arranger
- Can enter a charge card number at time of purchase
- May NOT see complete charge card information after entry/saving
- May designate a travel arranger to book on their behalf
- Receives confirmation and e-receipt for all SBT reservations self-booked

(2) Travel Arranger: Departmental administrator who:

- May be designated to book on behalf of another
- Can enter a charge card number into the traveler profile
- Can enter a charge card number at time of purchase
- Can completely arrange travel for any traveler, including guests of UWS.
- Can book a trip against a charge card stored in the traveler's profile
- Has ability to modify/add/inactivate traveler profiles.
- Has ability to receive e-receipts/confirmations for all reservations booked

(3) Travel Administrator: Travel Manager or other SBT “Super User” who:

- Can maintain overall configuration of policy and discounts
- Can view and modify any profile in the system
- Has ability to assign/modify any other role
- Has ability to assign/modify access to system
- Has ability to view reservation/trip information for any traveler
- Has the ability to receive e-receipts/confirmation for all reservations booked

1.1.2.6 Concur Corporate Self-Booking Tool (SBT) Credit Card Requirements

UWS requires the acceptance of all major credit cards (Visa, MasterCard, American Express and Discover) through its Concur SBT. UWS requires that the Credit card processing system must be PCI compliant to the latest standards. UWS will not be assessed, or authorized users charged, any additional fees, taxes, surcharges (i.e. merchant fees) in conjunction with credit card payments.

1.1.2.7 Concur Corporate Self-Booking Tool (SBT) Email Sub-Domain Requirements

UWS requires that the Concur SBT configuration to accommodate multiple email sub-domains. Institutions that comprise the UW System utilize over 100 different email sub-domains, including over 75 for UW-Madison alone. By standard, all domain names end in .edu.

1.1.2.8 Institution Name Requirements in Concur Corporate Self-Booking Tool (SBT)

UWS requires that the Concur SBT accommodate multiple institution and division names. Each institution may have over 100 divisions (college/department). The SBT configuration must accommodate monitoring and reporting by institution and major division.

1.1.2.9 Concur Corporate Self-Booking Tool (SBT) Online Application/SBT and UWS Ownership Requirements

UWS requires complete documentation for the SBT/online application. The University will retain ownership of any documentation provided by the system supplier, and, as such, will be copied and distributed throughout its areas without restriction. The supplier must provide and maintain to stay current:

- General System Documentation – describes the functions, components, environment requirements, database, data model, equipment add-ons, and reports of the application.
- Operations Documentation – describes how the application works, features and capabilities. Should describe at a minimum user and administrative processing requirements.
- User Documentation – describes how the application is to be used by all roles/employees, arrangers, and administrators.

- Error Process Documentation – identifies error conditions and how to correct them.
- Setup/Maintenance Documentation – describes the process to set up, maintain, and change the application features.
- Training Documentation – provides user level and role based training documentation for roles listed under 1.1.2.5

1.1.2.10 Concur Corporate Self-Booking Tool (SBT) Maintenance and Support Requirements

UWS requires the following levels of maintenance and support for the duration of the contract. The following support must be provided perpetually at **no charge** during the contract period, which begins the first business day after the software system is installed and accepted by UWS.

- a. Software maintenance on all software provided by the contract.
- b. Software updates including new releases, versions, and fixes.
- c. Documentation revisions, updates, and corrections.

Preventive maintenance inclusive of upgrades, fixes, patches, etc. shall be included in the cost.

1.1.2.11 Communication between Concur Corporate Self-Booking Tool (SBT), back-end systems, and UWS System Requirements

UWS requires that communication between the SBT, back-end systems and/or any UWS systems be done via secure protocols, such as 128-bit SSL v3 encryption.

1.1.3 *Required Business Components: Reporting*

1.1.3.1 Monthly Travel Report Requirements

UWS requires the delivery of monthly travel management reports, by institution and system-wide, detailing the following:

- Summary of all tickets/reservations and how booked (SBT, full-service, agent assisted, etc.), including year-to-date totals
- Summary of service fees charged by type (self-booking, full service, etc.)
- Itinerary/trip detail by traveler
- Business rule/policy exceptions
- Program Value and Savings – including benchmarked savings of the UW System’s discounted rates versus published rates (voids, salvaged, supplier discount/contracts use/savings, average ticket price, airfare reductions, other waivers/favors)
- Expiring/Unused Tickets
- New user registrations
- Travel Arranger bookings by traveler
- Hotel Compliance Report
 - Contracted hotels vs. non-contracted
 - Any hotels booked over per diem rate by city
 - Rate Access Codes used in bookings

1.1.3.2 Reporting and Performance Review

UWS requires quarterly reporting and an annual performance review based on quality and quantity of performance measures.

1.1.3.3 Travel Record and Passenger Name Record (PNR) Information Archiving Requirements

UWS requires the use of an accounting system and processes to maintain and archive UWS travel records and PNR information for later access. A minimum archival access of seven (7) years is required.

1.1.4 Required Business Components: Account Management

1.1.4.1 Account Manager and Staffing

The University requires an account management team be assigned to the UW System, including:

- An 80% of fulltime employee equivalent Account Manager, to oversee all UWS Travel Program and Employee Travel Program action items for the first two years, and up to 60% of a fulltime employee equivalent each year after.
- A Primary and Backup Account Manager shall be assigned. The Backup should be prepared to take on Primary Account Manager responsibilities when requested/necessary.
- The combined Primary and Backup Account Management staff shall total no less than the 80% and 60% as outlined above.
- Support Staff to provide essential Travel Customer Service during mutually agreed upon hours of operation.
- UWS requires a staff of accredited travel agents and account representatives for domestic and international travel to provide 24x7x365 after-hours customer service and Concur SBT support via a toll free phone number.

1.1.5 Required Business Components: Billing

Each of our institutions may pay for any transaction fees differently (each campus is customized). Contractor must have the ability to set up each individual campuses billing preference between: invoicing/central bill; a centralized ghost card for all airfare; a purchase card for select usage; individual bill at point of sale; and split payments (between a personal card and a combination of the above).

Often split payments are needed due to funding being split either to be part personal, part University funded or grant funded. Contractor must have ability to split payment methods as requested.

1.1.6 Duty of Care

UWS requires the travel agency to have the capability to report and track where our employees and students are at any given point in time (historically, currently, and future dates) by location. We request 50 licenses to any dashboard or portal so that numerous employees from each campus are set up with the ability to track in case of an emergency.

2 Exhibit No. 2 – University Group Block Travel Services

2.1 Group Airfare Process Requirements

2.1.1 *Intake Request Form for Group Airfare and Reservations*

The selected travel agency is required to provide an online intake request form for all group airfare and reservations.

2.1.2 *UWS Requirements to Provide Supplier*

It is the UWS responsibility to provide the following components:

2.1.2.1 Travel Dates & Department Approval

Date of travel must be provided to supplier by UWS. UWS must identify if group requires departmental approval for ticket dates, pricing, etc. The supplier must verify this information prior to order placement.

2.1.2.2 Airport Identification

UWS must identify requested departure and destination airports to supplier.

2.1.2.3 Price vs. Schedule Flight Priority

UWS must indicate to supplier whether price or schedule is the deciding factor in choosing flights. It is the current practice of UWS's contracted supplier to obtain the lowest possible price for UWS air arrangements. A group's schedule preferences may limit the ability to obtain the lowest available fare for a group.

2.1.2.4 UWS Identifies All Services Required

UWS must identify to the supplier required services, such as commercial air, air charter (rarely requested), hotel, or ground transportation.

2.1.2.5 Method of Payment

UWS must identify Method of Payment to supplier. Supplier must be able to accept payments by check, credit card, or invoice.

2.1.2.6 Travel Booking Timeframe/Travel Request Turn-Around

The supplier will confirm group travel requirements and discuss any questions with requestor within one business day of travel request placement.

2.1.2.7 Agent Requirements

The Supplier will provide agent(s) who specialize in group, international, and meeting/conference movement to identify the best options for UWS Groups.

2.2 Group Block Travel vs. Group Air Travel

2.2.1 Commercial Airline Group Booking Options

Group Block and Group Air are the two options when booking commercial airline tickets for UWS Groups.

2.2.1.1 Group Block

Group Block will be serviced by the Group Travel Services TMC (Agency) selected. Seats are held on an airline with only a small, or no deposit (depending on the carrier). Group Block used when the below criteria is met and traveler's names and TSA information has not yet been identified:

- a. Ten or more travelers are departing from and returning to the same cities on the same dates.
- b. All travelers are on the same flights and share identical itineraries (located on one master itinerary).
- c. Group Block is used when:
 - The qualification above are met.
 - Traveler's names and TSA information is not yet available.

2.2.1.2 Group Air

Group Air will be primarily be serviced by the Employee Travel Services Contractor selected, but occasionally will also have to book "live/individual" tickets when individuals are part of the group block but have a requirement to book outside of the group block. These tickets are issued immediately "live sell". Group Air is used when the below criteria is met and traveler's names and TSA Information has been identified:

- d. Travelers are flying from various locations to a common destination or flying out of a common location to various destinations
- e. Flights and Schedules are individual to the traveler.
- f. Advantages of Group Air Travel are:
 - No need to commit to the number of seats required.
 - Travelers can choose their own itineraries.
 - No deposit is necessary.
 - Full payment is due at time of ticketing.
 - UWS discount applied to qualifying tickets.

2.3 Group Accommodations, Ground Transportation, and Air Sourcing

2.3.1 Required Service Level Commitments

For accommodation, ground transportation, and charter air needs, travel agency must commit to the following service level expectations (Exceptions may apply due to service provider.):

2.3.1.1 Service

- a. Accommodation Sourcing
- b. Ground Transportation
- c. Group Air

2.3.1.2 Supplier/Travel Agency to Provide (if applicable)

- a. Five (5) Accommodation Quotes
- b. Three (3) Ground Transportation Quotes
- c. Three (3) Charter Air Quotes noting major differences (Pro and Con) in terms and conditions.

2.3.2 *Required Contracts and Agreements*

When sourcing Air, Lodging, or Ground Transportation, all required contracts must be signed by authorized UW Staff.

3 Exhibit No. 3 – UWS Athletic Travel Services

UWS Athletic Travel Services is Travel Services for all UWS Institution Athletic Teams outside of/except for UW-Madison.

3.1 Purpose

Procure Travel Agency Services for all UWS Institution Athletics related travel. (UW-Madison Excluded). (Referred to in this Exhibit No. 3 as “UWS Athletics”)

3.2 Scope

UW Athletics requires Athletic Travel Agency Services that may be located in-house at a UWS Institution or UWSA, or remote in or near the State of Wisconsin, for all airfare for individual business, recruiting, commercial and charter team travel. The ability to travel to meet with all institutions and develop a relationship with Athletic staff as requested in needed and we expect heavy travel the first year of the contract. In addition to air travel, athletic department staff are expected to use the one location travel agency for lodging and rental cars. These services and charter buses will also be considered as part of this competitive process. Because many of our athletic team’s schedules are cyclical, coaches have historically booked team lodging and charter bus service directly with hotels or other accommodation providers and bus companies that they have frequently used over the years or with hotels and bus companies that have been recommended by the host institutions. It is the athletic department’s belief that this segment of travel, and possibly the addition of charter bus and aircraft, could be significantly increased by the successful vendor through proactive communication and interaction with staff, as well as proof of improved services and cost savings.

3.3 UWS Athletic Travel Required Business Components

3.3.1 Invoicing Requirements

3.3.1.1 Invoices for Purchase Orders

The contractor will invoice UWS on a monthly basis for agency services. Each institution (individual campus) may pay for airfare reservations differently (each campus is customized). Contractor must have the ability to set up each individual campuses billing preference between: invoicing/central bill; a centralized ghost card for all airfare; a purchase card for select usage; individual bill at point of sale; and the ability to have split payments is preferred, but not required (between a personal card and a combination of the above).

3.3.1.2 Invoices for Purchasing Card

All invoices **must be itemized** showing:

- Name of traveler(s) and department
- College/Name of University
- Date of travel
- Travel provider (i.e., name of airline)
- Origin of travel
- Destination of travel
- Times of travel (time of departure, return)
- Itemized cost and total
- Type of travel (i.e. recruiting, team travel, business travel, etc.)
- Class of travel

A sample invoice must be included with your proposal. Vendor agrees to work with UWSA Contract Administrator (UWSA Director of Travel Services) or representative should invoicing requirements change.

3.3.2 One Location Site Service & Call Center

In carrying out the scope of this Contract, the Contractor shall be required to perform services to UWS Athletics and meet with athletic staff as requested. Proposers cost must include all transportation charges, if it is not included in the all-inclusive pricing.

3.3.3 Requirements for Criminal Background Checks

3.3.3.1 Background Checks of Contracted Individuals

This contract is contingent upon, prior to the commencement of services, the independent Contractor passing a criminal background check performed by the Criminal Background Check Coordinator of the unit for which the individual will be engaging in activities or rendering services. This background check will evaluate whether the individual has any pending charges or convictions that are substantially related to the contracted-for activities or services, including but not limited to, those that would render the worker unsuitable for regular contact with children. Disqualifying convictions or charges include, but are not limited to, sexual offenses, violent offenses, and drug offenses.

3.3.3.2 Personnel – Report of Child Neglect or Abuse

If, in the course of providing services to the UW, Contractor (or its employee) observes an incident or threat of child abuse or neglect, or learns of an incident or threat of child abuse or neglect, and the Contractor (or its employee) has reasonable cause to believe that child abuse or neglect has occurred or will occur, Contractor must make a report of that abuse or neglect to law enforcement or to a county social service agency as provided in UW's Policy on Mandatory Reporting of Child Abuse and Neglect ("the Policy"). If the suspected child abuse or neglect involves an allegation against a UW employee or agent (e.g. student, volunteer, contractor, etc.), or the incident or threat of child abuse or neglect occurred on the UW campus or during a UW-sponsored, the Contractor shall also report to the UW Police Department or UW's Office for Equity and Diversity.

3.3.4 Travel Per Diems

All of the Contractor's travel and per diem expenses shall be the Contractor's sole responsibility. Payment to the Contractor by the University shall not include an additional amount for this purpose

3.3.5 Record and Audit

The Contractor shall establish, maintain, report as needed, and submit upon request records of all transactions conducted under the contract. All records must be kept in accordance with generally accepted accounting procedures. All procedures must be in accordance with federal, State of Wisconsin and local ordinances.

The University shall have the right to audit, review, examine, copy, and transcribe any pertinent records or documents held by the Contractor related to this contract. The Contractor shall retain all applicable documents for a period of not less than five years after the final contract payment is made. The University reserves the right to inspect any facilities used to support this Contract.

3.3.6 Performance Meetings

The Account Representative and/or Proposer Contract Administrator must be available to meet as required with the University's Contract Administrator to evaluate contract implementation and performance and to identify continuous improvement.

3.3.7 Subcontracting

3.3.7.1 Written Approval of Purchasing for Subcontracting, Assignment, or Transfer of Contract

Any Contract resulting from this proposal shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any Subcontractor without prior written approval by Purchasing. Upon request Contractor must provide Subcontractor's complete contact information including EIN# (TIN#, SS#) and signed W-9 form.

3.3.7.2 Contractor Responsible for Subcontractor's Performance

The Contractor shall be directly responsible for any subcontractor's performance and work quality when used by the Contractor to carry out the scope of the job. University reserves the right to assess Contractor damages in excess of the contract amount for Subcontractor's failure to perform or inability to complete required project milestones.

3.3.7.3 Subcontractor to Abide by Contract Terms

Subcontractors must abide by all terms and conditions under this Contract.

3.3.8 Severability

If any provision of this contract shall be, or shall be adjudged to be, unlawful or contrary to public policy, then that provision shall be deemed to be null and separable from the remaining provisions, and shall in no way affect the validity of this contract.

3.3.9 Supplier Diversity

3.3.9.1 Minority Business Enterprise Program (MBE)

The State of Wisconsin is committed to the promotion of minority business in the state's purchasing program and a goal of placing 5% of its total purchasing dollars with certified minority businesses. Authority for this program is found in ss. 15.107(2), 16.75(4), 16.75(5) and 560.036(2), Wisconsin Statutes. The University of Wisconsin-Madison is committed to the promotion of minority business in the state's purchasing program.

The State of Wisconsin policy provides that Wisconsin Certified minority-owned business enterprises should have the maximum opportunity to participate in the performance of its contracts. The supplier/contractor is strongly urged to use due diligence to further this policy by awarding subcontracts to minority-owned business enterprises or by using such enterprises to provide goods and services incidental to this agreement, with a goal of awarding at least 5% of the contract price to such enterprises.

The supplier/contractor shall furnish information at least once per year, in the format specified by the University, about its purchases (including dollar amounts) from Wisconsin certified MBEs, and additional efforts made to achieve this goal.

A listing of certified minority businesses, as well as the services and commodities they provide, is available from the Department of Administration, Office of the Minority Business Program, 608/267-7806. To view all MBE firms go to <https://wisdp.wi.gov/search.aspx> select the MBE box and click search.

3.3.9.2 Woman Owned Business (WBE)

The State of Wisconsin is committed to the promotion of Woman-Owned Businesses as outlined in 560.035, Wisconsin Statutes.

The State of Wisconsin policy provides that Woman-Owned Businesses certified by the Wisconsin Department of Commerce should have the maximum opportunity to participate in the performance of its contracts. The supplier/contractor is strongly urged to use due diligence to further this policy by awarding subcontracts to Woman-Owned Businesses or by using such businesses to provide goods and services incidental to this agreement.

3.3.9.3 Disabled Veteran Owned Business (DVB)

The State of Wisconsin policy provides that Disabled Veteran-Owned businesses certified by the Wisconsin Department of Commerce should have the maximum opportunity to participate in the performance of its contracts. The supplier/contractor is strongly urged to use due diligence to further this policy by awarding subcontracts to Disabled Veteran-Owned businesses or by using such enterprises to provide goods and services incidental to this agreement.

3.3.10 Debarment

Federal Executive Order (E.O.) 12549 “Debarment” requires that all contractors receiving individual awards, using federal funds, and all sub-recipients certify that the organization and its principals are not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from doing business with the Federal Government. By signing this document you certify that your organization and its principals are not debarred. Failure to comply or attempts to edit this language may disqualify your bid. Information on debarment is available at the following websites: www.sam.gov and <https://acquisition.gov/far/index.html> see section 52.209-6.

3.3.11 Electronic Commerce/Online Ordering

Customers of this contract may want to take advantage of electronic ordering and “E-Commerce” opportunities that may be offered by the Contractor. All electronic orders shall receive contract pricing and/or discounts.

3.3.12 Promotional Materials/Endorsements

Contractor agrees that they will not use any promotional or marketing material which states expressly or implies that the University endorses either the Contractor or any party related to the Contractor or this Contract.

3.3.13 Additional Items/Services

Similar items/services may be added to this Contract provided it was mutually agreeable to both Purchasing Services and the Contractor. Scope of work and pricing (including discounts) must be consistent with the current contract items/services.

3.3.14 Service Requirements

3.3.14.1 Full Service Travel Agency for UWS Athletics (Excluding UW-Madison)

The Contractor shall operate a full service travel agency offering all services commonly provided by travel agencies to athletic departments including but not limited to obtaining waivers for the lowest fares without common stay over requirements, waivers of destination change penalties, credits for returned an unused tickets, reissuance of tickets when fares are decreased, delivery of tickets to recruits, etc.

3.3.14.2 Communication of Activities of Travel Agency

The Contractor shall keep the UWS Athletic Departments apprised of operating policies, prices, activities, incidents and all other information pertinent to an understanding of the activities of the agency.

3.3.14.3 Service Days and Hours

The days and hours of service of the Contractor’s office shall be determined by mutual agreement of the UWSA and Contractor. However, the office must be open a minimum of eight (8) hours per weekday, including coverage over the lunch hour, for all official days of business for the UWS. Vacation periods should be requested in advance and mutually agreed upon. As a general expectation, Contractor’s staff should adhere to the same office attendance expectations as other UWS staff. In addition, the Contractor must provide Toll-Free access to an after-hours assistance on a 24 hour per day, 365 days a year schedule.

3.3.14.4 Ticket Deliveries

Contractor shall provide daily ticket deliveries as needed, Monday through Friday.

3.3.14.5 Monthly Reporting

Contractor shall provide monthly reports to contract administrator and Athletic Department representative as routinely provided in the industry. In addition, contract must provide the following monthly reports; 1) A summary of total travel booked by the department broken down by type of travel – airfare, lodging, car rentals, etc.); 2) A listing by department, by traveler, of all unused tickets held by agency for future use.

3.3.14.6 Contractor Responsible to Furnish Labor, Management, Supplies, and Equipment

Contractor shall furnish all labor, management, supplies, and equipment necessary for the efficient operation of the travel services included in this Contract.

3.3.14.7 Contractor to Obtain Permits, Licenses, Bonds, and Parking Permits

Contractor shall be financially responsible for obtaining all required permits (including parking), licenses, and bonds to comply with pertinent Board of Regents, University of Wisconsin System regulations, and municipal, county, state and federal laws, and shall assume liability for all applicable taxes including but not restricted to sales and property.

3.3.14.8 Contractor to Meet Routinely with UWSA Contract Administrator and UWS Athletics Representatives

Recognizing that successful performance of this Contract is dependent on favorable responses from eligible users, the Contractor shall meet periodically with the UWSA Contract Administrator (UWSA Director of Travel) or designated representatives to review operations and make necessary adjustments. The Contractor agrees to maintain good public relations with eligible users.

3.3.14.9 Additional Travel Items

Contractor agrees that items relative to travel agency services not covered herein may be added by UWSA/UWS to this Contract without voiding provisions of the existing Contract.

3.3.15 Personnel, Employment, and Staffing

3.3.15.1 Contractor Personnel

Contractors shall have in their employ the necessary qualified and competent personnel to provide prompt, efficient, courteous, and quality service to all customers and in accordance with industry standard requirements.

3.3.15.2 Contract Administrator

The Contractor shall appoint a Contract Administrator to consult with the Contract Administrator and UWS Institution Athletics' representatives on current and future travel service programs and act with full authority on the Contractor's behalf in all matters pertaining to Contract requirements.

3.3.15.3 Independent Contractor

The Contractor, its officers, agents and employees, in the performance of this Contract shall act in the capacity of an Independent Contractor and not as an officer, employee or agent of the University. Contractor agrees that it shall take such steps as may be necessary to ensure that each subcontractor or contractor will be deemed to be an independent contractor and will not be considered or permitted to be an agent, servant, joint venture or partner of UWS.

3.3.15.4 Headquarter Management Staff

Contractor shall provide headquarters management staff to routinely review and inspect operations and fill staff vacancies in a timely manner. Contractor shall be responsible for personnel relations of its employees. Contractor shall comply with all applicable government regulations related to employment, compensation and payment of personnel.

3.3.15.5 Sales and Destination Training and Development Programs

Contractor shall have resources and staff for continually providing sales and destination training and development programs for their employees at all organization levels. Cost of training shall be at the Contractor's expense.

3.3.15.6 On-Site Agents Required at Travel Agency Location

Contractor shall provide a minimum of 2 dedicated onsite agents to support UWS sports within each UWS Institution Department of Athletics. While it is preferable that both agents be onsite, contractor may submit an additional proposal reflecting one dedicated agent onsite and one dedicated agent offsite. The offsite dedicated agent cannot be a call center representative and the dedicated agent is required to periodically travel to each UWS Institution's Athletic Departments to meet with their assigned sports. This travel shall be at the Contractor's expense.

3.3.16 Equipment Requirements

The Contractor shall furnish and install at its expense all equipment and furnishings required to perform under this Contract whether such equipment and furnishing is permanently affixed or moveable. The Contractor shall supply such tools of the trade as are necessary for office operations, including printer and photocopier. All repairs to such equipment and furnishings shall be the responsibility of the Contractor.

3.3.17 Removal of Equipment at UWS Upon Termination of Contract.

Upon termination or expiration of this Contract, Contractor shall vacate and return the premises to UWS in the same condition at the time the Contractor entered the premises, reasonable use and wear expected.

The University, at its option, may retain intact any leasehold improvements, or require that the Contractor remove such leasehold improvements within fifteen days from the termination of this Contract.

All equipment and furnishings not removed from UWS locations on termination of this Contract after 10 days written notice to the Contractor may be removed and placed in storage by the UWS or UWS Institutions. Contractor shall assume all costs of removal, storage and product and revenue loss.

To ensure the continuation of travel agency services, the Contractor shall honor UWS's request to extend the Contract to allow for renovation of space and delivery and installation of new equipment for start of the new Contract at a mutually agreed upon lease rate.

3.3.18 Space Use Requirements

3.3.18.1 Structure

UWS may provide the Contractor with travel agency office space on one of our campuses, if agreed to be mutually beneficial. The other option is for the contract to work remotely, but must be willing and able to meet with UWS Athletics as requested. If contractor opts to occupy UWS premises, the said premises shall be used only for travel agency services operation.

The Contractor shall assume the costs of decorating the area including, but not limited to painting, carpet, and wall covering. The plans for such improvement must be approved by the UWS/or appropriate UWS Institution prior to the commencement of work. The cost for these improvements will be paid by the Contractor.

UWS shall have the right of inspection of all Contractor's travel service areas. Authorized representatives of the UWS shall have the full right of access to all areas of said premises at any and all times.

UWS shall have the right of inspection of all travel agency operations. The authorized representative of UWS shall have the full right of access to all areas of leased premises at any and all times. Deficiencies may be presented orally or in writing by the authorized representative of UWS. Deficiency corrections shall be made by the Contractor in 15 calendar days unless otherwise agreed.

All attached signage, whether interior or exterior, must be approved by UWS representatives prior to installation and conform in general to building decor and good safety practices.

The University shall provide custodial service on a schedule normally performed for like space at the UWS Office or Institution.

3.3.18.2 Utilities

Where necessary, utilities shall be brought to the equipment by UWS and/or UWS institution. Contractor shall be responsible for paying connection costs for all phone installations and service, and shall pay for all local and long distance charges, including computer and facsimile connection circuits.

Contractor agrees to exercise care to keep energy use to a minimum and comply with established energy conservation practices, regulations and policies and endeavor to conserve the use of energies.

3.3.18.3 Security

UWS will provide Contractor with keys required for access to service areas. Contractor is responsible for control of keys obtained from UWS and for maintaining the security of locked areas. Contractor's employees shall not admit anyone to areas controlled by a key in their possession. Contractor shall be responsible for immediate reporting to Facilities Manager all the facts relating to losses incurred, equipment damage or break-ins to their equipment and areas of UWS.

No building keys may be copied. If keys are lost, Contractor shall be responsible for the total cost of rekeying and replacement of all affected UWS locks and keys.

Contractor is responsible for the purchase of padlocks and other security devices, which may be required by the Contractor to further ensure revenue, product or property.

3.3.19 Compliance Training

Because UWS is bound by the rules and regulations of the National Collegiate Athletic Association (NCAA), many travel arrangements made by personnel within the Athletic Department may have compliance rules relating to that travel. Contractor's key personnel assigned to the daily operations of the UWS travel agency office must be willing to participate in NCAA compliance training as requested.

4 Appendix No. 1

Appendix No. 1 Informational Documentation University of System

Information as of July 2019

The potential bidders of this contract shall be provided the following pertinent information by the University, along with the specifications for this Request for Proposal (RFP).

The information is for the most recent and complete fiscal year. Realistic projections may be used where necessary.

The data provided in Appendix No. 1 attached to these specifications does not constitute terms of the resulting contract, nor will it become a part of the contract. Data is attached for informational purposes.

4.1 Travel Management Services Current State Program

4.1.1 Volume

4.1.1.1 Overall Transactions and Commissionable Transactions for Calendar Year 2018 (01/01/2018-12/31/2018)

Our annual service fees, including all SOW, transaction fees, and program and licensing fees with our current Contractor are approximately \$1.2M based on all three categories of services (based on 2018 calendar year) and include having a dedicated agent team.

For calendar year 2018 (01/01/2018 – 12/31/2018) and for all three categories combined as serviced by our current contractor:

Travel Type	Transactions	Commissionable Transactions	Percent Commissionable
Air	48,823	1,749	3.58%
Hotel	16,990	12,307	72.44%
Car	7,168	6,770	94.45%

4.1.1.2 Overall Group Air Volume

- Overall Group Air Volume for FY 2018 was \$6.4M. With athletics (UWS Athletics excluding Madison) estimated at 10% to 15% of total group spend. Note this is group spend is a combination of live sell airline tickets and group block tickets.
- \$500k-850K is what the current supplier confirmed for an estimate on Athletic group air, but this does not separate UWS Athletics from University Group Travel and from the Employee Travel.

4.1.1.3 Personal Airfare

UW System had \$765K in personal airfare (typically the airfare of spouses/children) of traveling employees from July 1, 2017 – June 30, 2018. Note that these reservations typically take longer for agents to book and must be billed separately for any airline transaction fees and any personal air, University contracts are not to be used (not allowed per policy/State regulations).

4.1.1.4 Overall Online Adoption

Overall online adoption is at 50% for FY 2018. If Group spend where online is not an option is removed, the overall online is 68%.

4.1.1.5 Overall Program

The overall program spend is 60% domestic, 40% international.

5 Attachments

5.1 Attachment No. 1 - Vendor Information - DOA 3477

VENDOR INFORMATION

1. Proposing Company Name: _____

Fein: _____ **Fax:** _____

Phone: _____ **Toll Free Phone:** _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

2. Name of person we may contact in the event there are questions about your Proposal.

Name: _____ **Title:** _____

Phone: _____ **Toll Free Phone:** _____

Fax: _____

Address: _____

3. Vendor that is awarded this contract will be required to submit affirmative action information to the University. Please name the person in your company we may contact about this plan.

Name: _____ **Title:** _____

Phone: _____ **Toll Free Phone:** _____

Fax: _____

Address: _____

4. Mailing address where state purchase orders are to be mailed.

Name: _____ **Title:** _____

Phone: _____ **Toll Free Phone:** _____

Fax: _____

Address: _____

RETURN THIS PAGE WITH PROPOSAL

5.2 Attachment No. 2 – Vendor Client Reference - DOA 3478

Vendor Client Reference

Company 1 Name: _____

Address (include Zip + 4): _____

Contact Person: _____ **Phone No.:** _____

Products and/or Services used: _____

_____ **Email:** _____

Company 2 Name: _____

Address (include Zip + 4): _____

Contact Person: _____ **Phone No.:** _____

Products and/or Services used: _____

_____ **Email:** _____

Company 3 Name: _____

Address (include Zip + 4): _____

Contact Person: _____ **Phone No.:** _____

Products and/or Services used: _____

Company 4 Name: _____ **Email:** _____

Address (include Zip + 4): _____

Contact Person: _____ **Phone No.:** _____

Products and/or Services used: _____

_____ **Email:** _____

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5.3 Attachment No. 3 – Bank Reference

Bank Reference

Bank 1 Name: _____

Address (include Zip + 4): _____

Contact Person: _____ **Phone No.:** _____

Products and/or Services used: _____

Bank 2 Name: _____

Address (include Zip + 4): _____

Contact Person: _____ **Phone No.:** _____

Products and/or Services used: _____

Bank 3 Name: _____

Address (include Zip + 4): _____

Contact Person: _____ **Phone No.:** _____

Products and/or Services used: _____

Bank 4 Name: _____

Address (include Zip + 4): _____

Contact Person: _____ **Phone No.:** _____

Products and/or Services used: _____

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5.4 Attachment No. 4 – Terms and Conditions

TERMS AND CONDITIONS

If awarded this PROPOSAL, we agree to all the terms and conditions of this PROPOSAL (including all attachments), PROPOSAL addenda and revisions, and the Proposal of the successful Proposer, and additional terms agreed to, in writing, by the agency and the Contractor shall become part of the contract. I understand that failure to accept and carry out this contractual agreement in its entirety may result in a cancellation of award.

Proposer: _____

By: _____

Printed Name: _____

Title: _____

Date: _____

5.5 Attachment No. 5 - Proposer Information

Proposer Information

Contractor: _____

Ordering/Expediting: _____

Invoice Information: _____

Contract Renewal/Cancellation: _____

Contract Problems: _____

Returns: _____

Phone No.: _____

Fax No.: _____

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5.6 Attachment No. 6 – Designation of Confidential and Proprietary Information DOA 3027

DESIGNATION OF CONFIDENTIAL AND PROPIETARY INFORMATION

THE ATTACHED MATERIAL SUBMITTED IN RESPONSE TO Proposal No. PS-16-2157 includes proprietary and confidential information which qualifies as trade secret, as provided in Section 19.36(5), Wis. Stats., or is otherwise material that can be kept confidential under the Wisconsin Open Records Law. As such, we ask that certain pages, as indicated below, of this Proposal/Proposal Response be treated as confidential material and not be released without our written approval. We request that the following pages not be released:

Section	Page#	Topic

IN THE EVENT THE DESIGNATION OF CONFIDENTIALITY OF THIS INFORMATION IS CHALLENGED, THE UNDERSIGNED HEREBY AGREES TO PROVIDE LEGAL COUNSEL OR OTHER NECESSARY ASSISTANCE TO DEFEND THE DESIGNATION OF CONFIDENTIALITY.

This does not apply to Proposal or Proposal prices. Prices are always open. Other information usually cannot be kept confidential unless it is a trade secret. Trade secret is defined in s.134.90 (1) (c), Wis. Stats. As follows: "Trade secret" means information, including a formula, pattern, compilation, program, device, method, technique or process to which all of the following apply: 1. The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use. 2. The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances. Failure to include this form in the Proposal/Proposal Response may mean that all information provided as part of the Proposal response will be open to examination and copying. The state considers other markings of confidential in the Proposal document to be insufficient. The undersigned agrees to hold the state harmless for any damages arising out of the release of any materials unless they are specifically identified above.

Name Authorized Representative

Company Name

Signature Authorized Representative

Date

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5.7 Attachment No. 7 - Affidavit

University of Wisconsin System
 780 Regent Street
 Madison, WI 53715

This completed affidavit must be submitted with the bid/proposal.

Proposer Preference: Please indicate below if claiming a proposer preference:

- Minority Business Preference (§ 16.75(3m), Wis. Stats.) – Must be certified by the Wisconsin Department of Administration. If you have questions concerning the certification process, contact the Department of Administration, 101 E Wilson St, 6th floor, PO Box 7970, Madison, WI, 53707 or (608) 267-9550.
- Work Center Preference (§ 16.752, Wis. Stats.) Must be certified by the State of Wisconsin Use Board. If you have questions concerning the certification process, contact the Wisconsin State Use Board, 101 East Wilson St, 6th floor, PO Box 7867, Madison WI, 53707 or (608) 266-2553

American-Made Materials: The materials covered in our proposal were manufactured in whole or in substantial part within the United States, or the majority of the component parts thereof were manufactured in whole or in substantial part in the United States.

- Yes No Unknown N/A (Does not apply)

Services Performed in the United States (2009 Wis. Act 136): All services provided to the University of Wisconsin System or any of its campuses under this proposal will be performed in the United States.

- Yes No N/A (Does not apply)

Non-Collusion: In signing this proposal we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free trade; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor, or potential competitor; that this proposal has not been knowingly disclosed prior to opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

We will comply with all terms, conditions, and specifications required by the State of Wisconsin in this Announcement of Bid/Proposal and the terms of our Bid/Proposal.

Authorized Representative:		Title:	
	(Type or Print)		
Authorized Representative:		Date:	
	(Signature)		
Company Name:		Telephone:	

5.8 Attachment No. 8 - Bid Submittal Checklist

**PS-20-2542
Bid Submittal Checklist**

Required Cost Proposal Forms (Must be Sealed in a Separate Envelope):

- Section C, Number 1 Cost Proposal, Item 1.1
- Section C, Number 1, Addenda Acknowledgement 1.2

Required Proposal Documentation (With No Mention of Cost Proposals):

- Attachment No. 1: Vendor Information DOA 3477
- Attachment No. 2: Vendor Client Reference DOA 3478
- Attachment No. 3: Bank Reference
- Attachment No. 4: Terms and Conditions
- Attachment No. 5: Proposer Information
- Attachment No. 6: Designation of Confidential and Proprietary Information
- Attachment No. 7: Affidavit

Note: This checklist is to help proposers ensure their submittal packet is complete. This sheet does not need to be returned as part of the proposal submittal.